Netaphor

Netaphor SiteAudit 7

Features & Productivity	
Usability	
IT Admin & Security	
Support & Training	
Value	

OVERVIEW

Netaphor SiteAudit is an integrated fleet-assessment and -management platform that delivers audit tools and usage and service analytics for a wide range of output devices. Intended for use by both managed print services (MPS) providers and IT departments within mid-size to large organizations, the solution provides print and copy volumes to aid with billing and help maximize device utilization, enables the tracking of compliance with Service Level Agreements (SLAs), performs checks to assess the security threats device settings may pose, and much more. A brand-agnostic solution, SiteAudit can discover and report on both networked and locally connected devices from all major OEMs. The platform is available in both on-premises (SiteAudit Onsite) and cloud (SiteAudit Hosted) editions. The optional SiteAudit Analyzer and Visualizer tools provide MPS resellers and their customers with comprehensive fleet analytics and floor mapping, while the Virtual Technician tool allows providers to remotely perform diagnostics and change device settings to eliminate some on-site service calls.

CHIEF BENEFITS

REMOTE MANAGEMENT – The solution allows service providers and businesses to remotely monitor the status of managed devices and receive email alerts should a warning or error occur.

DEVICE SUPPORT – SiteAudit is a brand-agnostic system that can gather information from, and monitor the status of, any networked or locally connected output device. Support extends to wide format devices, label makers and Canon desktop scanners.

SECURITY ASSESSMENT – The solution will monitor devices under management and identify vulnerable ports and SNMP implementations, and then present that information so providers can take action. SiteAudit also notifies when the status of these ports and SNMP change. The Security assessment is a SiteAudit Analyzer option.

REDUCE ON-SITE VISITS – The platform's Virtual Technician feature lets technicians remotely access the embedded web servers of devices and perform other tasks without a bothersome (to the customer and costly (to the service provider) visit.

STREAMLINE REQUIRED REPORTING – The available Analyzer QBR tool makes it almost effortless to create the quarterly reports required by most MPS contracts and can help an MPS provider quantify to customers the positive impact their program is having on usage, uptime and costs.

WIN NEW BUSINESS – The optional Analyzer TCO tool can show a potential customer their current output-related costs, and calculate what their costs could be with the MPS contract the provider is proposing

OUR TAKE

For office equipment dealers and other resellers, managed print services (MPS) is a crucial offering in their portfolio. But an MPS engagement can quickly turn unprofitable if a provider has to dispatch technicians to a customer site for little things, and customers can quickly grow unhappy if they feel promised service level agreements (SLAs) are not met. Netaphor SiteAudit is an integrated fleet-audit and fleet-management platform that lets MPS providers (or large enterprises) remotely monitor, manage, and remediate issues for a wide range of output devices. The solution is highly scalable—it can support up to 25,000 devices per server instance—and the company offers both on-premises (SiteAudit Onsite) and cloud (SiteAudit Hosted) editions to suit any organization's deployment preference.

SiteAudit OnSite can calculate uptime/downtime for a specified time period, which helps MPS providers and purchasing agents identify devices ripe for replacement. Similarly, the cost-per-page analysis is especially useful for identifying hardware that's most friendly (or harmful) to a business's bottom line. These data points can arm an organization with valuable information that can be used to make better purchasing decisions and to ensure that the manufacturers are living up to their SLAs. Consumables tracking is another critical part of the MPS equation on which the solution delivers: Administrators can set rules-based notification thresholds for proactive management and quick problem resolution. Beyond these core status monitoring and meter reporting, SiteAudit can help MPS providers improve and grow their businesses. For example, Netaphor's SiteAudit Analyzer tool provides comprehensive fleet analytics by leveraging data from the SiteAudit solution.

