

# Managed Service Provider (MSP) Datasheet



MSP360

Remote Monitoring and Management

**MSP360**  
MANAGE. SUPPORT. PROTECT.

## Key Features

### Computer health monitoring

- ▶ Real-time monitoring and management of services and processes
- ▶ Task manager: network performance monitoring
- ▶ View detailed information about the remote computer
- ▶ Export data from the RMM side panel to CSV

### Fully automated patch management

- ▶ Patch management
- ▶ Automated detection of available updates
- ▶ Automated Windows updates deployment on multiple computers
- ▶ Windows updates scheduling
- ▶ Windows update policy
- ▶ Integration with WinGet for third-party patch management

### Asset management

- ▶ Track hardware and installed software
- ▶ Access detailed software information
- ▶ Install and uninstall software remotely
- ▶ Schedule installations/uninstallations
- ▶ Scan devices on the network with SNMP monitoring
- ▶ Wake up and restart remote devices with the click of a button
- ▶ Effortlessly group and manage computers with tagging

### Alerting and reporting

- ▶ Define your own thresholds for generating alerts
- ▶ Exclude certain software and hardware from alerts
- ▶ Configure alerting on a global, per company, or per computer level
- ▶ Set alerts for your SNMP devices
- ▶ Receive real-time push notifications directly to your mobile device
- ▶ Configure and schedule automated reports

### Remote control for Windows

- ▶ Take remote control with the built-in remote access tool
- ▶ Unattended access, file transfer, two-way chat, remote printing, remote control sessions recording, meetings, and more
- ▶ Web-based remote access to Windows devices **NEW**
- ▶ Collaborate between multiple users

### Security

- ▶ Remote command execution is protected with 2FA
- ▶ Limit users' access to the RMM functionality
- ▶ Regular updates of antivirus databases
- ▶ Proactive threat detection with timely alerts
- ▶ Encrypted remote sessions

### Scripting

- ▶ Interactive PowerShell console
- ▶ PowerShell and Bash script execution on multiple computers
- ▶ Execute PowerShell script with the PowerShell Terminal, from file, or from the Script Library
- ▶ Schedule script executions and then check the results

### Virtual machines management

- ▶ View and manage Hyper-V virtual machines
- ▶ Start, turn off or restart selected virtual machines
- ▶ View updates about current status of virtual machines

## SUPPORTED OS



### RMM for Windows:

Windows 7 sp1/8.1/10/11 (x64 only),  
Windows Server 2012 R2/2016/2019/2022  
(x64 only)

### macOS

### RMM for macOS:

macOS Catalina 10.15, macOS Big Sur 11.0,  
macOS Monterey 12.0, macOS Ventura  
13.0, macOS Sonoma 14.0

### Linux

### RMM for Linux:

Ubuntu 16.04/.../22, Debian 10.x/.../11.x,  
SUSE Enterprise 12 SP2+/15, openSUSE  
15.x, Red Hat 7.x/.../9.x, Fedora 33/.../37,  
CentOS 7.x/8.x, Oracle Linux 7.x/.../9.x.

**MSP360 RMM is a simple and cost-efficient solution that helps us take a proactive approach to monitoring and administering the systems we manage for our clients.**

**For more information or to schedule a demo, call us at: 513-293-8530**