

Not All RMM Solutions Are Created Equal

Remote Monitoring and Management (RMM) software has become a requirement for managed service providers (MSPs), as it provides much-needed visibility into clients' hardware, software, and network environments.

It also allows for the proactive monitoring of those environments and keeping their support teams ahead of issues, allowing for faster response and a better customer experience. Many vendors want you to believe that all RMMs are equal, but the simple truth is they are not.

Datto RMM is the evolution of the industry's most innovative RMM solution, providing a fully-featured, cloud-based platform that enables MSPs to efficiently secure, manage, monitor, and support their clients' endpoints and infrastructure.

Let's look at how Datto RMM is about more than just managing endpoints.

Rapid Pace of Innovation

We have a clear vision for the future of Datto RMM and how the platform will evolve to help MSPs support the IT environments of today and prepare for those of tomorrow. We continue to invest heavily into the platform, and our monthly release cadence ensures that existing features are regularly improved, and roadmap enhancements are consistently delivered. Our path to constant innovation includes:

- A monthly release cycle that delivers new features regularly
- A new user interface (UI) that builds the management foundation for hybrid IT environments and a cloud-first world
- Native Autotask PSA integration for a responsive end-user ticketing and client management experience

Comprehensive Security

Designed and built as a true cloud service, Datto RMM has had security at the core since its inception in 2007, and it remains central to all aspects of the technology today. From our development processes and the platform architecture to the range of security features built into the product, our security features include:

- Ransomware Detection for alerting and mitigation of crypto-ransomware attacks
- Network discovery/topology to detect any unexpected devices on the network
- Patch management to keep endpoints updated and secure
- Antivirus deployment and monitoring to bolster endpoint security
- Powerful admin-level security control that includes:
 - Granular security levels that ensure appropriate access for technicians and user activity logging for a detailed audit trail
 - Agent Encryption that assigns a unique encryption key to every agent installation on the endpoints to authenticate communication between the agent and the platform, avoiding any attempt to impersonate the agent
 - IP address restriction that allows logins from a select address range

Datto RMM employs a front-end API that clearly demarcates the front-end and back-end services to enable tight security features. Additionally, Datto RMM is hosted in a secure cloud environment with extremely tight access restrictions and periodic audits.

MSPs can be assured that Datto RMM is laser-focused when it comes to the platform's security and range of security features offered.

Intuitive User Experience

User experience matters. The combination of our modern, intuitive user interface and mature feature stack sets Datto RMM apart in a market characterized by aging technology and outdated interfaces. The user interface enables stunning visualizations in our flexible dashboards and network topology maps. Integrated network management capabilities ensure technicians can do their work from a single console and manage endpoints and networks the same way. It allows for scaling pages dynamically based on the screen they are viewing with a search-centric UI, robust architecture, a modern, lightning-fast user experience and more, including:

- Efficient workflows that work in any browser, on any device
- Intuitive functionality that is easily to learn for both new and experienced technicians
- A modern HTML 5 remote control experience
- Seamless support workflows between devices (related devices card, recent devices)
- Visual network topology map that enhances network visibility and simplifies troubleshooting
- The Datto RMM ComStore, a repository of hundreds of easy-to-use components that are developed and maintained by Datto. These components are ready-to-run scripts that make it easy to automate endpoint maintenance at scale and help MSPs secure client infrastructure against vulnerabilities such as Log4j and HAFNIUM's Exchange exploit

Built for Reliability

As the eyes and ears of your service delivery teams, MSPs need their RMM to be constantly available, whether they support 100 devices or 10,000 - and issues to be resolved promptly. Datto RMM is incredibly robust and highly scalable, composed of independent components that run each application process as a service. This equates to a mature DevOps process with 24/7 support and a proven track record of:


- Delivering > 99.99% availability
- Millions of devices under management
- Onboarding hundreds of MSPs per month

Support and Partnership Focused On MSP Success

Our implementation programs and knowledgeable engineers will help you get started quicker and make the most of Datto RMM's extensive feature set. Having onboarded over 6000 partners, our expertise and experience in transitioning MSPs to Datto RMM mean minimal overhead for our new partners and a rapid pace to maximize value.

As a Datto RMM partner, you have access to our RMM experts 24/7/365, so troubleshooting is only a phone call away. To boost product adoption and ROI, we offer MSPs:

- Unlimited access to our award-winning 24/7/365 technical support at no charge
- Best practice guides and an intuitive in-product digital adoption tool
- An accreditation program for Datto RMM administrators and users
- A robust Datto RMM Community: an active online community for MSPs to share ideas, best practices, technical content and scripts, request features, and interact with the Datto RMM product team



Does your current RMM solution solve all of your business' requirements?

If not, contact us and start a 14-day free trial of Datto RMM.

See what a difference Datto RMM can make for you and your team.

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