

Top 10 Considerations for Selecting the Right RMM Solution



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Introduction

Technology Teams are formed to deliver a unique set of solutions and services.

Several Technology Teams combined form a full technology organization. In an increasingly crowded market, Technology Teams must provide exceptional customer support that meets, and ideally exceeds, service level agreements to remain viable. Many may struggle with how they can meet this challenge while supporting multiple customers with limited technical specialists on staff. With costly customer site visits needed to resolve end-user issues, how can Tech Teams operate more efficiently, increase margins, and make room for growth?

One solution that can help increase the efficiency of your business and better manage its resources is remote monitoring and management (RMM).

An RMM solution delivers an arsenal of tools like remote desktop monitoring, trouble ticket tracking, user information, support, and more – with one comprehensive interface.

How Can You Select the Best RMM?

When it comes to choosing an RMM, it is important to understand how it can benefit operations. These benefits include the ability to:

- **Remotely and proactively monitor** computer and network health for clients
- **Set up routine, scheduled maintenance tasks** to prevent problems and reduce troubleshooting time
- **Simplify** software deployment, troubleshooting, and other important IT service functions
- **Increase customer service levels** and save time to create a more effective and profitable business
- **Identify problems** before they affect the end-user instead of merely reacting to them

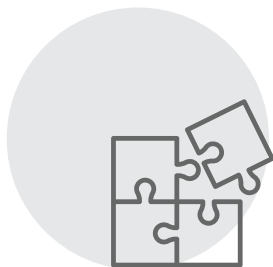
The most successful technology organizations are those that **find ways to differentiate themselves from the competition and consistently strive to retain loyal customers.**

Top 10 Considerations for Selecting the Right RMM

The benefits—or lack—of a solid RMM will significantly impact your Technology Teams and your customers. During the selection process, it's important to compare options and determine which product best meets your company's needs. When searching for the right RMM solution, make sure you consider your clients' needs as well as your own. You want a solution you can trust, that's also a leader in the industry. **Don't settle on an RMM until you analyze the following 10 aspects of the solution.**

1 Price

Cost is always an important factor when making any investment. When looking at RMM solutions, consider the base price as well as scalability. You're a growing company with great potential. Find out how cost-effective it is to scale up as the business grows and adds more clients. You need a solution with a simple pricing and licensing model that doesn't force you to buy too much too soon.



2 Flexibility and Power to Provide Exceptional Customer Service

You need to provide top-notch service levels to clients while operating more efficiently. RMM tools should have robust functionality that enables technicians like you to proactively monitor and fix client issues before they become a problem. Choose a solution that enables you to monitor, collect, and sort a wide variety of technical information. Not to toot our own horn, but [ConnectWise Automate®](#) can create automatic remediation to kick off a scripted set of actions upon detection of a problem. You have to admit. *That's pretty handy, right?*

In any case, the ability to quickly diagnose and solve problems results in less downtime for clients and more productivity for the technical team. **Make sure that your RMM solution can help you offer a superior service.**

3 Strong Integrations

You need an RMM tool that works seamlessly with your business management solution to make daily operations easier and more accurate. Look for an RMM solution that eliminates double data entry into your business management platform. Whether this means you track time spent completing work for a customer or creating background scripts, RMM tools exist to make your work easier, not more complicated.

4 Robust Easy to Use Scripting Engine

An RMM solution that is equipped with a robust, easy-to-use scripting engine can help you save time and reduce staffing volume. **With the right tool, system administrators can create scripts to handle routine maintenance tasks automatically.** Scripts can run on computers, groups, or searches immediately or on a scheduled basis. [ConnectWise Automate](#) has built-in script commands and the ability to share them with other programs, enabling you to perform a multitude of maintenance tasks automatically. *Nifty, right?*

5 Private Labeling Option

Another important consideration is the option to private label the solution. Will the RMM vendor allow you to use your own branding so that your clients recognize you? **Look for a solution that offers flexible branding options including custom text, logos, and themes.** When you're able to utilize private branding, you not only look more professional to your clients, but you're getting them accustomed to your brand. It helps to reinforce your identity as their trusted technology advisor.

