

ManageEngine



RMM Central

Overview

About ManageEngine

ManageEngine is the IT management division of Zoho Corporation, which prioritizes flexible solutions that work for all businesses, regardless of size or budget.

ManageEngine crafts 90+ comprehensive IT management software to cover all the IT needs, at affordable prices. From network and device management to security and service desk software, ManageEngine brings together an integrated, overarching approach to optimize IT infrastructure.

About RMM Central

RMM Central is the go-to solution for managed service providers (MSPs) that want to effectively manage and monitor their clients' complete IT networks. This one-stop solution can help MSPs get in-depth visibility into the client network from a single console.

RMM Central helps MSPs monitor devices such as routers, switches, firewalls, load balancers, wireless LAN controllers, servers, virtual machines (VMs), printers, and storage devices. It also helps with managing desktops, laptops, servers, mobile devices, and tablets.

Key Features:

To manage and secure all network endpoints like desktops, laptops, and server machines, Desktop Central offers the following features:

- **Network discovery:** Automate the network discovery process with robust features aimed at making the process simpler, less time-consuming, and more effective.
- **Network device monitoring:** Identify and fix performance issues before they blow out of proportion and cause downtime.
- **Server management:** Monitor and manage both physical and virtual servers across multiple vendor OSs such as Windows, Linux, Solaris, Unix, VMware, and more.
- **Real-time alerting:** Implement advanced alert monitoring capabilities for instances like faults, alarms, progress of configurations deployment, and

more via email.

- **Patch management:** Secure your network by automating patch deployment for Windows, Mac, Linux, and third-party applications.
- **Remote control:** Troubleshoot remote desktops with multi-user collaboration, file transfers, video recording, and more.
- **IT security automation:** Monitor faults in the network. Detect and deploy missing patches, security policies, and configurations customized to each customer's network.
- **Mobile Device management:** Take care of enrollment, profile and application management, and security policy deployment for mobile devices with modern management capabilities.
- **IT asset management:** Manage all your hardware and software assets, meter software usage, manage software licenses, detect and blacklist malicious applications, and more.
- **Analytics and reporting:** Over 100 out-of-the-box reports to give complete insights on your customers' IT networks.

Business benefits for MSPs

Switch to a one-size-fits-all solution

For an MSP to maintain a distinguished level of service for its customers in managing their client devices, a unified remote monitoring and management tool is a must-have. RMM Central can give you in-depth visibility into every one of your client networks easily, enabling you to enhance your business and optimize your operations. Simplifying the management of every traditional and modern device under your belt helps you provide excellent client service.

Un-complicate your network management routine

Proactively troubleshoot and resolve IT incidents and stay ahead of your customers with an end-to-end remote monitoring and management (RMM) solution. Set up your IT domain and almost completely eliminate downtime in any of your customers' networks by standardizing your network management routine. Discover network devices, manage faults, monitor server performance, update patches regularly, and enable remote access to all devices, all from a single solution.

Set a new benchmark for your IT security

Creating multiple layers of security for each of your clients' IT networks will increase your clients' trust in you. Detect and remediate security issues by discovering faults in the network, deploying missing patches, updating customized security configurations to each network, receiving real-time alerts, and more. RMM Central helps MSPs prioritize security efforts by identifying and remediating key vulnerabilities in client networks.

Customize your tool for your needs

Managing multiple clients with different network policies and upholding customer data privacy is integral to every MSP. With a tool like RMM Central, you can provide a customized view of the dashboard for each technician handling different client networks, eliminating privacy issues and providing comprehensive visuals of IT management data overall.

Exponential ROI growth

Eliminating the use of multiple point products for one unified remote monitoring and management solution to manage your IT infrastructure will boost your return on investment (ROI) tremendously. This can be achieved by investing in a hassle-free, transparent, affordable, and user-friendly tool like RMM Central.

Top 10 reasons to buy RMM Central

- RMM Central is a one-stop solution for integrated management of endpoints such as desktops, laptops, smartphones and tablets in multiple customer enterprises and your networking devices. RMM Central helps you manage all your devices from a central locus.
- It manages assorted endpoints running on varied flavours of operating systems such as Windows, Mac and Linux from a single console. Worry not for variegated network environments such as Windows Active Directory, Windows Workgroups and Novell eDirectory can be managed seamlessly.
- View performance, bandwidth consumption, recent device configuration changes on a single snapshot page in RMM Central dashboard. Monitor device availability, performance, alarms of multiple customer networks seamlessly from RMM Central.

- It enables MSPs to sort client's network devices based on location, department type, device type, based on vendors or based on customer preference. With RMM Central in place, get complete visibility into the current status of your client's network with critical metrics from routers, switches, firewalls, servers, services, application, URLs, printers, UPS and other infrastructure devices.
- RMM Central's patch management facilitates automated patch deployment for heterogeneous endpoints and third-party applications. Combat critical and zero-day vulnerabilities at the snap of a finger.
- It's software deployment capabilities lets you install, uninstall or update software applications remotely as well as automatically. Overcome challenges in deploying common applications based on the user's needs by publishing the software in Self-Service Portal.
- It's inventory management provides details about the hardware and software assets of your network. Save your organization from legal jeopardy by having an eye on the installation of unlicensed applications. Also, using RMM Central one can deploy security policies and configurations for securing browsers or imposing restrictions on the usage of blacklisted applications and unauthenticated devices.
- It supports over 50 endpoint management and security configurations that automate any task which needs to be carried out on a regular basis, thereby saving a lot of time. Be it securing browsers or USB devices, all you have to do is, deploy a configuration.
- RMM Central's Tools such as Remote Control, System Manager, Remote Shutdown & Wake on LAN come handy for sorting out issues in no time. Also, audit-ready reports are generated effortlessly as RMM Central helps you run comprehensive reports at the push of a button.
- Equipped with modern management capabilities like profile and application management, complete and corporate wipe, ability to track your clients' devices geographically and create geo-fences, RMM Central enables complete management of mobile devices and laptops with ease.

Against competitors

Plenty of remote monitoring and management tools are available in the market with various diverse capabilities. Being an easy-to-use and affordable unified RMM tool, RMM Central provides a huge advantage over its competitors like Solarwinds, Autotask Datto RMM, Kaseya, Comondo One RMM, Pulseway, Ninja RMM, Atera etc. Be it the diverse capabilities, complete in-product assistance, or the pricing, RMM Central has proved to be the best among its competitors.

Support

ManageEngine RMM Central provides complete product training and helps in implementation of the product. In case of any queries, the in-product chat will help to resolve queries in no time. Also, you can reach out the support technicians who are available 24*5 for any details regarding the product.

Editions

RMM Central is available in two variants:

- Free Edition
- Enterprise Edition

References

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