

EBOOK

Quiet the Noise

Automate Server Management
With an RMM





Contents

**Chapter 1: Get Time Back in Your Day:
Intelligent Software That Cuts Through Server Noise 3**

Chapter 2: Automation That Makes Junior Techs More Powerful..... 4

Chapter 3: The Technology Behind the Success with ConnectWise RMM..... 5

Chapter 4: Automated Server Maintenance: Allowing You to Work on Your Business..... 6

Conclusion 7





Chapter 1: Get Time Back in Your Day: Intelligent Software That Cuts Through Server Noise

With today's client demands, it's hard to find much time, if any, to invest in improving your company, teams, and toolset, even though the investment provides a higher ROI than reactively putting out fires. Many top-performing MSPs work to determine the value of their time and automate or offboard tasks with the lowest value. The biggest culprit? Server maintenance.

By automating routine server maintenance their techs would do and combining that with a partnered NOC, these MSPs remove the unnecessary headache, stress, and time drain from their day-to-day and have more time to invest in higher ROI efforts.

In this eBook, we'll walk you through some of the benefits and resources you'll have by migrating your server maintenance to a fully automated and customized NOC solution, all while not worrying about the time to get it all configured.

Chapter 2: Automation That Makes Junior Techs More Powerful

Automation enables MSPs to solve problems quickly, more effectively, consistently, and accurately. Automation can have a major impact in many critical areas of an MSP's business, directly affecting service delivery consistency and efficiency. By automating standard operating procedures and administrative tasks throughout your organization, you'll eliminate much of the variability in customer setups, configurations, and network deployment. This standardization slashes the time needed to complete tasks and reduces risks, vulnerabilities, and human error. Instead, take standard practices, common knowledge, and industry best practices and turn them into action-oriented tools to help your business move faster and more efficiently as you grow. However, most automation tools require a highly skilled specialist to use it effectively, and it can be tough to find a qualified employee with this skillset.

Additionally, these specialists also come at a cost, as they command large salaries. If this employee who manages your automation platform decides to leave your company, you have a massive drain of intellectual capital. They have become an automation gatekeeper, bottlenecking your processes. A much better option is to use an automation platform that is easy enough for junior members of your staff to use—and multiple members of your team to learn and understand—so your experienced, higher-level technical talent can focus on important client-facing projects. This provides you enough flexibility to manage your business as you see fit without being forced to hire a specialized automation expert.



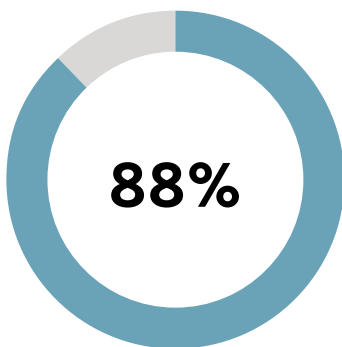
Chapter 3: The Technology Behind the Success with ConnectWise RMM

Intelligent Monitoring, ConnectWise's proprietary rules-based alerting system, is designed from the ground up to streamline and simplify the process of remote monitoring and management. Intelligent Monitoring works with the same logic and understanding of alerts, events, and tickets that a seasoned senior technician does. It groups and consolidates alerts into intelligent tickets that are actionable and usable, saving countless hours that would have otherwise been spent digging through data.

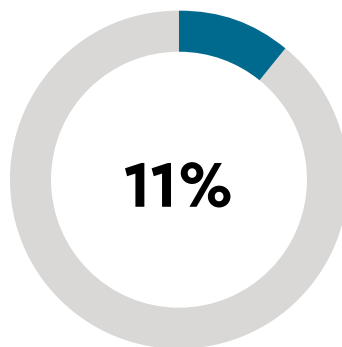
It's always up to date using NOC-aggregated data, which means that MSPs are installing agents configured with alerts comprised of the totality of the ConnectWise NOC's experience. As soon as Intelligent Monitoring is installed, it begins scanning the machine for issues and prepares alerts for the MSP without setting up initial scripting or alerting rules. No surprises here—if we've seen it, our agent—and ConnectWise MSP partners—are prepared for it.

For example, when MSP A's client has an issue, and we fix it, Intelligent Monitoring remembers the nature of that issue. So, when MSP B's client has the same issue, Intelligent Monitoring already knows the fix, and the ConnectWise NOC can automatically take care of it for you. This type of automation—backed by human decision making and irreplaceable experience—makes Intelligent Monitoring one of the strongest tools in a ConnectWise MSP's arsenal.

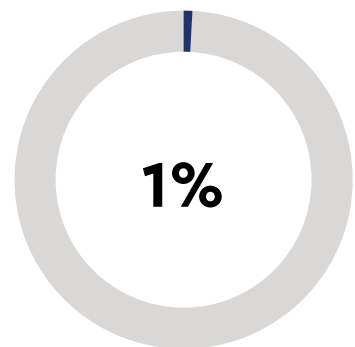
The result is that the NOC is enabled to fix issues faster because Intelligent Monitoring has drastically cut down the time spent identifying real issues, and MSPs can be notified more efficiently. This heavy lifting that's going on in the background provides significant peace of mind for a ConnectWise MSP, especially when looking at [Intelligent Monitoring's impact on ticket escalation](#): **88% of alerts** are resolved automatically, the NOC **resolves 11%**, and **less than 1%** of alerts are escalated to MSPs.



of alerts are resolved
automatically



The NOC resolves **11%**
of alerts



Less than **1%** of alerts
are escalated to MSPs

Chapter 4: Automated Server Maintenance: Allowing You to Work on Your Business



Patch management and support are a hallmark of managed IT services, so this aspect of an MSP's business must operate as efficiently as possible. It can be time-consuming to research and test all patches before rolling them out to client endpoints, but if this step is skipped, it can cause issues across multiple client sites. The ConnectWise platform cuts through these issues to provide an efficient answer to patch support. The NOC extensively researches and tests every Microsoft® security patch rollout, whitelisting or blacklisting as needed to minimize risk and ensure MSPs are confident when pushing out patches to their clients.

In addition, why waste office hours rolling out patches—or pay for techs to work after hours, nights, or weekends—when that time can be spent more productively? ConnectWise's NOC provides off-hours maintenance for tasks like patch support, so endpoints can be updated and up to date for the next business day. This aspect of using a highly skilled, 24/7/365 technical team like the NOC cannot be understated and allows for an MSP business to be productive around the clock. Combined with smarter technology and processes all designed to make MSPs more efficient at their business, the ConnectWise platform is designed to cut through the clutter of traditional, 'noisy' MSP models for a better solution that promotes growth and keeps the total cost of ownership low.

Conclusion

In any business analysis, you'd prioritize the highest value items over the least valuable. By taking this same approach to device management, you can ensure you're getting the most out of the devices with the largest opportunity cost: servers. Take advantage of the ability to manage more endpoints, provide a more consistent customer experience, and invest your time in growing and scaling your business.

ConnectWise RMM

gives you all of this and more when it comes to server management.

[Learn More >>](#)