6 Intuitive and Fully Functional

During the selection process, take the time to test the product for yourself. **Find out if you can launch the service and get it off the ground quickly.** If the product is intuitive, you will be able to utilize RMM services right from the start. Make sure to ask these important questions when addressing a sales rep: "Will technicians and new employees be able to learn the system easily?" and "Is training available if needed?"

7 Security

Security is crucial when it affects your customers. **It's critical to select an RMM solution that offers multiple levels of security.** You don't want a product that allows hackers to initiate commands on the server, do you? Of course not. So be sure to do your research on which RMMs have top-notch encryption. Also, ensure that every remote agent has a separate 16-character password that is never transmitted and includes SSL encryption. Agents should only be allowed to make outbound connections, so firewalls do not have to be opened.

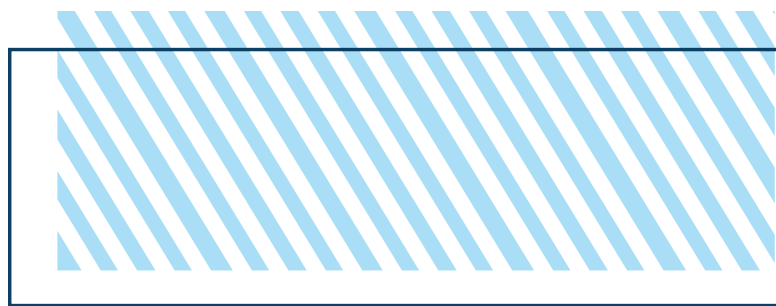
8 Real-World Experience

In addition to evaluating product features, it's also important for you to do some research on the company you're forming a partnership with, since every software purchase should also be the beginning of a partnership. An RMM product offered by a company who once did business as a technology organization can have added benefits over others in the market. **Find out if the vendor has ever walked in your shoes.** They may have added custom features to their RMM product that not only come from knowing what is needed to do the job – but also what can make the job easier.



9 Superior Support

When choosing an RMM solution, make sure the vendor has adequate resources to offer an exceptional level of support. **Remember, in this case, you're the customer.** Does the vendor offer support options? Do they have the right level of expertise and experience? Most importantly, do they deliver quality software releases? After discussing these questions with the vendor, ask if a list of references can be provided. If the company can't show you an impressive case study, then you may want to reconsider doing business with them. You can also check for more information in software guides and industry blogs to make sure there aren't any red flags in the vendor's track record.



10 Make Sure Your Customers Belong to You

After exploring the vendor's platform and understanding the level of support they provide, you should check the fine print. Do they advertise to your customers? **Make sure your vendor will not attempt to market their software solution or other services directly to your customers — or you'll risk your clients' business.**

Make the right choice the first time!

Take time to answer some simple questions about your real-world experience, customer support, and marketing practices before making a selection.

Conclusion

RMM is a crucial part of your managed services offering, as these tools enable service delivery, increase customer service levels, and save time. **You need an RMM vendor that provides the full package.**

[ConnectWise Automate](#) gives you better visibility into your clients' devices, enabling you to solve problems before they happen. You'll be able to remove delivery roadblocks by automating routine support tasks. Plus, we offer unlimited endpoints, so you can service more clients without the extra headcount or cost.

Take time to answer some simple questions about how your business operates, delivers customer support, and markets to new prospects. **By understanding what your business needs, you'll make the right choice.**

Want to Learn More About ConnectWise?

Boost the effectiveness of your IT teams and simplify every aspect of your business with flexible remote monitoring and management from [ConnectWise Automate](#). Gain better visibility, remove delivery roadblocks, and increase service without increasing costs through a solution that helps you master discovery, management, patching, monitoring, and automation.

Try it Out Today

Sign up for a free trial and see for yourself what ConnectWise Automate can do for your business. Experience features like:

- Device Inventory Review
- Remote Control
- Windows Patch Approval
- Ignite Manager
- Automation

Why Wait?

You're ready to start analyzing RMMs. So take a leap and start with us. We're confident you won't be disappointed.