

# RMM and PSA Integration

The fast, efficient track to ticket resolution





Monitors and manages devices in an IT environment





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



Ticket is generated

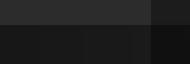


System automatically triages and routes the ticket



A technician works

on the issue



RMM system detects

status changes



PSA system updates or

closes out the ticket

RMM system sends status changes to the PSA system

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# 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

START FREE TRIAL

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N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