Having evaluated the SiteAudit platform four times prior to this report, it's clear to us that Netaphor continues to bring more and more value with each upgrade—and SiteAudit OnSite 7.0 is no exception. The most notable addition in our opinion are the Security Assessment features, which can help mitigate the inherent security vulnerabilities that arise with "Internet of Things" devices—of which printers/MFPs were among the first—that are connected to both the web and the corporate network. For example, SiteAudit identifies weak SNMP implementations (such as SNMP v1) and TCP ports (Port 21, for FTP) that could lay a device open to attack, and reports those risks to technicians in charge of the fleet. The SiteAudit Security Assessment tool will even generate a report with proposed changes and an action plan. Also added

in Version 7.0 is an optional connector to ServiceNow. The optional Virtual Technician enables comprehensive remote diagnostics and troubleshooting. This can confirm a supply or error condition, thus save time if a service call would be required. SiteAudit 7.0 is "FedRAMP ready" which means it meets the security controls identified in the FedRAMP program. Netaphor has created a Microsoft Power BI connector and dashboard for operations management and graphical analyses.

All things considered, the SiteAudit system is an extremely powerful and feature-rich fleet management tool that's well suited to MPS providers charged with monitoring and managing devices in the field. SiteAudit is also a good fit for IT departments within mid-size to large organizations that have a mixed-brand fleet of printers and MFPs. So for organizations that need to manage hundreds to thousands of devices in great detail, Netaphor SiteAudit is well worth the investment.

STRENGTHS

- Allows customers to move seamlessly from fleet assessment to fleet management
- Supports networked and locally connected devices
- Brand-agnostic system reports on any device with a printer MIB
- Security Assessment feature shows potential device vulnerabilities and what should be done to mitigate those risks
- Powerful drag-and-drop report building
- Calculates uptime/downtime for devices, shows consumables yields, estimates remaining consumables life, calculates cost per page and more
- Summary views give top-level of fleet, while dashboards provide insight into all managed devices
- Optional Virtual Technician feature enables comprehensive remote diagnostics and troubleshooting
- Optional Analyzer QBR and Analyzer TCO plug-ins leverage collected data and add value for MPS users
- Optional Power BI dashboard provides exceptional visualization for remote fleet operations and device analytics

WEAKNESSES

- Higher price per managed device than some leading management platforms
- Lacks the cost control features found in in-house print management products

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PRODUCT PROFILE

Versions	Netaphor SiteAudit comes in three versions. SiteAudit Hosted is cloud-based and is intended for small- to mid-size MPS providers who do not want the burden of hosting the solution themselves. Netaphor SiteAudit OnSite is designed for larger organizations who can easily host the solution on their own servers. A limited-function version, SiteAudit Compact, delivers the core fleet-assessment features.
Pricing	The solution is priced on a per-managed-device basis, with Hosted Suggested Retail Pricing (SRP) costing $25 per device per year and OnSite costing $20 per device per year. SiteAudit assessment start at $125 per audit on a one-off basis.
Users	Maximum number of users supported: Unlimited
Server	Microsoft Windows Server 2016 and later, Windows 10 and later
Client	Virtually all current browser types, including Internet Explorer, Safari, Firefox or Chrome
Mobile Device Compatibility	Not applicable
Compatible Output Hardware	All SNMP-enabled networked and locally connected printers and MFPs that have an industry-standard MIB. Netaphor's relationships with many leading OEMs allow the solution to capture data from the manufacturer's enterprise MIB of most hardware, as well as from their embedded web servers. The solution also supports OEM-specific protocols to collect data.
Software Integration	Via connectors: ServiceNow, SAP, OMD, Abacus, Evatic, NAVision, POB, and others
Availability	SiteAudit is sold in North America, Europe, South America, and Asia by authorized Netaphor resellers and partners.
Languages	English, French, German, Spanish, Japanese, Polish, Russian and Portuguese

Features & Productivity

SiteAudit has all the features a service provider or enterprise needs to assess and track output devices and meter counts. It supports both networked and locally connected printers and MFPs of any brand, and can report the attributes contained in the manufacturer's enterprise MIB, including total, print and copy meters (broken down by color/monochrome), page size (ledger/A3, letter/A4), simplex/duplex and much more—up to 500 attributes, depending on the functionality of the device. In addition, Netaphor has relationships with most leading OEMs that also gives the system access to private MIB data. And unlike some other output management utilities, SiteAudit also tracks and reports on fax and scan/send volumes for MFPs. The latter is becoming increasingly important to enterprises and resellers as digital sending and scan capture become more integral to an organization's workflow.

