

Six Indicators That It's Time to Make the RMM Switch



How do you know your current remote monitoring and management (RMM) platform isn't cutting it anymore? In discussions with managed service providers (MSPs), the nuances are often very different, but several core issues prevail. Here are some leading indicators.

Indicator #1: Your RMM tool creates operational inefficiencies

Before deciding what to sell and support at a new MSP, and before hiring a single engineer or buying any monitoring or management tools, take the time to really understand the customers in your target market. Dive deep to figure out what their needs are—and where you can add the most value.

- **New customer onboards take too long.** In the early stages of an MSP's run, investing weeks of a key engineer's time getting new clients set up may be fine. Not so, however, once the business starts to ramp.
- **Too many point solutions to deploy and maintain.** Over the course of an MSP's history, it's not uncommon to see several, sometimes up to a dozen, point RMM tools running in parallel. Again, in the early days, this may be sustainable, but at a certain point, the time and effort to maintain these platforms will take a toll on your growing business. Troubleshooting and reporting can be extremely time consuming when you need to aggregate and filter through multiple systems logs to get the answers you need.
- **Can't get a unified view of the client's environments.** Today, any given service will rely on numerous servers, networking elements, applications and so on. If your RMM platforms are only providing piecemeal views of what's happening, it gets very difficult to understand, let alone optimize, the performance of complex environments.
- **Minimal automation.** If you can't automate such key activities as escalation processes, reporting and monitoring provisioning, etc., your staff will continue to invest time on efforts that don't yield real value to the business. This lack of automation can be a non-starter when it comes to monitoring dynamic cloud and virtualized environments.

Indicator #2: Your RMM tool increases labor cost—instead of reducing it

Can customers get the information they need without calling the NOC? If not, you're adding costs, not subtracting.

- **Can only provide basic updates and reports.** Can your clients quickly glance at a dashboard and get the answers they need? Or do they need to spend hours poring through pages of data to find what they're looking for?
- **Network operations center (NOC) operators can't get insights needed to improve service levels, reduce mean-time-to-repair.** Whether you're looking to reduce repair times, speed response or strengthen virtually any other performance metric, you need intelligence, data points that show where the bottlenecks are and what the patterns are.
- **Can't tailor service to specific needs of a client.** It's easy to say the customer is king, but it's a very different thing to really adapt your services to the way the customer wants to work. Does your RMM platform give you the flexibility to deliver?

Indicator #3: Your RMM tool inhibits service catalog expansion

Your RMM platform underpins pretty much every service you deliver. If you want to add a new offering to your service catalog, what is the process for adding the required capabilities to your RMM platform? Is it a seamless upgrade? Or do you need to look to an entirely new platform to get the coverage you need? If that's the case, the RMM platform will present a big hit on the resources it takes to get the new service up and running.

Indicator #4: Your RMM tool reduces business agility

In a technology-driven MSP business, the pace of change continues to accelerate. Architectural complexity, hardwired functionality, cumbersome integration, limited technology support—these are all factors that affect your ability to adapt, and as time goes on, the liability gets more pronounced.

Indicator #5: Your RMM tool impedes business growth

- **Can't effectively sell to or serve upstream, large-scale customers.** Windows server monitoring may be fine for a small customer, but it won't cut it for enterprise.
- **Can't provide dashboards and reports that differentiate your business.** Do your reports stand out? Do they help reaffirm your firm's sophistication? Do reports provide a tangible, easy way for clients to understand your SLA track record? Will these reports help your sales team close more new business?
- **Can't support new services or emerging technologies and models.** As your clients grow increasingly reliant on the cloud, do you have a story to tell or are you going to be left on the sidelines? What about converged infrastructure packs and private clouds?

Indicator #6: Your RMM tool slows margin and profit growth

- **Can't reduce operational costs.** Efforts like adopting ITIL, leveraging automation or streamlining workflows can all make a big impact on ongoing cost reduction efforts—and they can all be supported by the right RMM platform.
- **Can't serve more customers without adding more staff and infrastructure.** Are new services and clients boosting your top line but not making any impact on profits? Does each new service or client require additional headcount to support? If so, a new RMM platform may enable you to start scaling more efficiently—and profitably.
- **Can't get insights for optimizing resource planning, utilization.** To scale effectively, you need to make sure you're getting the most out of the people and infrastructure you have. If your RMM platform doesn't fully support you in these efforts, you're flying blind.
- **Can't align RMM investments with business models.** Do your software license expenses require huge upfront investment, regardless of whether you see any new traction from the services they enable?

For more information, please visit ca.com/service-providers

CA Technologies (NASDAQ: CA) creates software that fuels transformation for companies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with companies worldwide to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments. Learn more at ca.com.