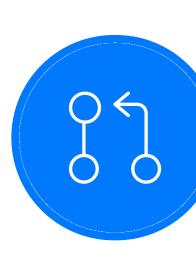
Faster, Easier, More Secure: TRINUS Tech's Success Story with Domotz

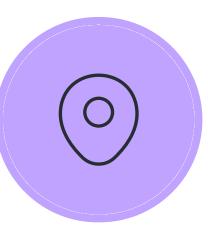
Slow, costly, and underutilized—TRINUS Tech's previous network monitoring tool was holding them back. By switching to Domotz, they cut costs by 66%, deployed 3-4x faster, and ensured seamless network security across all clients. Now, TRINUS focuses on operating proactively, resolving issues before their clients even notice them.







Industry Managed Services Provider (MSP)



Location Calgary, Alberta, Canada

Cost Savings*

Faster Internal Deployment*

Customer Rollout

*when compared to Auvik

About TRINUS Tech

Kevin White is the CEO of TRINUS Tech, an Alberta, Canada-based MSP with 27+ years of experience, primarily servicing towns, cities, and organizations across Alberta, British Columbia, and Nunavut. With a team of 32 IT professionals, TRINUS provides network monitoring, security, and remote IT management for clients spanning from accountants and lawyers to medical clinics, municipalities, manufacturing, and even energy companies.

As an MSP now focused on proactive service delivery, Kevin and his team sought a cost-effective, easy-todeploy solution to increase their network visibility and security monitoring for their clients that cannot risk downtime.



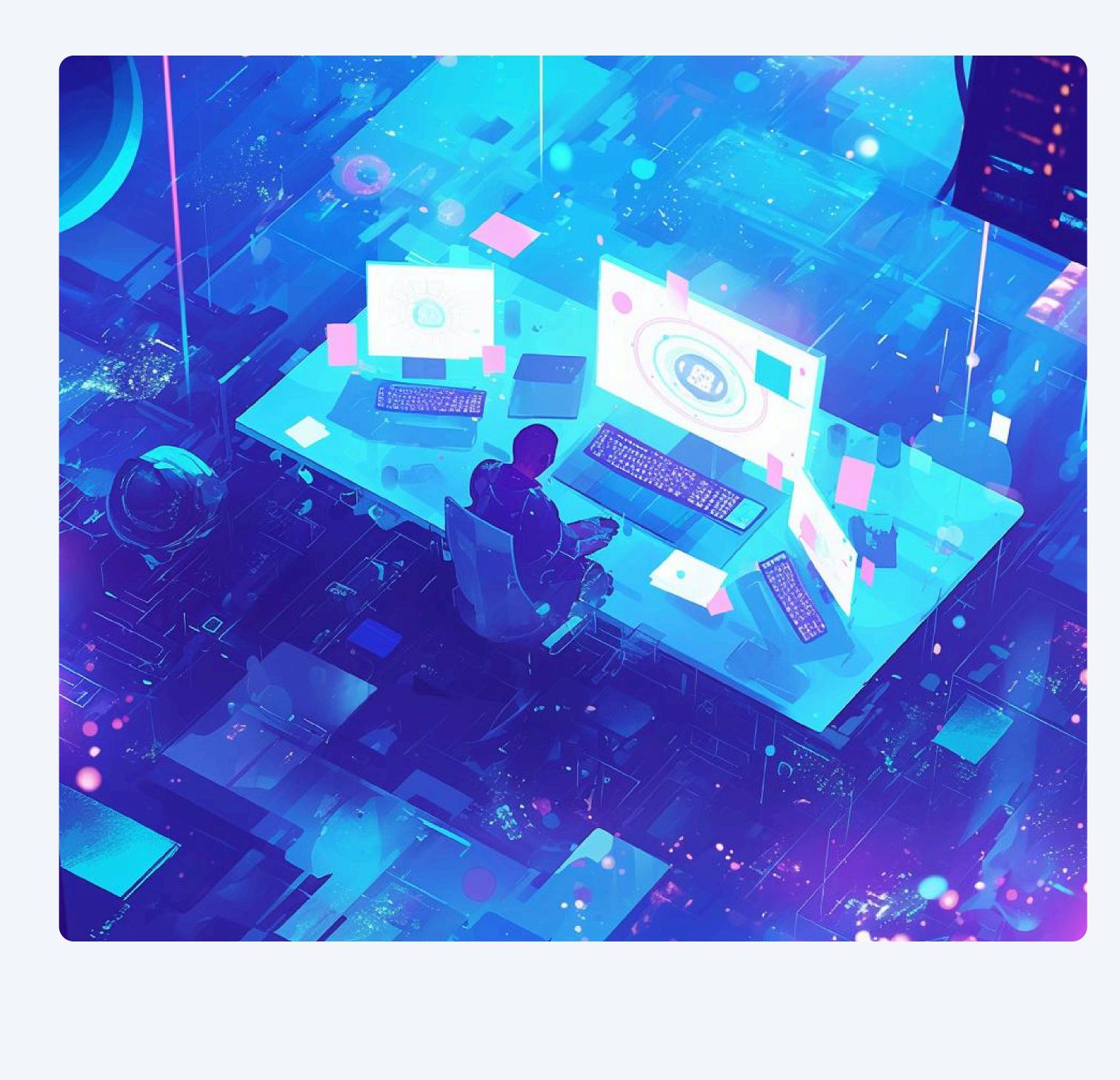
Domotz is about one-third of the cost, and we were able to roll it out across all of our customers in just three to four months. Auvik required a lot of manual setup, and adoption was low because our technicians found it cumbersome. This was after a taking nearly a year to deploy. Domotz made everything simpler and more efficient.