Most notable versus competing platforms is the integration of an assessment report, which utilizes key performance indicators built into the software. The integration means a separate audit tool isn't required: MPS providers can go from the assessment phase to fleet management without changing tools or needing to perform another initial data collection.
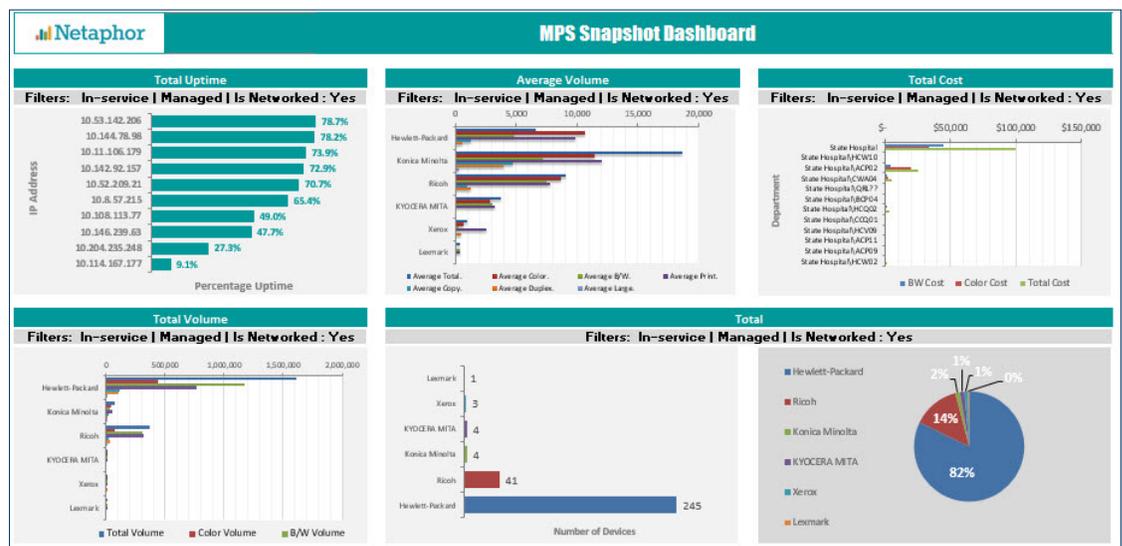
The optional SiteAudit Analyzer assessment tool allows resellers to create custom audit reports that show critical stats such as device uptime and volume, total cost, potential cost savings, and more.

- The solution's consumables tracking features are particularly robust. SiteAudit can show the percentage of remaining toner available (in as granular an increment as provided by the device) and estimate the replacement date and/or pages remaining based on past usage to enable just-in-time ordering, which cuts down on the supplies a service provider or enterprise needs to have on hand. The software also calculates supply yields in pages, and hence can provide a very accurate cost-per-page analysis. Other consumables tracked by the system include the life of the drums, fuser units, developer, transfer units and cleaning kits.

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SiteAudit OnSite can track consumables of all types and alert designated users when supplies are low.

In addition to meter and consumables data, the program tracks errors at the device level, which lets service providers or IT administrators generate uptime/downtime reports to identify problem machines and those with the fewest errors—particularly useful data points when it comes time to replace hardware. Resellers and customers can also use the solution to track response time to service calls and SLAs.

