Switching to Datto RMM

In the last five years alone, more than six thousand managed service providers (MSPs) have moved to Datto RMM and hundreds more join our community every month. What draws MSPs to Datto RMM? First, it's a true cloud RMM—scalable, always-on, fast, and secure. Plus, the pricing is simple and affordable. Finally, Datto RMM's powerful feature-set is intuitive and our unrivaled investment means new features and enhancements every month. However, it's more than just a quality product. We understand that switching to a new RMM platform can be challenging. That's why Datto is there to support you in every step of the process. Our vast experience with migrating MSPs to Datto RMM ensures an easy transition, lessening your administrative burden and minimizing the 'cost of change.'

Pre-Sales Engagement

In our pre-sales engagement, we assess in detail your business and technical requirements, as well as your current RMM usage, to determine how to best meet your needs.

Datto product specialists are on hand throughout the proof-of-concept, to ensure that Datto RMM has the functionality you require. Specialists will also demonstrate how Datto RMM can transform service delivery with increased efficiency and automation.

Implementation & Go Live

We offer a range of implementation packages to suit your specific business needs, ranging from video-based online learning 'self-implementation,' to bespoke one-on-one onsite engagement with a Datto RMM implementation expert.

▶ **Check out "Switching to Datto RMM Made Easy"**

In summary, a typical implementation looks as follows:

- We create an account for you and assist in the creation of your 'customer environment' within the platform.
- The Datto RMM agent is deployed to your endpoint estate which can happily coexist alongside your existing RMM throughout the migration phase.

- We work with you to create and implement all core 'policies' within the system, to both match and augment what you currently operate—this includes everything from monitoring, to patch management, scheduled 'automation' tasks, and reporting.
- We set up any integrations required, including PSA systems and other third-party platforms such as anti-virus, warranty solutions, etc.
- We train you and your staff.
- Throughout the process, your Implementation Manager is on hand to support your onboarding.

'Business as Usual'

We understand your return on investment in Datto RMM is based on the depth and breadth of your usage - which is why our Partner Success team offer a range of resources to help you make full use of the platform, including:

1. Frequent, no-cost best practices training
2. Suggestions engine to help quickly orient new users
3. In-Product feedback and Feature requests direct to Product Management
4. Clear Roadmap, Update Status, and Release Notes communicated
5. Vibrant Online Community of Datto RMM partners and Product Managers

Switch to Datto RMM in 5 Steps

With your Datto RMM account provisioned, your Implementation Manager will be on hand to deploy and implement the solution from start to finish.

1 Setup and deploy

- Establish a deployment plan based on your timeline
- Quickly automate customer creation and agent deployment within a matter of hours with Datto RMM Onboarding Accelerator.
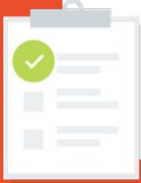
2 Configure core monitoring and management tasks

- Monitoring: Review current monitoring rules and needs, download pre-built monitoring policies, and quickly apply them using powerful device filters
- Patch management: Review patch management needs and apply relevant MS and 3rd party patch management policies
- Scripts & automation: Choose from more than 400 customizable, pre-built scripts and target relevant devices with automated tasks using powerful filters
- Reporting: Audit current reporting requirements and implement powerful reporting templates

3 Integrate into your business processes and systems

- Configure key integrations into Datto RMM (PSA, anti-virus, warranty solutions, documentation tools, etc.)
- Re-define and re-design any relevant business processes taking into account the additional automation and efficiency delivered by Datto RMM

4 Go live

- Online resources and staff training are available to all partners (including full Datto RMM technical certification program and tailored training where required)
- Option to phase operational 'go live', alongside the phasing out of the legacy RMM platform
- Transition to full operations and decommission of legacy RMM

5 Ongoing training and award-winning support

- 24/7/365 direct-to-tech support available by phone, online, or onsite
- Content and consultancy programs for Datto RMM best practices to maximize adoption
- Vibrant Datto RMM Community for guidance, feature requests, and general product engagement and knowledge sharing among peers