



Efficient Endpoint Management

We offer full management, monitoring, and maintenance via our partner RMM, which is a remote monitoring and management (RMM), endpoint management and network monitoring solution that empowers your business with all the functionality required for success. A RMM paired with Engineers who know how to effectively use it is an effective way to managed your business endpoints. A large provider of Managed Services, SwiftTech is please to managed RMM for clients at a competitive price. This product is generally included when packaged with others products.

MAXIMIZE IT OPERATIONAL EFFICIENCY

RMM provides your business with a complete solution stack to maximize technician efficiency. RMM, combined with our service desk and IT documentation solutions, enables you to manage all essential IT functions from a single pane of glass. RMM eliminates the “space between,” which is the time wasted switching between applications, by having seamless workflow integrations between products.

RMM facilitates IT services like:



- Desktops, laptops and server remote monitoring and management
- Deployment, patching and updating for Windows, Mac and applications
- Security services management (antivirus, antimalware and ransomware protection)
- Cloud and onsite backup and recovery management
- Auto-remediation of IT incidents
- IT process automation
- Audit and compliance reporting
- On- and off-boarding of devices



Our RMM has a modern, intuitive user interface (UI) that provides a streamlined user experience. It gives you the visibility and functionality you need to efficiently manage all of IT. Unlike other RMM solutions, ours gives you the freedom to seamlessly switch between applications and not be forced to follow a specific product path. All necessary information is readily available, leading to greater operational efficiency and a higher endpoint-to-technician ratio.

BUILT FOR SCALABILITY: FLEXIBLE, RELIABLE, SECURE AND OPEN

IT professionals require confidence in knowing that their mission-critical IT solutions can evolve to meet their changing business needs. RMM is designed to scale with your business. A single SaaS instance of RMM supports tens of thousands of endpoints.



Remote Monitoring & Management (RMM)



- Available on-premises or via cloud
- Highest level of native security with more ways to protect data and systems Great performance, even at scale
- Open integration using REST APIs
- Full multi-tenancy support

COMPLETE IT ASSET DISCOVERY AND INVENTORY

IT professionals cannot manage what they cannot see. Success begins with having visibility and control of all devices on or off the network. RMM automatically discovers all endpoints on the network. Its network visualization feature uses a Network Topology Map to provide you with complete visibility of your IT environment, showing both agent-based and agentless endpoints on your network. This helps in quickly identifying potential problem sources for faster remediation of IT incidents.

RMM's automated discovery finds and correctly identifies more machines, more often, than any other endpoint management platform in the industry. By deploying just one agent, a network scan finds all of the other endpoints on the network and then deploys an agent to each device. The agent enables RMM to monitor assets, detect changes, and provide remote management of the endpoint.

DISCOVERY FEATURES

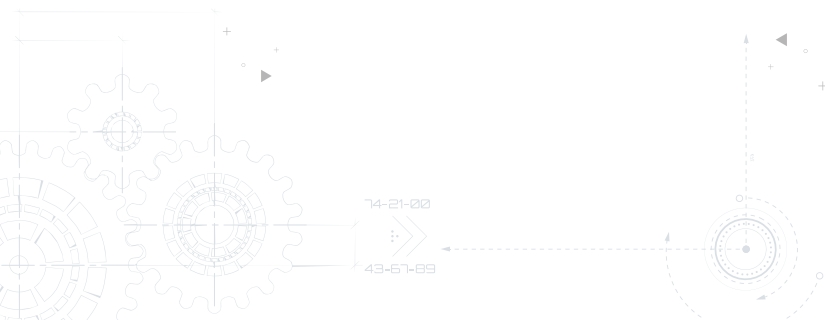


- Rapid deployment
- Provides both Network based and Active Directory (AD) domain based discovery
- Automatically keeps RMM synced with all AD domain changes
- Collects detailed hardware and software asset information
- Cross-subnet scanning
- Network topology map showing all endpoints (agent and agentless (SNMP)) on the network
- Easily access the RMM window from the topology map to see detailed asset information and access RMM's remote management capabilities



POWERFUL AND EFFICIENT REMOTE MANAGEMENT

RMM offers and Remote Control Remote Control provides direct console access to the endpoint in either a shared session with the user or in a private session.