Unlike some platforms, SiteAudit provides complete Move, Add and Change (MAC) tracking, reporting and alerting for devices in the fleet, too. MAC event logging includes reporting of newly added devices, when a previously detected device is retired, when a retired device is put back into service, when the device location changes, when a device is reassigned to a new department and when the IP address of a device changes. MAC tracking ensures that the reported inventory accuracy is constant, reduces the chance of hardware being misplaced, eliminates the inadvertent assignment of duplicate IP addresses and means that device history (such as meter counts and error logs) stays with the device's entry in the database, even if its IP address, group or location changes.

The system delivers highly customizable rules-based notification features. Alerts can be sent to outside service providers or in-house personnel based on the type and severity of the error, ensuring maximum device uptime and improving first-call problem resolution. And SiteAudit OnSite's reporting features are second to none. The program offers 70 standard reports, but in actuality the number of tabular reports that can be created is limitless, since any parameters on a given table can be combined to create a custom report. The solution lets users schedule reports to run reports at a set time and deliver the results via email to an unlimited number of recipients. A small sample of the available reports include:

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- Volume Analysis shows current meter count breakdowns for each device, including total pages, color/monochrome pages, total copies, simplex/duplex pages, 11x17 pages and more.

- The Lifetime Counters tool generates a list of total meter counts for the lifetime of the device, including prints (color/monochrome), copies (color/monochrome), scans and more.

- The unique Host Analysis tool shows information on host PC/servers discovered on the network, including the driver revision loaded on the PC and the pages printed from that PC.

- The Job Analysis tool creates a summary report of job types, collected from the Windows spooler.

SiteAudit also allows users to create cost-per-page reports and makes it easy for to identify troublesome and trouble-free devices, which can be especially useful when it comes time to make replacement decisions. The Incident History report shows a complete list of all error messages generated, including the severity level, whether the incident required a response from an untrained (paper out, for instance) or trained (replace fuser) individual, the status of the incident (resolved or unresolved), the incident's duration, and more. For even more granularity, the Problem Analysis view shows a top-level count of the total errors for each device and its total downtime. Users can then drill down into a particular device's entry to see a description of each error that has occurred (such as "perform printer maintenance" or "low consumables: maintenance kit") and its severity (warning, critical, and so on).

Customers will also appreciate the Copy vs. Print report, so they can see the mix of function usage to better right-size a fleet. Also handy is the Color vs. Black-and-white report, which can be a useful tool to help drive down unnecessary color usage. And the utility also offers an SLA Analysis view, which shows the service level agreement attached to a device, its uptime and downtime, and the number of incidents that were handled in the timeframe specified in the SLA and those that weren't. The Consumables report, which shows the level of ink/toner (in percentage increments as supported by the device) remaining for each device, is important too. Newer metrics that have been added include high/low utilization (usage percentage above/below the OEM's recommended volume), device type (printer or MFP), whether it's ENERGY STAR-qualified or not, and its age based on the launch date.

If Netaphor was to have stopped there, SiteAudit would offer very robust reporting tools for most users, especially since lists could be easily sorted to find a particular device. But since the solution was designed to handle thousands of devices, it takes the analysis one step further, allowing users to customize the results lists by specific parameters. On top of the robust reporting capabilities of SiteAudit, the new Dashboards provide at-a-glance information over three pages of graphs, all of which are preconfigured. With these, technicians and administrators can see statistics for all managed devices, including those related to inventory, deployment, supplies, health and utilization.

