

## CloudAlert RMM



As an intuitive, powerful, and affordable cloud platform, CloudAlert Remote Monitoring & Management (RMM) solution helps organizations manage the complexity, costs, and risks associated with supporting every device they have on their network—from on-premises to cloud-hosted, from server to network device, and everything in between. Whether managing a single endpoint or hundreds of thousands, CloudAlert RMM helps IT staff keep their supported estate secure, patched, stable, and functioning.

### Next Generation Remote Monitoring & Management (RMM) for Modern Challenges

#### Secure, Scalable, and Always On

As a true SaaS platform, CloudAlert RMM is easily accessible and empowers organizations to securely manage and support their users and the various layers of technologies. The platform's enhanced security posture, with mandatory two-factor authentication, routine penetration testing and infrastructure hardening, and active monitoring for unauthorized access attempts, helps maintain its proven track record of 99.99% uptime. And, since it is a truly scalable, cloud-based platform, there is no limit to the number of devices you can support.

#### Simple Onboarding, Easy Adoption

Even with a broad, powerful feature-set, CloudAlert RMM is easy to set up, deploy and use with pre-configured functionality, an intuitive user experience, and modern user interface. Having onboarded hundreds of companies to CloudAlert RMM, PCA has the experience and know-how to support you in every step of the onboarding process, whether you are new to RMM or migrating from an existing RMM platform. Built-in wizards simplify the implementation process by providing contextual product walk-throughs, automatically configuring key features, and delivering comprehensive on-the-job training for your technicians.

In addition, PCA offers a range of accessible resources to help your team fully utilize the platform. Our helpdesk and engineering teams are committed to helping you start strong and stay strong.

### Drive Efficiency, Automation, and Security Into Your Organization

CloudAlert RMM has robust features in a fully integrated SaaS platform. With monthly release cycles, constant improvement and innovation, CloudAlert RMM is designed to help technology professionals support the IT environments of today and prepare for those of tomorrow. Some key features of CloudAlert RMM include:

- **Discovery and Asset management:** Real-time visibility of every asset in the company—where it is, status, condition, and compliance.
- **Monitoring:** Know what is going on with every device through real-time notification of alerts and automated responses to reduce device downtime.
- **Management:** Keep devices secure, patched, and optimized through proactive, centralized, policy-based device management delivering automation at scale.
- **Remote Support:** Secure, fast remote access to devices with an array of powerful remote support and screen share tools.
- **Reporting:** Automated scheduled reporting that provides insights on devices, their health, and activity.

Additionally, CloudAlert RMM includes pre-built monitoring policies and scripts, wide-ranging integrations into other key platforms such as PSA tools (like PCA's StreamlineIT), antivirus, warranties, and documentation management to provide the ideal blend of capability, usability, security, and performance.

### **Flexible, Automated Patch Management**

CloudAlert RMM helps businesses deliver efficient, effective, policy-based patch management for Microsoft and third-party software, a critical service to maximize security and minimize downtime. It also provides critical compliance information to organizations by automating the reporting of patch status and compliance.

### **Automation and Scripting**

Whether you are just starting out with RMM or are a mature complex environment with a large number of devices, CloudAlert RMM offers a wide range of powerful automation capabilities that are easy to set up and manage. Dynamic device targeting functionality coupled with a flexible scripting engine means you can streamline service delivery with scalable automation. Additionally, the CloudAlert RMM offers hundreds of free, pre-built scripts and automation policies to streamline your technical support.

### **Real-Time Monitoring**

CloudAlert RMM monitors all your devices in real-time—servers, VMs, ESXi, PCs, laptops, network devices—instantly informing you of current issues and flagging potential problems. Powerful auto responses to alerts resolve problems automatically or simplify troubleshooting by providing technicians with useful diagnostic information. The RMM comes complete with dozens of best practice monitoring components to reduce the difficulties of monitoring today's complex IT environments.

### **RMM Ransomware Detection**

CloudAlert RMM monitors for crypto-ransomware on endpoints using behavioral analysis of files, and receives automatic alerts when a device is infected so the end user doesn't have to report it. Automated responses attempt to kill the ransomware process while CloudAlert RMM isolates the device automatically to prevent spread of ransomware while still maintaining contact with RMM. This allows technicians to take effective action and recover with integrated products, like Datto's BCDR, by restoring the impacted endpoint to a previous state.

### **Rapid Remote Support**

Cloud Alert RMM enables your engineers to rapidly and securely connect to any device, regardless of location. Our range of remote support tools enables efficient troubleshooting and assistance without interrupting the end user. Should screen share be required, CloudAlert RMM has its own fast, effective HTML5-based remote control built into the platform, meaning your technicians can access any supported device.

### **Flexible Reports and Dashboards**

The ability to effectively report to stakeholders on performance, health, and security is critical for IT professionals. CloudAlert RMM comes with modern, configurable dashboards that provide insight and understanding, as well as reporting capabilities that provide detailed insights on critical metrics, activity, and status. A robust, accessible REST API offers further reporting options.

### **Network Topology Mapping**

Network and IoT devices are everywhere and need to be managed— and managing the network starts with understanding what is out there. CloudAlert RMM's Network Topology Maps help organizations better manage their networks by continuously discovering and identifying every device on the network, generating a visual layout of the network to show how devices are connected to each other, and quickly identifying where issues are.

### **Integrations and Open Ecosystem**

CloudAlert RMM and PCA's StreamlineIT are a unified platform. That means synchronized assets, full bi-directional sync of alerts with tickets, integrated data and reporting. For clients that also purchase our recommended Business Continuity and Disaster Recovery solution, CloudAlert RMM is also fully integrated with Datto BCDR. For clients that have advanced tools, a powerful API also allows organizations to integrate CloudAlert RMM into their other key business systems, further streamlining business processes and data sharing.

### **Supported Platforms**

CloudAlert RMM operates on Windows, Linux, MacOS, VMWare, and SNMP Devices.



**2020 CRN Annual Report Card  
(ARC) Award for Managed Services  
Software of the Year:  
RMM/PSA categories**