RMM
Made MSPeasy

Introduction

Over the past decade, IT spending has steadily shifted from traditional on-premises infrastructure to cloud-based services, and this trend is showing no signs of slowing down. Gartner projects that global SaaS spending will increase by 20%, reaching $247.2 billion in 2024, driven by the growing use of cloud technologies for AI, machine learning, IoT and big data. While enterprises have rapidly adopted SaaS, small and midsize businesses (SMBs) tend to be less agile due to their on-prem investments. This creates a significant opportunity for MSPs to unlock new revenue streams by helping these businesses transition to the cloud.

RMM enables MSPs to manage their customers' IT infrastructure remotely, proactively address potential issues and improve response times, making it easier to sell and deliver managed services.

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What is remote monitoring and management (RMM)?

RMM software helps MSPs seamlessly monitor and manage their customers' IT environments. It provides real-time visibility into hardware, software and network systems, allowing MSPs to address issues before they escalate rather than reacting after problems occur. With remote management capabilities, RMM not only helps MSPs solve problems proactively but also improves response times and streamlines the selling and delivery of managed service contracts.

RMM systems operate through lightweight agent software installed on customer devices, including desktops, servers (physical or virtual), network devices and other endpoints. When an issue arises, the agent generates an alert that is sent directly to the MSP. These alerts are prioritized by severity, helping MSPs focus on critical problems first, which ensures efficient workload management.

Today's RMM tools typically fall into two categories: cloud-based and on-premise solutions.

- **On-premises RMM:** On-prem solutions require hardware investment and maintenance in addition to software licensing fees. As the number of endpoints managed increases, performance issues may emerge. Despite this, some MSPs prefer on-prem RMM tools because they provide greater control over scripting and customization.

- **Cloud-based RMM:** Cloud-based RMMs do not require an on-prem server and can easily scale to accommodate growing needs. They offer several advantages, including enhanced security, high availability and uptime, predictable monthly costs and automatic software updates. Additionally, they provide MSPs with the flexibility to manage multiple client environments from a single platform, streamlining operations and maximizing efficiency.
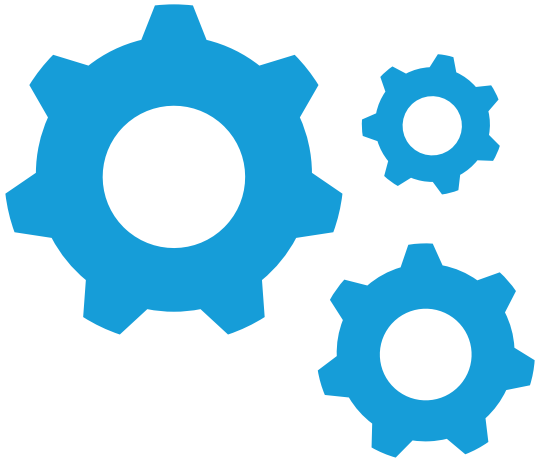
RMM tools can automate routine tasks like software patching and OS updates, especially when dealing with a large number of machines. While some RMM tools require users to write their own scripts to build workflow automation, others provide customizable, pre-built scripts. Additionally, certain tools offer drag-and-drop editors, allowing users to automate tasks without any coding skills. Some RMM platforms combine all these features for greater flexibility.

Some RMM providers also offer network operation center (NOC) support. In this model, the RMM vendor's NOC staff handles backend tasks like monitoring, troubleshooting and system maintenance, allowing MSPs to focus on more critical issues affecting their clients. This service can significantly enhance efficiency and boost overall productivity. As a result, MSPs can take on more customers, increase margins and drive revenue, all without adding to their employee headcount.

