



# RMM and PSA Integration

The fast, efficient track to ticket resolution



## RMM

Monitors and manages devices in an IT environment



## PSA

Manages workflow, time-tracking, and billing for IT business

### How it works

#### RMM

#### PSA

An alert is triggered in the RMM platform



Relevant data sent to Ticket is generated

10  
01



Ticket is generated



System automatically triages and routes the ticket



A technician works on the issue



RMM system detects status changes



RMM system sends status changes to the PSA system

10  
01



PSA system updates or closes out the ticket



## The result:

Tickets get resolved faster

### How this helps you

1. Gain greater efficiency
2. Demonstrate prompt responses via time stamps
3. Keep more accurate records
4. Provide more consistent service
5. Plan ahead with service histories

## N-able™ RMM and MSP Manager

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