



## **Allen Computer Services Ltd**

### **Business Support Plans – Managed Service Provider**

## **What is Remote Monitoring and Management Software?**

RMM software is an enterprise-level tool that brings the robust technology management capabilities of a large corporation to small and mid-sized businesses. Corporate IT departments that manage hundreds or thousands of computers need a tool to keep track of those computers, automate basic maintenance functions, and facilitate efficient support. But as an MSP, we think *all* businesses, regardless of size, should have access to and benefit from these types of enterprise-grade tools, which is why we implement an RMM tool in our client environments.

## **What Do RMMs Do, Exactly?**

Remote monitoring and management software is what it sounds like – it's a tool that allows your MSP to efficiently monitor and proactively manage your systems, just like a large corporate IT department would.

To help you understand the main features and benefits of RMM tools, we've developed this list of key benefits your business can gain:

### **1. Monitoring to Boost Productivity**

In its "monitoring" capacity, an RMM tool monitors the health of your network and all the devices on it, including servers, desktops, laptops, firewalls, wireless access points, and more. At this most basic level, it automatically alerts your MSP if it detects common issues with your systems, such as low disk space, high RAM or CPU usage, or internet service outages. This makes RMMs a great tool for proactive maintenance, since they give your MSP a jump on common issues, and thus reducing downtime and the resulting cost in lost productivity.

## 2. Management to Automate Maintenance and Boost Security

The “management” capacity of an RMM tool provides high value as well. Numerous maintenance tasks, such as applying patches and updates to operating systems and key software, can be automated within RMM tools. This saves your MSP valuable time, which also means a cost savings for you. But, more importantly, patches and updates can be scheduled and applied systematically at advantageous times (usually after hours), meaning less risk for downtime. Many RMMs work closely with antivirus software as well, allowing your MSP to consistently apply critical updates that expand antivirus tools’ knowledge of current threats. So not only can RMMs boost productivity and reduce cost, but also increase security as well.

## 3. Streamlining Efficient Support

And, finally, an RMM tool also gives your MSP the tools to accomplish more tasks remotely. When a user calls in for help, a technician can use an RMM to access the user’s computer remotely and address the issue, without having to come onsite. While some issues are still more efficiently handled onsite, the remote capabilities of RMMs do facilitate faster service in a pinch, and they further cut down on cost for both MSP and client. And beyond enabling remote access, RMMs also provide technicians with valuable information about individual machines and entire networks with the click of a button, making the service delivery process quicker and more efficient.

If you have any questions don’t hesitate to contact us.

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