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**The Power BI Dashboard enables users to see top-level information about all managed devices, including supplies status and overall health, and drill down to the device.**

As noted, the latest version's Security Assessment features can help mitigate the security vulnerabilities of output devices by looking for and flagging unsecure ports and settings. SiteAudit discovers devices and their SNMP implementation (such as SNMP v1 with weak community strings) and TCP ports (Port 21, for FTP; Port 23, for Telnet) that could lay a device open to attack, and report those risks to technicians in charge of the fleet. Users can generate an Assessment Report proposal for clients to show them their security "score" with devices in their current state and the score if devices were to be remediated. The program will even generate an action plan for technicians showing which devices need remediation and what action should be taken.
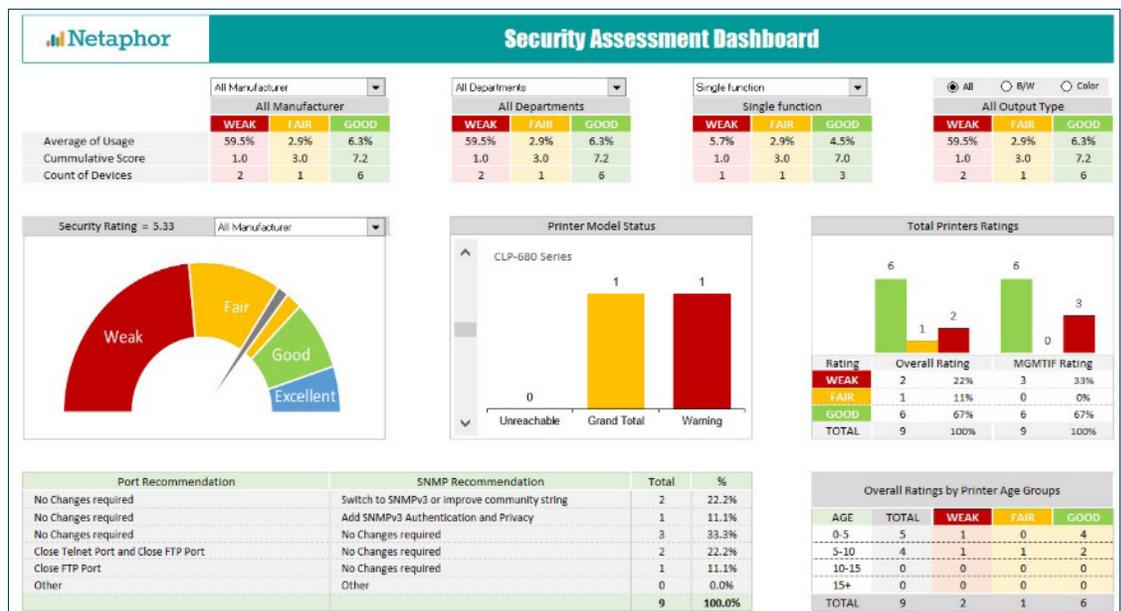
The SiteAudit Analyzer Security Assessment dashboard shows security ratings based on device vulnerability.

And lest you think that remediation plan means rolling a truck to the customer site, think again. The platform's Virtual Technician feature lets technicians remotely access the embedded web servers of supported devices and change the security (and other) settings remotely. The tool also lets technicians remotely perform diagnostics, view the control panel (again, if supported by the target device), and perform other tasks without a bothersome (to the customer) and costly (to the service provider) on-site visit.

Netaphor has also introduced several optional add-ons to mine the "big data" collected by and archived in SiteAudit extend its utility. Analyzer TCO is geared toward helping MPS providers win new business or expand an existing contract to capture devices not under management. The detailed charts and calculations the tool generates show total cost of ownership information for the customer's "current state" output fleet, along with projected "future state" costs associated with the provider's proposal. In both cases, the data is very easy to understand. Analyzer QBR helps providers keep current MPS customers informed and satisfied by providing charts and statistics that detail inventory, page volumes, device utilization, supply usage and user metrics. More importantly, the tool shows how those real-world stats compare to the targets set forth in the MPS contract. This data-driven quantification can illustrate to a client that the service provider is meeting or exceeding the tenets of the contract and help prove a program's worth to customers. And for dealer personnel, having a pre-built Excel tool that crunches the data and creates the chart can save countless time and avoid the late-night end-of-quarter scramble.

