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How FlightPath IT Streamlines Operations with Datto RMM

> OF ALL THE PRODUCTS WE HAVE, ALL THE PRODUCTS WE'RE USING, DATTO RMM IS MY FAVORITE. IT MAKES MY JOB EASIER.

Jonathan Sheldon,
FlightPath IT

About Datto

At Datto, our mission is to empower the world's small and medium-sized businesses with the best in enterprise-level technology. We do it by equipping our unique community of Managed Service Provider partners with the right products, tools and knowledge to allow each and every customer to succeed. It's an approach that's made us the world's leading provider of MSP delivered IT solutions. Datto is headquartered in Norwalk, CT, with offices worldwide.

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FlightPath IT was struggling with management issues using their existing remote monitoring and management (RMM) software and a hodgepodge of additional products. So, earlier this year, they began to evaluate RMM solutions. According to Jonathan Sheldon, the co-owner of FlightPath IT, they found what they were looking for in Datto RMM—a single solution that met all of their remote monitoring and management needs.

"We've used a variety of RMM solutions over the years. [The first solution] was good, but there were constant additional charges. Plus, it was hosted in our office. So, that carried risk. If it went down, we couldn't support clients," he said. "I wasn't part of the selection process [of the next solution], and to be honest, I really disliked the product from the start. It was too big and monolithic—a waste of money for what we used it for. It was cloud-based, though. So, that was an improvement."

FlightPath adopted yet another RMM solution, but they were never able to get it fully customized to meet their needs. So, when their contract expired, they began the search for a new solution. According to Sheldon, they were already successfully using Datto BCDR and SaaS Protection when their rep suggested that they test Datto RMM. They took it under consideration but wanted to do their due diligence before opting in. After evaluating a number of solutions, they found Datto RMM was right for their needs.

"We could tell it had more to offer than [one solution] and was less complex than [another]," he said. "Basically, we realized it was perfect for our business. That's the key thing to keep in mind. Not every product fits every business' needs. In this case, Datto RMM addressed every business need we were trying to fulfill."

Making the Transition

Transitioning to a new RMM solution can be challenging—that almost goes without saying. However, Sheldon said Datto RMM's native capabilities and onboarding assistance eased the transition.

"The out of the box functionality blew away what we had previously. For example, my partner had implemented Windows updates [using our previous solution]. However, Windows 10 and Windows 2016 work very differently, and we could never quite get it figured out. It was causing problems with some important client servers. When we deployed Datto RMM, it literally fixed the problem right away."

Thanks to Datto RMM's dashboard and scripting capabilities, day-to-day management was greatly improved as well. "The interface is highly intuitive, which is invaluable because we are a small, busy company, and scripting makes software updates easier," Sheldon said. "This allows us to be proactive and makes us and our clients more efficient. Plus, it enables us to generate revenue by adding new clients and reducing our own costs," Sheldon said.