With RMM Connect we can:



- Remote into an endpoint without interfering with end users
- Execute Powershell Scripts
- Access anything, including SSH devices
- Leverage universal search to find any asset
- Install, with a single click, an extensible library of automated procedures to address common issues, such as rebooting, disk cleanup, service restarts or clearing registries
- Quickly spin up a session for devices without installed agents with Connect On Demand
- Screen capture for regulatory compliance purposes
- Secure and configure access to devices behind firewalls and NAT without requiring port mapping or infrastructure changes
- Access Connect from the Service Desk and IT Documentation
- Get documentation in the RMM Connect window



PATCH AND SOFTWARE MANAGEMENT FOR MAXIMIZING SECURITY

Centrally manage software for Windows and macOS platforms. Remediate software vulnerabilities with fully automated patch management. Have the ability to review and override patches and see patch history. This scalable, secure and highly configurable policy-driven approach is location-independent and bandwidth-friendly. It helps ensure all machines are in compliance with patching policies and are secure by offering:

- Support for Windows, macOS, browsers and third-party applications
- The ability to automate the deployment and installation of software and patches for on and off-network devices
- Governance via policy and profiles
- Bandwidth optimized for deployment even over low bandwidth networks

SECURE, BACKUP AND RECOVER

Today's cybersecurity threats, such as ransomware, require a multifaceted approach. RMM starts with a fully encrypted agent that calls home on a single outbound port, reducing vulnerability exposure. Layer in robust endpoint protection with fully integrated antivirus/antimalware tools from leading vendors including Bitdefender. RMM is also integrated with a robust backup and disaster recovery solution Backup as a Service, to ensure recoverability. **RMM provides:**

- Fully-hardened agent architecture and secured communication
- Integrated antivirus and antimalware protection
- Integrated backup to an appliance or cloud
- Recoverability from many platforms, including virtual machines





MORE WAYS TO MONITOR AND AUTO-REMEDiate

Implement proactive endpoint monitoring and take immediate action via the agent on the endpoint. Agent executed scripts can auto-remediate issues. Automatically address problems such as low disk space, performance issues, processor spikes and more with:

Up/down endpoint monitoring

Performance, event and condition monitoring

Alarms that can trigger actions including: alerts, auto-generated tickets in RMM, execution of scripts (agent procedures) and email notifications



POWERFUL AUTOMATION ENHANCES IT PERFORMANCE

RMM's high-powered IT automation enhances technician efficiency and boosts productivity by providing you with:

- Agent executed scripts (agent procedures) to automate IT processes including routine server maintenance, patch management and much more
- Policy guide IT automation that helps standardize best practice processes across groups of devices
- New Agent Procedure Editor that makes it easier for users to create and customize IT automation scripts
- Out-of-the-box access to content packs that let you automate onboarding
- RMM Automation Exchange — a marketplace for sharing, buying and selling Agent Procedures, Monitor Sets, Reports, Templates and other types of automation for RMM's products. With over 600 listings, 11,000 users and an average of five new time-saving innovations a month, Automation Exchange multiplies your productivity and enhances technician efficiency
- The ability to execute agent procedures from anywhere — your desktop or the RMM Mobile App — for easy automation on the go
- Workflow integrations with allow RMM Agent procedures to be executed in your Service Desk and IT documentation tools





BACKED BY RMM PROFESSIONAL SERVICES AND THE RMM CUSTOMER COMMUNITY

A robust ecosystem of industry expertise:



Specialized Onboarding and Professional Services Teams

Dedicated Customer Success Organization

Technology alliance program for RMM extensibility

RMM customer community portal

RMM-sponsored customer meetups and annual Connect IT conferences that provide access to best practices and cutting-edge content



CONTACT US FOR A QUOTE TODAY

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