Rounding out the exhaustive feature set are a set of connectors to third-party applications such as the popular ServiceNow platform and other ITSM applications which focus on asset and service management. SiteAudit 7.0 is notable as it is also "FedRAMP ready" meaning partners interested in obtaining an Authorization to Operate (ATO) from a federal agency can rely on SiteAudit 7.0 as part of their FedRAMP program.

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USABILITY

Administrators and reseller personnel familiar with other in-house or remote device management utilities will have no trouble adapting to SiteAudit, and even users unfamiliar with such platforms should have no trouble performing common tasks with very little training. The solution's well-designed interface has a hierarchical organization tree on the left to allow the intelligent grouping of hardware, which enables the tracking thousands of devices. The UI also offers full support for drag-and-drop actions, right-click mouse input and so on; all of these make navigating and customizing lists and reports extremely easy, with very little training required.

The main user interface is very straightforward, with the organizational structure set up by the administrator—company, departments, cost centers, locations—in a frame on the left and the list of devices in the center. Users can easily see all hardware associated with an organization by selecting the uppermost entry, or limit the list to particular department, location and so on by clicking on one of the subentries. The solution offers a handy Analysis Summary that

shows a top-level view of the selected organizational entry. Users can quickly see inventory by device type (such as networked or direct-connected) or manufacturer; output volumes (broken down by color/monochrome, print/copy, simplex/duplex and more); an Efficiency summary that shows average volume and most-used devices; and a Reliability summary that shows the number of critical errors for the selected group, the number of errors needing trained personnel, total downtime per printer, average uptime, average response time and more (this tab also displays the least-reliable devices).

Working directly with a particular device list is also easy. These more detailed lists show individual rows for each device in the selected organizational entry, with columns for the device name, manufacturer, model, IP address, serial number, connection port, page totals, usage (the percentage of all output volumes the particular device is responsible for) and much more. As with other management utilities, the granularity of information shown in the drill-down view will vary depending on what data is available in the devices' MIBs.

IT ADMIN & SECURITY

INSTALLATION / CONFIGURATION

Deploying SiteAudit is similar to other device management platforms. Two components need to be installed: the server-resident SiteAudit Monitor, which collects data from managed devices, and the client PC-resident SiteAudit Viewer, which enables end users to see and work with the server-resident data. The hardware and software requirements are fairly straightforward and similar to those of other device management platforms BUYERS LAB has evaluated, although it should be noted that some competing systems are cloud-based and require no server installation, only a small data-collection applet to be placed on a networked PC.

As with other packages, administrators should be familiar with setting up a SQL database (Microsoft SQL Server Express, included as part of the product download, is fine for monitoring fewer than 250 devices, while SQL Server 2016, 2017 or 2019 is needed for monitoring more than that), .NET Framework 4.6.2 (which is automatically installed if not present) and various Windows services (Netaphor offers a handy Deployment Checklist article in its knowledgebase). Assuming the SQL database is in place, the wizard-based installation walks the administrator through the deployment, which can typically be completed in a matter of minutes. And as noted, Netaphor also offers a cloud-based hosted iteration of SiteAudit, which necessitates only the deployment of a data collection agent on the network to communicate with the hosted servers.

One advantage of SiteAudit versus the competition is the integration of the assessment tool with the management platform. With other solutions, an equipment dealer typically performs a fleet audit to gather initial data about a site's output devices. After a set period (typically 30 days), the full fleet-management tool is put in place—necessitating another software installation and data collection. SiteAudit integrates the two, delivering an Integrated Assessment Report that tabulates device inventory, volume, reliability and efficiency and creates a finished report from the data. The tool delivers a five-part analysis including user-defined analysis of key facts, recommended actions based on the data collected and an ROI analysis, after

which the report can be customized with commentary, graphics and logos, and is provided in Microsoft Word format for easy editing.

