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Switching to Datto RMM

Over the past few years, thousands of MSPs have moved to Datto RMM and hundreds more join our community every month... Why? First, it's true cloud RMM—scalable, always-on, fast, and secure. Plus, the pricing is simple and affordable. Finally, Datto RMM's powerful feature-set is intuitive and unrivaled investment means new features and enhancements every month.

However, it's more than just a quality product. We understand that switching to a new RMM platform can be challenging. That's why Datto is there to support you in every step of the process. Our vast experience with migrating MSPs to Datto RMM ensures an easy transition, lessening your administrative burden and minimizing the 'cost of change.'

Pre-Sales Engagement

In our pre-sales engagement, we assess in detail your business and technical requirements, as well as your current RMM usage, to determine how to best meet your needs.

Datto product specialists are on hand throughout the proof-of-concept, to ensure that Datto RMM has the functionality you require. Specialists will also demonstrate how Datto RMM can transform service delivery with increased efficiency and automation.

Implementation & Go Live

We offer a range of implementation packages to suit your specific business needs, ranging from video-based online learning 'self-implementation,' to bespoke one-on-one onsite engagement with a Datto RMM implementation expert.

Check out "Implementing the Success of an MSP"

You will find the five steps to switch on the next page. In summary, a typical implementation looks as follows:

- We create an account for you and assist in the creation of your 'customer environment' within the platform.
- The Datto RMM agent is deployed to your endpoint estate which can happily co-exist alongside your existing RMM throughout the migration phase.
- We work with you to create and implement all core 'policies' within the system, to both match and augment what you currently operate--this includes everything from monitoring, to patch management, scheduled 'automation' tasks, and reporting.
- We set up any integrations required, including PSA systems and other third-party platforms such as anti-virus, warranty solutions, etc.
- We train you and your staff.
- Throughout the process, your Implementation Manager is on hand to support your onboarding.

'Business as Usual'

We understand your return on investment in Datto RMM is based on the depth and breadth of your usage - which is why our Partner Success team offer a range of resources to help you make full use of the platform, including:

1. Frequent, no-cost best practices training
2. Suggestions engine to help quickly orient new users
3. In-Product feedback and Feature requests direct to Product Management
4. Clear Roadmap, Update Status, and Release Notes communicated
5. Vibrant Online Community of Datto RMM partners and Product Managers

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Switch to Datto RMM in Five Steps

1 Deployment Plan

- Establish a deployment plan/timeline
- Add your customer site list into Datto RMM (manually or import from CW or AT)
- Configure agent branding/settings
- Deploy RMM agents using old RMM, GPO, Network node, etc.

2 Automated Maintenance Setup

- List automation tasks/custom scripts currently in use
- Download pre-built scripts from Datto and import your custom scripts
- Schedule regular jobs in Datto RMM for onboarding & ongoing maintenance

3 Monitoring Setup

- Review monitoring rules in old RMM
- Identify common types of supported devices (eg. Servers, firewalls)
- Identify custom monitoring needs (business apps, etc.)
- Download pre-built monitors from Datto and customize as needed

4 Patch Management

- Group devices based on desired patching process (e.g., deployment rings, device type, reboot schedule)
- Review initial patch audit data
- Set up your live global Windows & third party patch management policies
- Make customer-specific changes as needed

5 Transition to Operations

- Technicians watch Datto Dash videos
- Begin using Datto RMM in daily ops side-by-side with old RMM
- Remove old RMM agents using Datto RMM
- Terminate access to old RMM
- Schedule desired customer reports