

# What Makes Datto RMM Different

## What is Datto RMM?

Datto RMM is a fully-featured, secure, cloud-based remote monitoring and management (RMM) platform enabling MSPs to manage, monitor, and support every endpoint under contract, reducing cost and increasing service delivery efficiency. Datto RMM provides the unique combination of a powerful feature-set, scalability, security, usability, and affordability.

## What Makes Datto RMM Different?

Datto heavily invests in innovating Datto RMM, releasing new enhancements to the platform every single month. We deliver comprehensive features, a seamless onboarding experience, ongoing technical support, and robust training and optimization in order to deliver the most value for our partners.

**RMM is about more than just managing endpoints. Here's what sets Datto RMM apart.**

### 1. Rapid pace of innovation:

- MSPs switch to Datto RMM largely due to its unique position as a mature, feature-complete RMM system delivered as a true cloud service.
- Datto invests heavily into Datto RMM, with monthly release cycles to make sure existing features are constantly improved and optimized with product enhancements being constantly delivered.
- In addition to an exciting near-term roadmap, Datto has a clear vision for the future of Datto RMM that details how the platform will evolve for MSPs to help them support the IT environments of today and prepare for those of tomorrow.

#### Why does this matter to MSPs?

With the MSP landscape constantly evolving, MSPs need an RMM partner that is flexible, forward-thinking, and investing in an RMM platform that MSPs can be confident in long into the future. MSPs can see the vision and pace of innovation with Datto RMM, and with its proven track record of availability and its extensive security features, MSPs can rely on it as the RMM platform that underpins the future of their business.

### 2. Onboarding and ongoing optimization:

With Datto RMM, we support you every step of the way.

- **Onboarding experience:** Datto has successfully onboarded thousands of MSPs in the past several years, with most of our new customers switching from another RMM. Datto has the experience and know-how to get MSPs up and running with minimal time and disruption to reduce your cost of changing RMM platforms.
- **Ongoing adoption:** Datto has a dedicated Partner Success team focused on helping MSPs maximize their use of the product, and drive automation and efficiency. A whole series of best practice content is available, we have a full Datto RMM certification program, and the product comes with a fully integrated digital adoption engine for all of your staff to use on-demand.
- **Technical support:** Datto RMM provides local direct-to-tech support 24/7/365 to answer your technical questions and resolve any problems.
- **Datto RMM Community:** A hugely valuable resource for MSPs using Datto RMM, the vibrant online community is an active, well-attended forum for MSPs to share ideas, best practices, technical content and scripts, request features, and interact with the Datto RMM product team.

#### Why does this matter to MSPs?

Many MSPs pay for RMM technology but only use a fraction of the highly-complex platform. Limited automation brings limited efficiency and decreased value. Often there are limited resources from the RMM vendor to help them improve adoption. At Datto, it's the opposite - we excel at onboarding new partners, minimizing the cost and time of switching RMMs, and ensuring our partners are making full use of the Datto RMM feature set with 'best practice' programs, health checks, and other resources.

### 3. One price, simple, and affordable:

- Datto RMM comes with an affordable flat fee per device so MSPs can afford to get full visibility, management, and monitoring of every device under contract. There are no hidden fees or 'upgrade' charges, platform costs, nor additional cost for technical support.
- You can price your managed services with confidence knowing that Datto RMM is there to keep every device secure, patched, stable, and fulfilling its intended function.

#### Why does this matter to MSPs?

MSPs want simple billing and want to know what their solution will cost as they increase their device count. They get that with Datto RMM, and with the product being powerful yet intuitive, our partners receive a great return on their investment, driving meaningful automation and efficiency into their service delivery. Less time and manual effort translates to higher margins on service contracts.

### 4. Performance and security:

- From day one, the team behind Datto RMM understood the critical need for performance, stability, and security. This is why Datto RMM was built from the ground up as a true 'next generation' cloud RMM, and it's why Datto contractually guarantees uptime on Datto RMM.
- Datto RMM is highly scalable and market leading in terms of uptime, performance, and security.

#### Why does this matter to MSPs?

RMM is a mission-critical system for any MSP, keeping devices under contract secure, patched, stable, and performing. As with any mission-critical system, it needs to be available and, with today's MSPs facing security threats like never before, secure. Many 'first-generation' RMM tools based on legacy, on-premise architectures are struggling to adapt and innovate to keep MSPs and their clients secure. MSPs need a solution that is constantly evolving, innovating, and adapting to the constantly-changing technology landscape.

### 5. Datto RMM integrations and open ecosystem:

Datto RMM integrates into the broader Datto product portfolio, driving operational efficiency and greater profits for our MSP partners.

- **Datto RMM and Autotask PSA:** A world-class integration between Datto RMM and Autotask PSA delivers a fully integrated SaaS IT service management platform - SSO and streamlined technician workflows, asset synchronization, full bi-directional sync of alerts with tickets, integrated data, and reporting.
- **Datto RMM integration with Datto BCDR and Datto Networking:** These robust integrations bring many of the day-to-day review and management functions of these products within Datto RMM, improving visibility of the operational environment and offering a 'single pane of glass' for technical staff and management.

We're also committed to an open ecosystem for other MSP tools and technologies. Datto also maintains out-of-the-box integrations with a growing list of many MSP-centric solutions, including multiple anti-virus providers, PSA, documentation, and warranty solutions. The powerful API also allows MSPs to integrate Datto RMM into their other key business systems, further streamlining business processes and data sharing.

#### Why does this matter to MSPs?

A well-managed RMM platform sits at the heart of an MSP's business operations, so to provide maximum benefit to the MSP it needs to integrate into other key business systems, and be able to monitor and manage every device that the MSP supports. An effective, reliable, secure integration between a RMM platform and the MSP's PSA tool is critical to the efficient delivery of managed IT support services. Without it, MSPs are at a major disadvantage to the competition, and aren't fully maximizing their client experience or profitability.

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