Datto RMM

The perfect balance of powerful tools and ease of use built upon the most secure and scalable architecture in the world.
Datto RMM is the platform of choice for thousands of MSPs around the world who are looking to reduce the operational overhead of delivering managed services by using a system that empowers the technical team to focus on what matters most. Datto RMM is easy to use, yet powerful enough to perform complex tasks and since it is built with a world-class elastic architecture, it is the most secure and scalable platform available for managing IT environments. One-man shops to the largest MSPs in the world trust Datto RMM to be the foundation of their managed services practice.

Scalable Performance with Unlimited Potential

Born in the Cloud

Datto RMM is 100% cloud and 100% SaaS, which means it is accessible anywhere and requires no system maintenance, of any kind. MSPs no longer need to worry about ongoing software patches, backups, and upgrades, resulting in a shift away from costly responsibilities such as security. Datto RMM is a cloud platform you can rely on with a fault-tolerant and hardened infrastructure running with a proven track record of 99.99% uptime.

Unlimited Scalability

As more and more devices become network-enabled they need to be secured and managed. Since Datto RMM runs as a true SaaS application in the cloud, there is no limit to the number of devices you can support. MSPs have complete confidence in being able to support large environments or massive spikes in activity. The system's performance remains the same even as the business grows, and you never need to be concerned with allocating additional computing power when you deploy your next large account. Push simultaneous software updates to hundreds, or tens of thousands of devices without any change in performance.

Easy to Understand and Easy to Use

Lower the Learning Curve

Datto RMM is easy to deploy and use with pre-configured functionality and incredibly intuitive user experience. There is no need for a dedicated person to run the system because the simplicity allows MSPs to spread the responsibility to the people who should have it. The system's modular elements, like dynamic filters, reusable components, and inherited policies, enable the team to rapidly build out the platform with best practices and to scale service delivery with ease.

Effortless Workflow with Datto Integrations

Datto RMM integrates with other Datto products to drive significant operational efficiencies for MSPs using multiple Datto products. Advanced integration between Autotask PSA and Datto RMM is the only integration between PSA and RMM that provides a seamless and secure cross-product user experience, with reliable asset management and unprecedented insight into devices and alert activity. Integrations into Datto Continuity and Datto Networking bring many of the day-to-day review and management functions of these products within Datto RMM to improve efficiencies. For example, the new Datto Continuity integration provides complete visibility of backup status, enables technicians to initiate backup or restore processes, view and configure BCDR devices, and deploy Datto Windows Agents right from RMM.

Power to Become More Proactive

Built-In Patch Management

Automated patch policies keep clients' machines secure from the latest threats without the need for manual updating. Flexible parameters introduce the control to deliver patching

to meet the needs of the environment. Techs are also able to support large and complex networks with essential capabilities such as policy-based patch approvals, local caching, and device level compliance reporting. Datto RMM helps deliver on the promise of providing a more secure and reliable IT environment by automating the delivery of updates for both operating systems and the most common software applications like Adobe Acrobat Reader, Java Runtime and VLC Media player.

Automation and Scripting

Policies are the power behind Datto RMM's dynamic automation. By utilizing a variety of modular elements, service administrators have the ultimate control over when, where, and how automated tasks are performed.

Newly established to veteran managed service practitioners leverage scripting to automate frequent tasks. MSPs who have established a library of unique scripts will benefit from easily porting their code using any of Datto RMM's eight commonly used languages, including VBScript, JavaScript, Unix, PowerShell, Batch, Python, Ruby, or Groovy. MSPs also have access to download hundreds of scripts available in the ComStore at no charge or to exchange them with other MSPs in the Community.

Rapid Remote Support

When the support of an individual device is necessary, every second spent begins to deplete precious profitability. Service technicians snap into action with a single click from the device to initiate their choice of several remote support options. Without interrupting end-user productivity techs can concurrently launch into an HTTPS web control of a network-enabled device, remote control a travelling MacOS laptop using our browser-based HTML5 Remote Control, upload files to a server, modify the registry of a Windows device, open a PowerShell connection, and initiate a chat session with the user of the next support session. Multitasking support has never been easier.

From Information to Action

Real-Time Monitoring

Monitor real-time performance and become instantly aware of issues like low disk space, high CPU, low memory and network latency on any application, platform or device using Datto RMM's powerful built-in monitors like WMI, Perfmon, SNMP, Network Bandwidth, and Eventlog. Knowing about issues before they become disruptive to their clients' business is an objective of every MSP, and an expectation of their clients.

Flexible Reports and Dashboards

MSPs are capable of delivering, either on-demand or scheduled, an in-depth understanding of everything within the client environment with an array of fully configurable reports. Datto RMM also has a robust API opening the door into a rich dataset to be analyzed beyond the capabilities of the native reports. Native user-configurable dashboards help MSPs achieve an instant understanding of what's going on and then quickly take action.

Open REST API

MSPs who are looking for a custom integration with Datto RMM are capable of connecting to an Open REST API that is always growing in capability. Additionally, Datto is always working with industry partners to expand the exchange of data with applications MSPs depend on most.

Supported Platforms

Windows, Linux, MacOS, iOS, Android, VMWare, and SNMP Devices.

To learn more about Datto RMM and the entire Datto solution suite, please visit: www.datto.com/business-management/datto-rmm