

# How Datto RMM Enables MSPs to Support Clients Remotely



Practically overnight, the global health crisis has changed nearly everything about our day-to-day lives. With social distancing and shelter-in-place orders, businesses worldwide are coping with the realities of a completely remote workforce. As a result, managed service providers (MSPs) have been presented with a whole new set of challenges.

One of the biggest challenges is providing support for a wide array of devices, as users are forced to work from home (WFH) on their personal computers. In many cases, devices are not connected to the organization's network, are running a variety of different applications and operating systems, and may not have been kept patched and up-to-date. This presents a massive security and data loss vulnerability.

As an MSP, you are undoubtedly working diligently to address these issues, among others, for your clients. In conversations with partners, the question of whether Datto RMM can be used to help in these efforts has come up frequently. In short: yes it can.

## With Datto RMM, MSPs can:

- Distribute and silently install pre-configured RMM agents via email
- Install vital business software, like Office 365 and file sync & share, to a distributed, remote workforce
- Setup Virtual Private Network (VPN) software for secure access behind the corporate firewall
- Deploy VoIP "softphones" to protect the exposure of end-users' personal phone numbers
- Ensure critical patches are in place to reduce vulnerable attack surfaces
- Receive instant support requests from end-users when trouble is encountered
- Provide secure, permitted remote support of end-users' devices
- Automatically uninstall the RMM agent and business software from end-user devices when "WFH" mandates have been lifted

The concept of business continuity has been at the core of Datto's offering and mindset since day one. During this difficult time, Datto is continuing to provide MSPs with the tools and resources they need to run their business effectively. With Datto RMM, MSPs can securely and intuitively manage IT infrastructures from any location.

## datto

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