

Supercharge Your IT Team With Autotask and Datto RMM



Curious about what fuels the success of top-performing IT teams? The secret lies in the seamless integration of service desk and endpoint management tools. Datto RMM and Autotask work together flawlessly to automate common tickets, provide real-time insights and streamline workflows resulting in enhanced efficiency and reduced burnout for IT teams. Check out how unified service desk and endpoint management will transform your service delivery.

The IT service delivery landscape

With technology becoming increasingly complex, the need for streamlined, all-in-one solutions that simplify IT management is more crucial than ever.

80%

80% of lost time with IT incidents comes from only 13% of tickets. ¹

39%

Approximately 39% of SMBs plan to invest in IT automation in 2024, while another 31% aim to boost IT productivity through automation. ²

77%

77% of employees say that being able to automate routine tasks would greatly improve their productivity. ³

Challenges faced by internal IT teams

Internal IT teams face several obstacles in service delivery, such as lack of visibility and inefficient workflows, which can severely impact their productivity and effectiveness. Here are some of the most common pain points they encounter:

Limited visibility:

IT teams waste 15% to 25% of their day consulting multiple different tools to understand the state of their organization's IT infrastructure, making it hard to oversee and manage the environment effectively.

Ticket overload:

IT Professionals are drowning in Level 1 and Level 2 tickets as ticket volumes have continuously increased year over year. This hinders root cause resolution and increases end user frustration.

Increased ticket complexity:

SMBs are undergoing digital transformation to more complex technologies and simultaneously users expect 100% uptime, resulting in longer ticket resolution times.

IT staff burnout:

76% of IT professionals report increasing burnout due to a lack of integration and automation, causing increased technician turnover in a tight labor market.

Solutions for IT team success

To effectively address the pain points of internal IT teams, implementing a unified platform that integrates service desk and endpoint management is essential. This strategy not only streamlines workflows, enhances visibility and empowers you to automate more, but also significantly improves overall IT service delivery. Here are the key benefits:

Seamless workflow:

Gain real-time asset information, launch remote control and track troubleshooting steps taken in remote control directly to the ticket without toggling between applications.

Service automation:

Only a unified service desk and endpoint management platform like Autotask and Datto RMM, empowers IT Professionals to automate common tasks and tickets, leading to quicker response times and higher end user satisfaction.

Informed decisions:

Comprehensive monitoring capabilities and instant access to the right information on assets and alerts supports improved decision-making and faster, more effective issue resolution.

Work smarter, not harder:

Seamlessly automate the mundane tasks and tickets that frustrate you and your team, creating more time to work on the projects that move the needle for the business.

Key features of Autotask + Datto RMM integration

The integration of Autotask and Datto RMM offers powerful features that tackle common pain points faced by internal IT teams, enhancing overall IT service delivery. Here's a closer look at the top capabilities:



Integrated web remote: Instantly reach Datto RMM devices to provide remote support directly from Autotask tickets with a single click. Track time, add screenshots and attach remote files directly from Datto RMM Web Remote.



True ticket automation: Autotask tickets trigger Datto RMM intelligent automations to remediate common tickets. Benefit from smart routing of RMM monitoring alerts into PSA, with high-priority issues flagged for rapid response.



Synced support: Automatically synchronize asset information, tickets and remote support activities between Autotask and Datto RMM to increase decision confidence.



Immediate insights: Understand the state of your service desk at a glance with actionable insights in Autotask or Datto RMM dashboards, ensuring you're always working on the highest value task.



Explore the full potential of Autotask and Datto RMM integration for your IT team. Schedule your personalized [demo today](#) and see these powerful features in action!

Sources

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