Datto RMM Implementation

Reduce the cost of change with options to suit your needs

Based the experience of onboarding thousands of MSPs around the world, Datto has formulated a variety of implementation options to suit your needs. We understand that each customer has their own unique preference in the way they learn, whether that is online content accessible from the comfort of your office or hands-on workshops with a dedicated, on-site consultant to help guide you more closely. Regardless of the method of delivery, our teams will work with you to define the best path for your success. All options include self-paced education materials and pre-configured templates based on industry best practices to speed up deployment.

Datto Dash RMM Core: Access a vast array of Datto RMM content arranged into common categories and provided as convenient, short duration videos. The Datto Dash Implementation Portal has everything you need to be successful. From terminology and basic functions, to the most advanced technical capabilities in the platform.

- **Speed to Value:** Complete this implementation course at your own pace. Accelerating time to value will depend upon your own availability to review videos and complete the prescribed coursework.

- **Online Portal:** Follow your implementation course through our online Implementation Portal. Complete course requirements and track your progress to "Go-Live".

Datto Dash RMM Power: Includes everything within our The Datto Dash Implementation Portal, as well as individualized consulting sessions with an Implementation Manager. The sessions will focus on your specific business requirements to ensure your implementation goals are met. The following are available in addition to the Datto Dash benefits:

- **Implementation Manager (IM):** A dedicated Implementation Manager will be assigned to work with your business from the beginning through to your "Go-Live".

- **Remote Consultation Sessions:** Supplement your online learning with up to 3 hours of consultation sessions with your dedicated Implementation Manager.

Advanced Remote: This consultative engagement is strongly recommended for medium sized companies or those with complex business requirements. The Advanced Implementation offers the following high value benefits:

- **Implementation Manager (IM):** A dedicated Implementation Manager will be assigned to work with your business from the beginning through to your "Go-Live".

- **In-depth Remote Consultation Sessions:** The Implementation Manager will assess your business needs, current workflows and configurations, and suggest industry best practices to address your optimization and automation needs. Consultation sessions are weekly and cover key areas specific to your requirements to ensure a successful and timely "Go-Live".

Advanced On-site: This consultative engagement is strongly recommended for medium to large sized companies or those with complex business requirements. The Advanced On-site Implementation offers the following high value benefits:

- **Implementation Manager (IM):** A dedicated Implementation Manager will be assigned to work with your business from the beginning through to your "Go-Live".

- **In-depth Remote and On-site Consultation Sessions:** A combination of remote and on-site consultation has proven to be a winning formula for our larger customers. An Implementation Manager will assess your business needs, current workflows and configurations, and suggest industry best practices to address your optimization and automation needs. Consultation sessions are initiated remotely with the on-site days designed to drill into key areas of complexity or areas that may benefit from a group workshop with one or multiple champions present.

Datto RMM Implementation Options

	Datto Dash RMM Core	Datto Dash RMM Power	Advanced Remote	Advanced On-site
Site Import	•	•	•	•
User Import			•	•
Best Practice Template: Includes setup of standard monitors & identification of reporting suite	•	•	•	•
Delivery Mode	Online Videos Only	Online Videos and Remote Consultancy	Online Videos and Remote Consultancy	Online Videos and Remote and On-site Consultancy
Audit and Filters	•	•	•	•
Monitoring Workstations & Servers	•	•	•	•
Monitoring Network Devices	•	•	•	•
Components and Jobs	•	•	•	•
Patch Management	•	•	•	•
User Security & Access Control	•	•	•	•
Custom Component Workshop			•	•
Monitor Creation Workshop			•	•
Support Workflow with Autotask PSA			•	•
Reporting			•	•
Remote Consultation Hours		Up to 3	Up to 10	Up to 4
On-site Consultation Days				2
Additional Remote Consulting	Optional	Optional	Optional	Optional
Additional On-site Consulting	Optional	Optional	Optional	Optional
Custom Scripting (Statement of Work required)	Optional	Optional	Optional	Optional