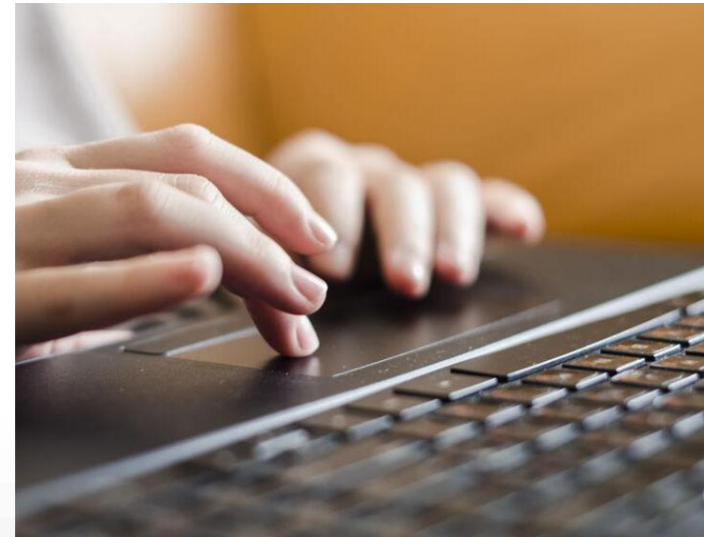**DX UIM**

Large MSP Managed 400% Increase in Load Without Impact to Customer Experience with DX Unified Infrastructure Management

Large MSPs end customer offering employment services experienced a once-in-a-lifetime load increase during COVID-19 by 400% to 120,000 visits a day.

MSP manages a total of 4000 servers and can't manage that scale individually.

The Monitoring Configuration Service provides automatic probe deployment and bulk configuration. Configuration is drag-and-drop without requiring direct access to target machines.

Custom dashboards for executives and other roles are available with the latest version of DX Unified Infrastructure Management (DX UIM) 20.4. Servers can be grouped by role and application for faster triage.

With DX UIM during their customer's unprecedented increase in load, this MSP was able to monitor and gain insight into where to add capacity before customer experience was impacted.

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