IT BY DESIGN ®

RMM Virtual Admin

There is no room for error in today's competitive business landscape. You've invested a lot of time and money into your RMM.

How's that working out for you?

If it's not working out so well, our RMM experts—fully versed in Datto, Kaseya, and ConnectWise RMM—will apply best practices, automation and even custom scripting to crank your RMM product up to full capacity while reducing costs and freeing your engineers for more profitable projects.

⚙ RMM Virtual Administrator

For a fraction of the cost of a dedicated, in-house engineer, we optimize and maintain your RMM investment

- Create and execute a tailored RMM best practices strategy
- Includes configuration and maintenance of monitoring, scripting, reporting, patch management and more
- Evaluate and then fine-tune alerts and tickets
- On-demand RMM module training for your engineers to support the efficient use of tools
- Options for script development, report design, and migrations

🚀 RMM Configuration

Just getting started with your RMM tool? We'll set you up for success

- Configure monitoring and alerting
- Recommended patching policies
- Configure virtualization manager
- PSA integration

💼 RMM Health Check

Not sure where you stand with your RMM? We'll evaluate:

- Client, contract, and locations set up
- PSA integration including service boards, ticket mapping, and ticket statuses
- Ticket fine-tuning to reduce noise
- Monitors and alert templates
- Patch management setup
- Review of required plugins such A/V, backup and virtualization