Once the solution is deployed, administrators or resellers can perform a device discovery to populate the database in a number of ways. An automatic discovery broadcasts to the network and finds all SNMP-enabled devices that respond. Administrators can also enter a list or range of IP addresses manually, opt to scan specified subnets only, opt to scan for a specified set of devices only, prevent discovery of locally connected devices, exclude the IP addresses of devices they don't want to manage with SiteAudit, and other options. These discovery parameters are more varied than those of other management utilities Buyers Lab has tested. And unlike most other like solutions, SiteAudit can discover and monitor devices locally connected to networked PCs (via USB or parallel connections) without the use of a local agent.

ONGOING ADMINISTRATION

The platform's license management feature allows the administrator to select which discovered printers are to be monitored and managed. For instance, if on organization has a SiteAudit license for 100 printers but a fleet of 110 printers, the administrator can select the 100 printers they want to manage and the other 10 can be sent into an "unmanaged" group. Notably, Site-Audit supports Move, Add and Change (MAC) events, which provide a way for administrators to maintain control of their fleet and to be notified when changes occur. Netaphor's algorithms ensure that collected data is always associated with the correct device, even if the device's IP address changes.

The Setup > Company organization menu choice lets administrators or resellers create a hierarchical-structure view that corresponds to the organization. For example, resellers can create top-level entries for individual clients, with nested sub-nodes for various offices; or enterprises using the system for in-house management can create a hierarchical structure by location, department or cost center. Once the structure has been defined, individual devices can then be assigned to departments, cost centers, locations, or other units within the structure.

Administrators can import the organization structure and discovery information using the Asset Tool. The Asset Tool is new in SiteAudit 7.0 and allows administrators to import discovery and organizations, create up to 15 custom fields and export and then import data. The import data can be set to run on a schedule automating the update of specific asset data.

SECURITY

The platform includes strong security functions. A login is required to access SiteAudit so technicians/administrators can control the data and its integrity. All communication between devices and the server is via a secure connection, specifically over port 443 and HTTPS. Only information pertaining to devices is stored; no personal data whatsoever is harvested. In addition, access to reports is controlled through Microsoft IIS credentials, which allows control over which reports users can access.

And as noted, new in version 7.0 are enhanced security capabilities and options. Primarily targeted at IT administrators and/or IT Security Administrators/consultants, the security capabilities can point at open ports and SNMP implementation and provide a vulnerability analysis

and recommendations for remediation. This is presented as a Security Assessment presentation and allows the service provider or IT administrator the opportunity to hone in on potential risks and vulnerabilities.

SUPPORT & TRAINING

Netaphor offers strong support and training to help both providers and users get the most from their investments. For starters, Netaphor-certified partners are offered extensive training. Sales and technical leads at the reseller are required to take a one-day remote training course (the program is different for each role), which is offered free of charge. In-person training is also offered, with the fee dependent upon the location and required curriculum. In addition to the required online training, Netaphor encourages quarterly and ad-hoc training as new features are added to the platform. Meanwhile, technical support is offered to resellers via email and online chat, but not by phone. General tech support is offered free of charge, and the developer also offers fee-based programs depending on the level of support requested.

Customer support and training is handled by the individual reseller; those partners can pass along the remote training offered to resellers, and they also have the option to sell expedited support service (ultimately handled by Netaphor) that responds in 15 minutes during business hours.

Netaphor provides searchable PDF documentation—over 200 pages worth—that covers all aspects of SiteAudit OnSite, from setup to custom reporting. Additionally, customers can access the online knowledgebase that contains clearly written articles covering dozens of topics.

VALUE

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The solution is priced on a per-managed-device basis, with Hosted costing $25 SRP per device per year and OnSite costing $20 SRP per device per year. (SiteAudit Compact costs $125 per one-off assessment run.) While this is slightly higher than the price charged by some competing third-party fleet-management platforms aimed at MPS dealers, it should be noted that SiteAudit delivers more features and functionality than most others. And adding to its overall value proposition are the unique custom reporting features the system delivers, as well as its scalability. Netaphor estimates an ROI for the solution of about six months.