CEO, TRINUS

Kevin White





for ways to enhance service delivery and provide the best support for their clients. However, their previous network monitoring platform presented several roadblocks. Deployment was slow and timeconsuming, taking nearly a year due to a manual device mapping process and limited automation. The platform's complexity led to lower adoption among technicians, making it difficult to fully leverage its capabilities. Additionally, prohibitive costs made it impractical to

As a forward-thinking MSP, TRINUS was always looking

implement across all clients, meaning TRINUS had to prioritize coverage for select accounts rather than offering a consistent monitoring experience to all clients. This limited visibility and made proactive service more challenging.

The Solution TRINUS needed a solution that was faster, more scalable, and cost-effective—one that would allow them to

monitor every client with ease. That's why they made the switch to Domotz.

third the cost, Domotz enabled full deployment across all managed service clients, rather than limiting coverage due to budget constraints. The rollout was seamless, completed in just three to four months, compared to nearly a year with Auvik, thanks to device discovery through the Domotz Collector and prebuilt templates that eliminated time-consuming manual device mapping. Our technicians picked up Domotz in hours instead of weeks, and the transition was effortless," says White.

For TRINUS, switching from Auvik to Domotz came down to three key factors: cost, speed, and usability. At one-

unauthorized access or configuration drift—an essential security capability missing from Auvik. With faster deployment, stronger security monitoring, and broader adoption, Domotz became the obvious choice for TRINUS.

Domotz also integrated smoothly with TRINUS' existing PSA and RMM tools, ensuring real-time visibility and

automated alerting. One standout feature was firewall change tracking, which provided instant alerts on

By switching to Domotz, Trinus Technologies has standardized network monitoring, improving efficiency,

The Result

security, and client engagement while cutting costs by 66%. With proactive issue detection, TRINUS resolves problems before clients notice, shifting from a reactive to a proactive service model.

White shared, "Before we had either tool, it was very reactive. Typically, we wouldn't know about an issue until the customer called us saying, 'Hey, my internet's down' or 'The wireless has stopped working.' Now, we're able to call the customer first or have a ticket started and be investigating things before they even notice."

Domotz' automated uptime reports have also strengthened client trust, becoming a key part of Quarterly Business Reviews (QBRs). Trinus can now prove their 24/7 monitoring efforts with data-backed insights. "Clients used to take our word for it. Now, we

have reports to back it up—giving them peace of mind," says White. From a business standpoint, baking Domotz into managed service agreements has boosted

profitability while ensuring every client benefits from proactive monitoring. With faster deployment, stronger adoption, and enhanced security, Domotz is now essential to TRINUS' operations. White sums it up

simple, effective, and fits our business perfectly."

simply: "I've yet to sit someone down in front of Domotz and have

them confused about its function. Within a matter of a couple of hours

at the absolute most, they're up and running. Domotz just works—it's

Domotz. If Domotz disappeared tomorrow, we wouldn't go back to Auvik, it's just too costly and complex. We'd have to make do with a lesser solution. Fortunately, Domotz has

We're fully committed to

become such an integral part of our workflow that we don't have to worry about that.

CEO, TRINUS

Kevin White



domotz

NETWORK MONITORING AND MANAGEMENT