There is a wide variety of RMM tools available today, and providing a full overview of the market is beyond the scope of this eBook. However, it's important to ensure that your RMM integrates well with the other tools you use. For example, Rob Wagnon, President of Acumen Consulting, shared his experience using Datto RMM and Autotask (PSA solution), "The seamless integration between these two powerhouse solutions allows MSPs to swiftly resolve tickets, minimize downtime, optimize resource allocation, enhance reporting capabilities and improve overall operational efficiency." Additionally, it's beneficial to consider integrations with security, backup and billing tools for a more unified IT management experience.
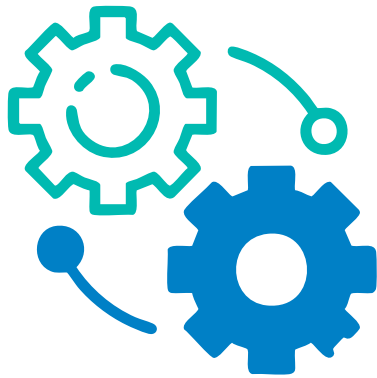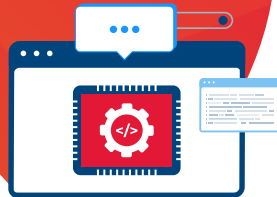
RMM can also be used to automate routine tasks, such as software patching or OS updates. This is particularly important when pushing updates to large batches of machines.

With the right integrations, you can streamline workflows and enhance overall flexibility.

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Getting Started With RMM

RMM tools range in complexity. Some are built as simple, user-friendly solutions, while others offer extensive configuration options. The best fit for your business will depend on your specific needs, but there are a few key factors to consider that can significantly impact your operations.

a. **Integration with your existing tools:**
An RMM solution that integrates well with other tools in your tech stack is essential for efficiency. As Paul Bush, President of OneSource Technology, explains, his company's reliance on Datto RMM, Autotask and IT Glue has greatly improved their operations. "The adaptability and continuous improvement offered by these tools have allowed the company to scale efficiently while maintaining a personalized and client-centric approach." With the right integrations, you can streamline workflows and enhance overall flexibility.

b. **Automation capabilities**
Automation is another critical feature to look for in an RMM tool. The ability to automate routine tasks, such as patch management, can free up valuable time for your team. Michael Mollica, Chief Information Security Officer at Two River Technology Group, highlights how Datto RMM transformed their processes: "Once all our endpoints were in Datto RMM, there wasn't much setup involved. It was phenomenal." With 2,100 endpoints to manage, automating tasks like patching helped them boost efficiency and cut down on manual labor. As a result, their Windows patch compliance jumped from 60% to 88%, saving technicians several hours each week. "Since we started using Datto RMM, I can't think of any improvement that could be made to make our lives easier. It's intelligent," Mollica added.

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"Datto RMM has tools like scripting, monitors and policies that help Acumen Consulting work faster and better," Wagnon said.

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c. Onboarding and support

Vendor support and a smooth onboarding process are crucial to getting the most out of your RMM solution. When researching RMM products, be sure to ask about the customer onboarding process. A well-configured setup from the start can prevent headaches later on. Mollica adds, "Onboarding with Datto RMM was super straightforward. All the configurations were looked at. All my questions were answered."

d. Operational improvements and cost savings

An RMM that supports operational efficiency and reduces costs can be a game-changer for your business. Rob Wagnon of Acumen Consulting shared how Datto RMM and Autotask shaped their business, leading to operational improvements, streamlined user and endpoint management, and significant cost savings. "We've been big fans of Autotask. Then, we brought in Datto RMM, and it's been a great product for us. Both of the products have really shaped our business," Wagnon added.

