RMM Admin

Post the extensive RMM- Audit, should you want us to work on the given recommendations, we would love to engage our certified RMM Admins for execution.

If not, we'll be happy to provide you our Consultation Services.

Why hire/outsource an RMM Admin?

A dedicated certified offshore resource that continuously works on your RMM to ensure its optimal use at a fairly cost-effective pricing.

An overview of all that our Infrassist RMM Admin can help you with:

- Onboarding new clients
- Manage and configure alerts
- Monitoring device and network performance
- Monitoring system core services
- Patch management
- Schedule Automate Tasks

- Schedule Reports
- Manage third-party integrated plugins & solutions
- Patch and Upgrade for RMM tools
- Vendor Liaison
- Create/Customize Client Reports
- Scripting & Automation

Your RMM Admin

What can an RMM Admin do for you?

- The onboarding process for a new client as a location-based IT infrastructure resource monitoring for the server, network devices, software

- Managing and configure Monitoring alert with appropriate alert templates of potential issues/vulnerabilities that need addressing

- Configure custom monitor as per the requirement that RMM tools can support with appropriate subject line and message details for success and failure based on the alert threshold

- Monitoring device and network performance based on WMI and SNMP monitoring for connectivity, CPU usage, blacklist software, blacklist process list configurations, Memory usage, hard disk bad block, hard disk space issue alert, temperature, system online uptime, system offline alert configuration

- Monitoring system core services like messaging, database, port, server role alert.

- Patch management for workstations and server operating system by creating a custom group, patch policy, reboot policy, patch approval policy as per the Microsoft standard best practice

- Schedule automated tasks (script) for maintenance/patching

- Configure email template and schedule for Report for client devices health, Filtering data, and event logs for analysis

- Update the plugin and solutions that are integrated with RMM tools like backup solutions, Antivirus, and other third-party plugins

- Patching and upgrading for RMM tools as per the standard patch release

- Contact RMM support by creating a support ticket or online chat and resolved the issue as per requirement

- Create/Customize Client Reports

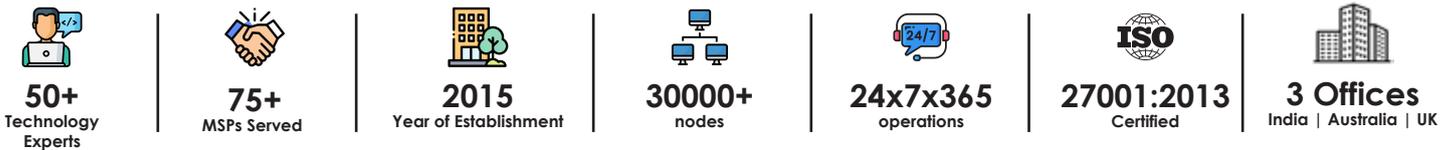- Use default scripts to auto-fix issues & Create Custom Scripts, as required

Your RMM
Admin

INFRASSIST TECHNOLOGIES PVT LTD

Trusted IT Partner for MSPs

We help MSPs in transforming their customers' infrastructure with reliable, cost-effective, agile, and scalable IT solutions designed to meet the demands of today's always-connected, digital world.

50+ Technology Experts	75+ MSPs Served	2015 Year of Establishment	30000+ nodes	24x7x365 operations	ISO 27001:2013 Certified	3 Offices India | Australia | UK

MSPs can focus on their core business while we help them scale up by taking up their routine tasks. Trust our competency, as we provide you with an impeccable customer service and a seamless experience.

We are an ISO 27001:2013 certified company, hence securing your data is our topmost priority. We provide 24x7 NOC services, Staff Augmentation and Professional services; wherein we provide consultation and carry out the implementation of Microsoft 365 (MS Office, OneDrive, SharePoint), Microsoft Teams, Azure AD, WVD, Intunes, security and compliance-related services.

Why Infrassist?

- Bridging the skill gap in network and server management services.
- 24x7x365 support for full scale security requirements with highly skilled engineering teams
- Handling security & support for MSPs at a world-wide scale while setting up SLAs for ITIL and ITSM processes

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