

UNIFY PEOPLE, PROCESS, AND DATA

Autotask PSA is a complete IT Business Management platform that delivers all of the tools you need to run a managed services business. It allows you to automate your business processes and provide better customer service at peak profitability because it is easy to use, reliable, and provides real-time visual reporting capabilities.

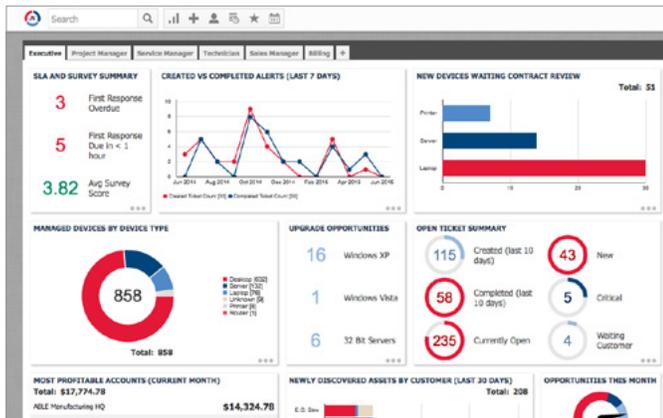
WHY MSPS CHOOSE TO PARTNER WITH AUTOTASK TO RUN THEIR BUSINESS

Born in the Cloud

Autotask PSA was built 100% in the cloud from the ground up. There are no on-premise components EVER. Over the last 15 years, we have mastered SaaS hosting and consistently deliver four nines of uptime (99.99%), and we guarantee 99.9% uptime in our contract with customers. Plus, using a cloud-based PSA means a lower total cost of ownership since there are no hardware or maintenance costs. You are always using the latest version and don't need to worry about version control or software updates.

Superior UI Experience

Our human-centered interface is optimized for MSP workflows, which means you can work faster and easier. Autotask PSA allows you and your employees to customize their own dashboards based on your unique workflows.



Reporting Capabilities and Business Intelligence Engine

Dashboards and widgets graphically represent what's happening in your business in real time. Plus, they are actionable, which means you can also click in to get more underlying information. This provides more context and meaning to the reporting, as well as enables you to view your business from every angle: issues, assets, and opportunities. You can track the metrics that matter such as ticket backlog, service level agreement compliance, resource utilization and client satisfaction. We also offer more granular reporting capabilities beyond widgets so you can keep a close eye on profitability and measure business performance.

Fully Unified with RMM

Autotask PSA + Datto RMM advanced integration is entirely unique to our industry—it is the only integration between PSA and RMM that provides a seamless, secure cross-product user experience, real-time asset management, and consolidated analytics for devices and alert activity providing a truly unified platform. Our Autotask unified platform enables you to deliver superior service quality at higher profitability.

Best in Class Support

We deliver 24/5 client support via phone and chat with guaranteed service level agreements (SLAs). Our tech support is not outsourced—ever. You get access to live and on-demand training, extensive help documentation built into the product, a community of more than 90,000 industry peers, and implementation services to ensure you are up and running smoothly. We are a global company with an international infrastructure. We have regional presence, mature international sales and services organizations, multilingual resources, as well as regional data centers to address the concerns of data sovereignty.

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Service Desk

The ticketing module is ITIL-aligned with built-in best practices to make sure you hit their SLA targets. The new ticket UI allows for effortless workflow prioritization and is fully configurable to meet your specific needs.

Account Management

Win new business and manage your existing customer base with a full 360 degree view of account information. The Autotask CRM module allows you to view a full client history, create and track opportunities, and monitor your sales pipeline.

Project Management

Manage your projects so they come in on-time, on-budget, and on-spec. The Autotask project management module can automate project workflows to consistently hit targets with increased visibility around event tracking. You can also access real-time data and connect everyone instantly with integrated email and put the right people on the right tasks. And, you can meet billing milestones, assess project profitability, and control factors impacting cost and efficiency.

Time Tracking & Billing

Capture every incident, every hour, every time. Autotask allows techs to track their workload and bill for those hours. You can easily integrate timesheets and expenses with your accounting system, bill customers directly from your dashboards with one click, and put an end to billing disputes with detailed and customizable invoicing.

Customer Agreements and SLAs

Autotask allows you to manage a multitude of contract types, terms and billing options to ensure compliance, service quality, and reduce your billing process from hours to minutes. Meet your commitments to clients with detailed customer agreement and SLA documentation at your fingertips.

Resource Management

Display all your calendar items, from service calls to to-dos and appointments. Autotask dispatch calendar allows you to delegate work to the appropriate techs and manage resources. Manage time off policies, establish and track weekly billable hours goals, manage workgroups, and track skills, degrees, and certificates that your staff has earned.

Automation of Service Delivery

Workflow rules and notifications help drive automation across the entire platform. You can automatically update an entity, take action, and notify customers. Checklists allow you to prescribe steps, standardize processes, and enforce accountability. This ensures that your employees are working on the right tasks at the right time, nothing falls through the cracks and everyone stays in the loop.

To learn more about Autotask PSA and the entire Autotask solution suite, please visit www.autotask.com/solutions.

| BUSINESS INTELLIGENCE AND ANALYTICS ENGINE | | | | |
|--|--------------------|-------------------|-----------------------------------|-----------------------|
| Account Management | Project Management | Service Desk | Time Tracking & Billing | Customer Agreements |
| CRM | Consulting | Ticketing | Invoicing | Contracts |
| Opportunities | Project Revenue | Client Portal | Contracts | SLA Management (ITIL) |
| Accounts | Gantt Views | Dispatching | Stop Watch | |
| Sales Pipeline | Manage Resources | Worklist | Timesheets | |
| Marketing | Phases Tasks | Mobile App | Quotes | |
| Surveys | | Workflows | Billing | |
| | | Change Management | MS Exchange and Outlook connector | |
| | | RMM Alerts | | |
| API Based Integrations | | | | |
| All provided on a reliable cloud platform with 99.99% uptime | | | | |

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