When choosing an RMM solution, consider these factors to ensure the tool you select aligns with your business goals and helps you maximize efficiency, productivity, and growth.
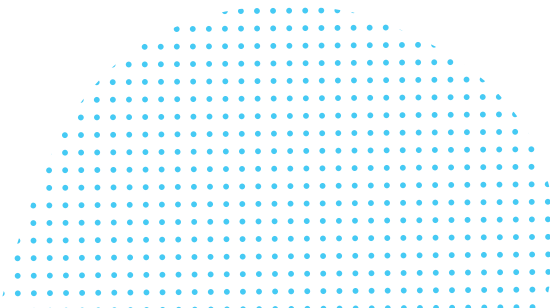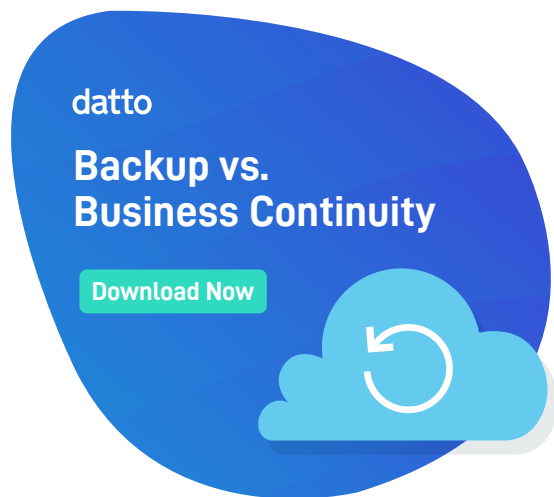
Datto Integrations

Datto offers a robust range of integrations that seamlessly connect RMM with essential tools MSPs rely on. These integrations empower businesses to automate processes, enhance security and improve operational efficiency. Some key Datto RMM integrations are:

RMM and PSA (Autotask)
This integration syncs service management with endpoint monitoring, automatically generating tickets for issues detected by RMM. It enables technicians to resolve problems faster, reduce downtime, and make better use of resources, boosting overall efficiency for MSPs.

RMM and endpoint detection and response (EDR)
Datto RMM integrates with Datto EDR to monitor endpoint security threats and automate responses. This integration allows for early threat detection, automatic alerts and quick remediation, strengthening device security while reducing the need for manual intervention.

RMM and Microsoft 365
This integration allows MSPs to easily track and monitor devices interacting with M365 services, giving greater control over data access and user management. It also simplifies the management of user accounts, emails and security policies across multiple endpoints.

RMM and Datto BCDR
Datto RMM integrates with Datto's BCDR solutions for real-time device and data backup monitoring. MSPs can automate backups, receive instant alerts on failures and initiate restores directly from the RMM platform, ensuring data protection and quick recovery during incidents.

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RMM and antivirus

Datto RMM can integrate with various antivirus solutions, allowing MSPs to automate virus scans, monitor the health of endpoints and respond to security alerts. This integration helps MSPs maintain endpoint protection, ensuring threats are quickly identified and neutralized without manual intervention.

Datto XML feeds for integration

These Datto integrations are supported by the three XML feeds that provide real-time information to MSPs:

- **Device information**: Provides current status and details on devices, including hard drives and agents.

- **Recent alerts:** Shows all alerts sent within the past 48 hours, helping MSPs stay on top of issues.

- **Device alert information:** Displays all alerts, their thresholds, and the last time they were sent, ensuring a detailed view of device health.

These integrations, along with Datto's XML feeds, create a comprehensive RMM solution that connects MSPs to critical tools and automates workflows, increasing efficiency and improving service delivery.

OneSource Technology's 25+ year evolution supported by Autotask, Datto RMM and IT Glue

Learn more

Choosing the Right RMM

When selecting an RMM product, map your business needs to software functionality. Not all RMM tools are created equal. Since you will be using RMM to monitor and manage customer environments, it is essential to choose a product that is compatible with the products you use in-house and deploy in the field.

Additionally, it is important to be certain that your RMM vendor has a proven track record in the market and is invested in improving the product with regular releases and new functionality. MSP peer groups, such as HTG, can be an excellent source of first-hand information about RMM software and vendors. There is also an active MSP community on Reddit, where you'll find peers who are more than happy to discuss their experiences (good and bad) with RMM.

Finally, remember that RMM is all about efficiency. It sounds simple, but look for a solution that makes your life easier, not more complex. Reducing the amount of manual intervention required to perform routine tasks allows you to take on more customers and generate more revenue.

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