

10 things to look for in an RMM solution

Researching RMM systems, but not sure what you need? We've compiled a list of essentials to help you.

1



Visibility

Does it automate network scans or provide information into virtual machines or other devices?

Can it inform your team of items that need immediate attention?

HOW IT HELPS:

Being informed and tactful is important in maintaining the highest levels of service excellence.

2

AUTOMATION

Does it currently automate common tasks?

How easy is it to automate more?

HOW IT HELPS:

Do more with the same workforce.

54% of employees believe they can **save 240 hours annually** through automation¹.

3



Device Management

Can it manage and support Windows, Mac, Linux, iOS, and Android devices?

Does it quickly identify new unmonitored devices when they enter a managed network?

HOW IT HELPS:

Monitoring and managing more devices provides you with complete control over your client's environments and keeps you in the driver's seat.

350,000 new malware programs are created every day².

4

AUTOMATED PATCH MANAGEMENT

Can it automatically patch operating systems and third-party software?

HOW IT HELPS:

Keep software up-to-date and help prevent cyberattacks.

27% of breached companies surveyed attribute the breach to **unpatched vulnerabilities** to known threats³.

5



REPORTS AND DASHBOARDS

Does it provide increased visibility into issues and opportunities?

Can you download, schedule, or brand reports for customers?

HOW IT HELPS:

Make better decisions, resolve issues faster, and identify opportunities quickly instead of waiting for antiquated notifications to keep you in the loop.

6

TIME TRACKING AND INVOICING

Does it track what was done and how much time it took to resolve it?

Can I quickly highlight my value to my clients with an accurate, digestible invoice?

HOW IT HELPS:

Capture every billable minute and create simple detailed invoices that validate your value month after month.

7



FAST, SECURE, REMOTE ACCESS

Does it provide quick, secure connections to all major browsers and devices in a few seconds?

Can I resolve client issues without ever bothering them and interrupting critical workflows?

HOW IT HELPS:

Perfect for those moments where you need to quickly provide a resolution and highlight your expertise—even better when you fix it and the client did not miss a beat in their day.

8

SCALABILITY

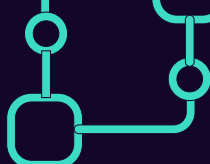
Does the price model support your business at each level?

How easy is it to deploy RMM agents to new clients?

HOW IT HELPS:

Save money by paying for only what you need—and make growing your business easier.

9



SEAMLESS INTEGRATIONS

What software does it support?

Can it integrate with PSA tools? What about API for additional integrations?

HOW IT HELPS:

Gain even more efficiency without changing your workflow.

10

STRONG COMMITMENT TO YOUR BUSINESS

Find a solution that supports your business growth through education, events, and friendly customer support.

HOW IT HELPS:

Gain insight and support from industry leaders.



N-able™ N-sight
is the complete IT solution to help you
do more, earn more, and pay less.

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¹2020 In(Sight) Report. "WorkMarket." <https://www.workmarket.com/go/2020-insight-report-what-ai-automation-mean-for-work> (Accessed December 2019).

²"Malware." AV-TEST. <https://www.av-test.org/en/statistics/malware/> (Accessed December 2019).

³Patch Now or Pay Later. Report. "Forbes." <https://www.forbes.com/sites/taylorarmerding/2019/06/05/report-if-you-dont-patch-you-will-pay/#317fa383acd> (Accessed December 2019).