datto | BUSINESS MANAGEMENT

Autotask PSA + Datto RMM

Setting the standard for intelligent IT service delivery

Efficient and effective delivery of IT support services is central to managed service providers' (MSP) success. That's why we believe a unified professional services automation (PSA) and remote monitoring and management (RMM) experience is fundamentally required by modern day MSPs. Datto's strategy is aligned around a truly unified, cloud-based solution. Combining Autotask PSA and Datto RMM goes beyond integration—and the real-time asset information coming from Datto RMM into Autotask PSA elevates MSPs to higher levels of insight, productivity, and profitability.

Assets in Datto RMM are synced into Autotask PSA with 360 degree monitoring, alertto-ticket synchronisation, and seamless navigation between the platforms. Additional layers of capability have also been built to increase efficiency, profitability, and customer satisfaction. This unified experience provides clear insight into your estate from a single pane of glass, so you can avert previously unforeseen issues, help shave minutes off of every ticket, and resolve client issues more quickly than ever before.

Datto's unified platform also helps unlock business opportunities—easily identify new revenue opportunities, quickly assemble a contract compliance report, prepare quotes to clients for the replacement of outdated hardware, and build campaigns to migrate end-of-life operating systems.

The combination of Autotask PSA and Datto RMM has greatly improved our service delivery. We have greater visibility to make informed business decisions, manage resources, and respond much more proactively to our clients' needs. Thanks to the extensive integration, we can create PSA tickets from a wide range of third-party services and, of course, Datto RMM, which allows us to move seamlessly between resolving tickets and connecting straight into a client's network to fix issues faster than ever."

Paul Burns, Chief Technology Officer
Synergi

An intelligent platform to improve efficiency of service delivery

The unified Autotask PSA and Datto RMM platform provides relevant, real-time data and actions in front of your technicians to triage tickets faster, improve front-line fix rates, and resolve issues faster.

- Every asset and ticket in PSA is packed with rich, real-time information on the asset directly from RMM. Instant insight and identification of relevant solutions from your knowledge base speed up troubleshooting and drive down fix times.

- One click from the PSA ticket straight to RMM—to the relevant device, or directly to a remote support session—improves technician experience and response times.

- All remote support activity is automatically synced with the relevant PSA ticket when the session is closed to improve record-keeping and reduce time required to write up support actions.

- Tickets raised via RMM arrive in PSA associated with the relevant asset and end user to provide valuable context for technicians and a better client experience.

- RMM monitoring alerts are intelligently routed into PSA according to type, severity, and class, so technicians can focus on the higher-priority issues that matter.

- Intelligent alert-to-ticket engine reduces noise and strips out duplicates, identifying repeat and related alerts, and updates tickets with any status updates.

Improve the management and profitability of your business

The unified platform combines the device-centric data in Datto RMM with the ticket-driven information, customer and contract information, and powerful reporting capabilities of Autotask PSA to provide a complete view of your business.

- Improve accessibility to rich asset and alert information for anyone in the organisation, from services to sales, with Autotask PSA's dashboards.

- Enable staff to work faster through consolidated device analytics and alert activity to immediately take informed action.

- Improve invoicing accuracy with device addition, deletion, and change synchronisation.

- Reduce billing leakage and increase revenue by automatically identifying devices that are supported in RMM, but not under contract and billed for.

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2020 CRN Annual Report Card (ARC) Award for Managed Services Software of the Year: RMM/PSA categories

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