Getting Started with Managed Services

RMM not only offers IT service providers a powerful network and system management solution, but also an integrated platform with the tools you need to operate a managed services business optimized for efficiency and profitability.

Our RMM is a remote monitoring and management solution with more than 100 services and functions you can use to comprehensively monitor and manage your customers' IT. The platform also allows you to automate your processes and redesign your service model for greater efficiency.

Make your life easier with integrated support tools. **MSP Manager** allows managed services providers to use a professional service automation solution that integrates with their RMM solution. Error messages in RMM trigger a ticket completely automatically so you can coordinate and bill for technician deployments. Take Control offers a remote support tool that allows your technicians to remotely solve problems faster.

The platform also gives access to several paid features such as **security tools** (endpoint protection, web protection, and password management) and an integrated **backup solution**, that allow you to provide even greater value to your customers.

RMM branding allows you to fully personalize the console and position yourself as the expert. The platform, agents, and reports appear in your company's colors and with your logo.

RMM is a **cloud-based solution** that you can try free for 30 days and purchase through us, your trusted authorized distributor.

THE PRICING MODEL

Pricing for RMM and the other products has four components:

1. The platform fee, a base fee of EUR 50 per month to use the dashboard and a variety of included additional features and services

2. The monthly fee, for activating and monitoring new devices depending on the type of devices

3. The fee to use additional paid services on the devices, such as backup or antivirus

4. The cost of paid services for your MSP business, such as RMM branding or MSP Manager

Your authorized distributor will provide you with detailed pricing information.

THE BUSINESS MODELS

THE TRADITIONAL WAY

Use the traditional IT reseller model, where you provide your customers with services and features, and include your calculated surcharge. This model is simple and straightforward thanks to the detailed billing you get from your distributor.

THE WAY WE RECOMMEND

Integrate RMM services and features into your own service offering and create packages to charge your customers. Automate services to become more efficient, including endpoint protection, backup, or much of the remote management for your customers IT.

By defining and calculating your offering, you remain in control of your services and pricing in discussions with customers.

YOUR ADVANTAGES
with RMM

- An integrated platform for providing managed services
- No more bookings or orders after activation
- Billing based on actual use
- Integration with your service offerings
- Recurring revenue

- Closer customer relationships
- Higher contribution margins
- Relieve your service technicians from standard tasks
- Save your customers from standard tasks

Our most successful customers use RMM branding

Present yourself to your customers as a professional IT service provider. The dashboard, reports, portal, and agents all come in your company's colors and logo. The manufacturer of the solution, remains completely anonymous in the background.

You benefit from your customers seeing your company as a provider of holistic services and a professional partner who looks after their IT. You set yourself apart from your competitors and avoid pricing discussions.