

# N-able MSP Manager

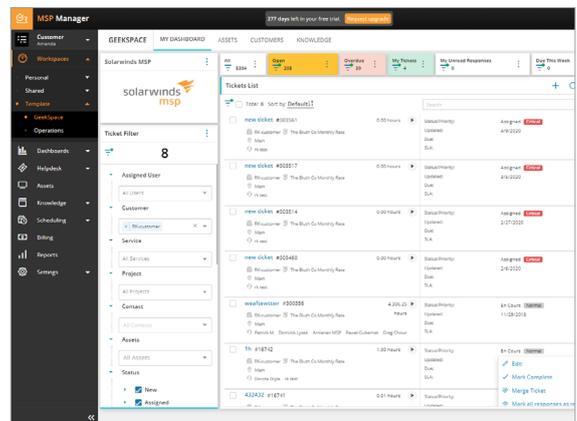
Integrated with N-able RMM



N-able™ RMM and MSP Manager combine to create a unified, cost-effective cloud-based solution to help IT businesses provide end-to-end customer service—from remote monitoring and management to automated ticketing, reporting, and billing.

It's true what they say—time is money, especially for MSPs. Slogging through tasks and managing tickets using multiple solutions can be like cutting a hole in your pocket. Whether due to ineffective (or non-existent) processes for knowledge sharing, app switching that increases the risk of human error, or time spent reconciling invoices, unintegrated PSA and RMM solutions can have a material effect on the bottom line.

N-able RMM and MSP Manager combine to form an integrated solution to help provide nearly everything small- and medium-sized MSPs need to deliver prompt and proactive service, allocate resources effectively, and efficiently bill customers with reliable, defensible invoices for faster approval—all from a single pane of glass. Together they provide easy-to-use remote monitoring and management as well as ticketing, reporting, and billing for end-to-end customer service.





### Get more done, faster

Built with technician efficiency in mind, N-able RMM and MSP Manager can help automate your ticketing and invoicing processes. These flexible tools allow you to automatically create, route, and time work spent on tickets—and bill effectively in the process.

### Enjoy flexibility and scalability

RMM and MSP Manager are built to fit you now and evolve with you as you grow. Both tools are designed to help you build a strong business foundation by standardizing your specific offerings, billing, and processes while allowing you to customize service packages as needed. The end result is an integrated solution that scales with your business and makes you more organized and productive.

### Share and access knowledge quickly

Allow techs to safely access work tools and company knowledge from nearly anywhere. Protect company and end-user data via customizable permission settings and full encryption in our cloud.

### Gain powerful insights

Gain the insights you need to make data-driven decisions that can help you grow. With integration-focused features, you can get a broader view of your entire operation to help you make strategic choices for your MSP.

## Key features and benefits

### Get more done, faster

- Match your existing business workflow with custom ticket statuses.
- Create tickets and add times and notes right from the RMM dashboard.
- Open tickets in RMM/MSP Manager for issues you deem critical, then automatically route them to the right resources via granular workflow settings.
- Remotely connect to impacted devices directly from tickets.

### Keep critical data safe and accessible

- Rest easy with solutions built on Microsoft Azure®, which is designed for high availability and to support compliance.
- Enable technicians to view critical passwords while maintaining security via three levels of user permissions.
- Safeguard passwords with AES-256 bit encryption.
- Quickly and safely access the mobile app via fingerprint authentication.

### Access documents and knowledge easily

- Access network, device, and ticket information anywhere via tools built on the worldwide Microsoft Azure network.
- Add internal and public notes to tickets—right from the RMM dashboard.
- Create new users, customer sites, or assets in RMM, and they will automatically appear in MSP Manager (and vice versa).
- Keep information available and up-to-date throughout the platform automatically.

### Use it for your business now and in the future

- Create and standardize service offerings for an optimized and more professional sales process.
- Modify standard business offerings to fit your MSP's needs and those of specific customers.

## Save time with quick, accurate invoicing and billing

- Help ensure accurate time tracking with the Quick Ticket feature that allows techs to start, stop, and pause timers.
- Track billable hours and service items in real time for an up-to-date view of your finances.
- Add time and notes to tickets after the fact as needed.
- Take advantage of integrations with QuickBooks® Desktop, QuickBooks Online, or Xero® to generate invoices quickly.
- Save time by batch billing multiple invoices at once.

## Gain key business insights

- Get clarity with interactive, customizable workspaces that provide ticket, asset, service item, knowledge, and customer views.
- Gain full ticket visibility.
- Share reports on command.
- Use SLA warnings to track performance, notify customers of impending limits, and improve maintenance.
- Schedule recurring tickets and appointments.
- Export data from MSP Manager and load into your favorite business intelligence tool.
- Predict future customer needs via comprehensive service histories.
- View technician schedules, workloads, and timesheets.



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