

Datto RMM



As an intuitive, powerful, and affordable cloud platform, Datto RMM helps MSPs manage the complexity, costs, and risks associated with supporting every device they are contracted to support—from on-premises to cloud-hosted, from server to network device, and everything in between. Whether managing a single endpoint or hundreds of thousands, Datto RMM helps MSPs keep their supported estate secure, patched, stable, and functioning.

Next Generation RMM for the Modern MSP

Secure, Scalable, and Always On

As a true SaaS platform, Datto RMM is easily accessible and allows MSPs to focus on managing their customers. The platform's enhanced security posture, with mandatory two-factor authentication, routine penetration testing and infrastructure hardening, and active monitoring for unauthorized access attempts, helps maintain its proven track record of 99.99% uptime. And, since it's a truly scalable, cloud-based platform, there is no limit to the number of devices you can support.

Simple Onboarding, Easy Adoption

Even with a broad, powerful feature-set, Datto RMM is easy to set up, deploy and use with pre-configured functionality, an intuitive user experience, and modern user interface. Having onboarded thousands of MSPs to Datto RMM, Datto has the experience and know-how to support you in every step of the onboarding process, whether you are new to RMM or migrating from an existing RMM platform. Built-in wizards simplify the implementation process by providing contextual product walk-throughs, automatically configuring key features, and delivering comprehensive on-the-job training for your technicians.

In addition, Datto offers a range of accessible resources to help your team fully utilize the platform. From Datto Academy certifications, ongoing education and training, and Datto's award-winning, 24/7/365 direct-to-tech support, Datto is committed to helping you start strong and stay strong.

Drive Efficiency and Automation Into Your Service Delivery

Datto RMM has robust, MSP-centric features in a fully-integrated SaaS platform. With monthly release cycles, constant improvement and innovation, Datto RMM is designed to help MSPs support the IT environments of today and prepare for those of tomorrow. Some key features of Datto RMM include:

- **Discovery and Asset management:** Real-time visibility of every asset under contract—where it is, status, condition, and compliance.
- **Monitoring:** Know what's going on with every device through real-time notification of alerts and automated responses to reduce device downtime.
- **Management:** Keep devices secure, patched, and optimized through proactive, centralized, policy-based device management delivering automation at scale.
- **Remote Support:** Secure, fast remote access to devices with an array of powerful remote support and screen share tools.
- **Reporting:** Showcase the value you're delivering to clients with scheduled reporting that provides insight on devices, customer health, and activity.

Additionally, Datto RMM includes pre-built monitoring policies and scripts, third-party access rights, wide-ranging integrations into other key platforms such as PSA tools, antivirus, warranties, and documentation management to provide the ideal blend of capability, usability, security, and performance.

Flexible, Automated Patch Management

Datto RMM helps MSPs deliver efficient, effective, policy-based patch management for Microsoft and third-party software, a critical service to maximize security and minimize downtime. It also provides critical compliance information to customers by automating the reporting of patch status and compliance.

Automation and Scripting

Whether you are just starting out with RMM or are a mature MSP supporting tens of thousands of devices, Datto RMM offers a wide range of powerful automation capabilities that are easy to set up and manage. Dynamic device targeting functionality coupled with a flexible scripting engine means you can streamline service delivery with scalable automation. Additionally, the Datto RMM ComStore offers hundreds of free, pre-built scripts and automation policies to streamline your technical support.

Real-Time Monitoring

Datto RMM monitors all of your devices in real-time—servers, VMs, ESXi, PCs, laptops, network devices—instantly informing you of current issues and flagging potential problems. Powerful auto-responses to alerts resolve problems automatically or simplify troubleshooting by providing technicians with useful diagnostic information. The ComStore comes complete with dozens of best practice monitoring components to reduce the complexities of monitoring today's complex IT environments.

RMM Ransomware Detection

Datto RMM monitors for crypto-ransomware on endpoints using behavioral analysis of files, and receives automatic alerts when a device is infected so the end user doesn't have to report it. Automated responses attempt to kill the ransomware process while Datto RMM isolates the device automatically to prevent spread of ransomware while still maintaining contact with RMM. This allows technicians to take effective action and recover with integrated Datto Continuity products by restoring the impacted endpoint to a previous state.

Rapid Remote Support

Datto RMM enables your engineers to rapidly and securely connect to any device, regardless of location. Our range of remote support tools enables efficient troubleshooting and assistance without interrupting the end user. Should screen share be required, Datto RMM has its own fast, effective HTML5-based remote control built into the platform, meaning your technicians can access any supported device.

Flexible Reports and Dashboards

The ability to effectively report to customers on performance, health, and security is critical for MSPs. Datto RMM comes with modern, configurable dashboards that provide insight and understanding, as well as reporting capabilities that provide client-facing reporting on critical metrics, activity, and status. A robust, accessible REST API offers further reporting options.

Network Topology Mapping

Network and IoT devices are everywhere and need to be managed—and managing the network starts with understanding what's out there. Datto RMM's Network Topology Maps help MSPs better manage their clients' networks by continuously discovering and identifying every device on the network, generating a visual layout of the network to show how devices are connected to each other, and quickly identifying where issues are.

Integrations and Open Ecosystem

Datto RMM and Autotask PSA are a unified platform. That means synchronized assets, full bi-directional sync of alerts with tickets, integrated data and reporting. Datto RMM is also fully integrated with Datto BCDR and Datto Networking. However, our commitment to an open ecosystem maintains out-of-the-box integrations with a broad range of MSP-centric solutions. The powerful API also allows MSPs to integrate Datto RMM into their other key business systems, further streamlining business processes and data sharing.

Supported Platforms

Datto RMM operates on Windows, Linux, MacOS, VMWare, and SNMP Devices.



**2020 CRN Annual Report Card
(ARC) Award for Managed Services
Software of the Year:
RMM/PSA categories**

To learn more about Datto RMM,
visit www.datto.com/products/rmm.

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Updated December 2020