

# Remote Monitoring MANAGEMENT



Our IT Managed Service Plans include Remote Monitoring Management (RMM) Software for each Windows OS endpoint for every business we support on these plans. RMM software allows us to diagnose potential hardware concerns before they become critical issues, reduce downtime, increase security, and expedite troubleshooting in a cost-effective, proactive approach.

## RMM FEATURES



### **Syncro: All-In-One RMM and PSA Platform**

Syncro combines remote monitoring and professional services automation (PSA) into a single tool; simplifying workflows and increasing efficiency by allowing our techs to look at pertinent information on a single platform



### **Automated Monitoring and Alerts**

Our RMM software allows us to provide 24/7 automated monitoring to client systems with real-time alerts for various issues that may come up, reducing downtime and enhancing service quality



### **Automated Asset Discovery & Tracking**

BitDefender's Asset Management automatically detects and monitors every asset within your network, saving time and ensuring you always have a complete, up-to-date inventory of all devices.



### **Comprehensive Insights on Every Device**

Get detailed information on each asset, including hardware specs, installed software, and OS versions, allowing you to make informed decisions and address vulnerabilities quickly.



### **Remote Access and Support**

Our techs are able to remotely access any endpoint in question with instant remote access, expediting troubleshooting and support without needing any additional software



### **Ticketing and Client Management**

Our software has an integrated ticketing system to manage issues within the platform, allowing us to quickly look at any issue with a click of a button



### **Patch Management**

Ensures devices are up to date with the latest patches, enhancing system security and minimizing security risks



### **24/7 Threat Detection and Response**

Continuous monitoring identifies and addresses security risks in real time, reducing the chance of breaches and keeping your data secure.



### **Seamless Integration for Complete Protection**

IT clients benefit from BitDefender Commercial Anti-Virus and Syncro RMM on each Windows device, adding a robust security layer without the hassle of managing multiple software programs.



### **Business Continuity**

Our proactive approach reduces the risk of significant IT failures that could interrupt business operations

