



Joshua Besharah | | Phone: 613-863-4569 | Email: [joshua@itgorilla.ca](mailto:joshua@itgorilla.ca) | IT  
Gorilla | <http://www.itgorilla.ca>

# Delivering Peace of Mind for Your Technology Investment



# 4 Ways Remote Monitoring and Management Ensures your Technology Assets are Protected

As your Managed Service Provider, our top priority is effectively managing your network and technology assets to keep them safe and optimized so you stay productive. To do this, we leverage Datto Remote Monitoring and Management (RMM) to manage and protect your business. We use this platform to deliver premier monitoring and management services of your technology assets, delivering better service and greatly reducing any potential for downtime or disruptions to your operations. This enables you to spend more time focused on what matters most in running your business.

When you turn the safety of your network and assets over to us, we provide you peace of mind by offering you the benefits of Datto RMM:

## Proactive Support

With Datto RMM, we can address potential issues before they become a problem because we have the ability to monitor your businesses' devices, applications, and systems continuously. In fact, Datto RMM can resolve many common issues proactively before they actually affect your network.

- For a more secure environment, we use Datto RMM to automate software patching of devices and applications. We track the status of all devices to ensure all devices are properly supported.
- The ability to do real-time monitoring means we can keep all of your technology assets (devices, networks) running smoothly 24/7/365. Datto RMM is always on: keeping your servers, mission-critical computers, and other devices up and running and fully productive.

## Rapid Response

When a particular issue or scenario arises, we are on top of it immediately and can give it the focused attention necessary to minimize any disruption.

- Datto RMM enables us to remotely support any device, from any location, within moments—we don't need to be onsite to fix issues or errors. With instant and remote access from anywhere, we have the ability to run scripts and execute tasks, even after business hours if necessary to avoid disruption.
- With automated remediation capabilities, we can program the system to automatically fix commonly encountered issues with zero interruption to anyone in your business.

## Actionable Insight

Technology isn't only an asset. It's a major investment for your organization. We can arm you with the insight you need about how these assets are performing empowering you to make fact-based decisions to optimize your technology investments.

- Datto RMM completes thorough audits of every device and every activity across the entire network. With visibility of your IT assets, we can capture everything from hardware to software to license information and track any system changes daily.
- We can provide detailed reports that are easy to understand and are relevant to your business. These reports identify what devices are having the most issues or aren't up to date with security patches or are coming out of warranty. Our goal is to give you the information you need to make informed business decisions supported by data.

## World-class Security

It's more important than ever to protect your IT infrastructure and the devices you use to run your business. Datto RMM has built-in comprehensive security measures at every point.

- The backend platform is built within the World-Class Amazon Cloud and is protected from external threats with a persistently tested and hardened cloud infrastructure.
- Multi-factor authentication safeguards access to each individual user account.
- Security controls and privacy mode can be enabled to prevent unauthorized access to devices. With privacy mode, the user must grant permission before their device is accessed by a technician for remote support.

Datto RMM gives us the visibility and control we need to effectively manage all aspects of your IT service delivery, including hardware and software inventory, licensing, monitoring events, response times, resource utilization, life cycle management and every aspect of your IT environment.

We're confident we can keep your technology assets optimized and eliminate disruptions to your operations. To ensure the safety of your business data, give us a call today.