



# Xbirt RMM Tech Acquisition Project



Myles Cheda  
Spencer Nuzzo  
James Weidner

# Xbirt Background

- Founded in 2001 By Nick Deary
- Managed Service Provider (MSP) that manages small, medium, and large businesses
- Uses a tool called an Remote Monitoring and Management (RMM) to monitor client computers and servers
- Ensures security and maintenance for all client systems



# Project Stages

01

## Initiation:

Define business need,  
project charter.

02

## Planning:

Define requirements  
priorities, and best fit.

03

## Research:

Find best RMM, websites,  
forums.

04

## Evaluation:

Matrix ranking, price  
evaluation, use cases,  
testing.



# What is an RMM?

## Remote Management

Allows administrators to take control of user computers and help resolve issues.



## Automate Scheduled Maintenance Tasks

Keeps client computers up to date and administers patches to multiple computers simultaneously through a single, unified dashboard.



## Track Network and Device Health

Gains information about machine health and supplies reports and data about client systems/networks.



## Computer Security

Helps maintain user security by allowing an administrator to manage, monitor, and install antivirus tools.



# The Problem



RMM tools are  
everywhere

...and they lie

---

- RMM tools over promise the usability of their features
- Customer support is suspect
- There are dozens to choose from



# Ideal RMM According to Xbirt's Needs



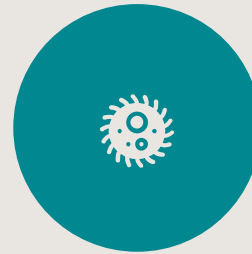
## Customer Service

RMM Must have good customer service and short response times



## Ease-of-Use

RMM must be easy to install for clients



## Antivirus

RMM must include reliable antivirus software



## Remote Management

Admin must have easy remote access to clients computers



# datto



## Pros:

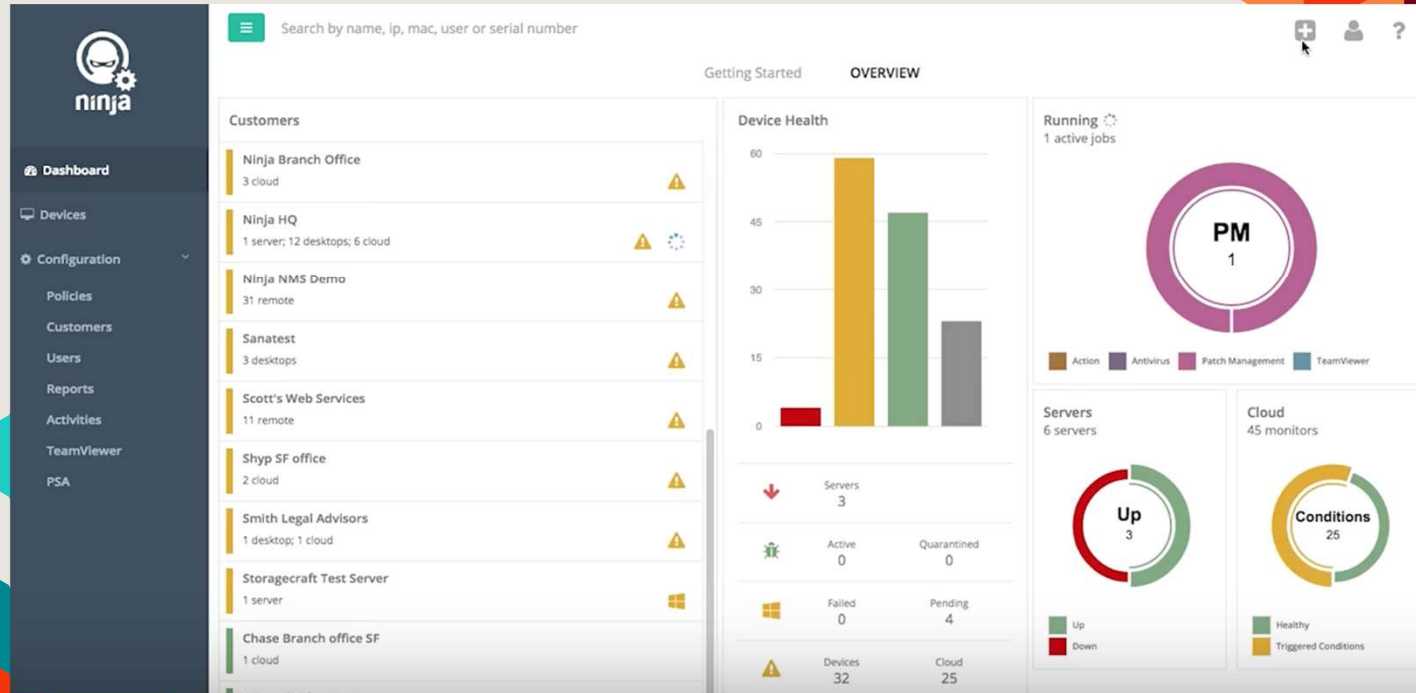
- Great backup performance
- Stability
- Familiar to Xbirt

## Cons:

- Customer service isn't the best
- Less customization than other offerings

# ninja

RMM



## Pros:

- Great customer service ratings
- Clean interface
- Good remote tools like remote desktop

## Cons:

- Poor AV compatibility
- No mobile support
- Can be expensive





**Asset Summary**  
homestreaming.base.myOrg  
Session Time: 02:01:50

homestreaming.base.myOrg  
homestreaming

Windows 10  
x64 Edition Build 10586

Country Unavailable  
UTC-7

Intel(R) Pentium(R) CPU B960 @ 2.2...  
4GB RAM

**Memory/CPU**

**Volumes**

**Agent Procedures**

- Send Message if Logged On
- Lock Workstation
- Reboot
- Flush DNS
- Shutdown
- Ask Before Executing

**Top 5 Processes**

PID	Process Name	CPU%	Memory	User
10912	cleanmgr.exe	12.1%	7.14MB	BUILTIN\Administrators
1104	svchost.exe	1.5%	72.87MB	NT AUTHORITY\SYSTEM
9328	hkcmd.exe	0.0%	1.59MB	homestreaming\Jim
836	wininit.exe	0.0%	0.88MB	BUILTIN\Administrators
952	csrss.exe	0.0%	2.04MB	BUILTIN\Administrators

**User Info**

Current User: Jim  
Last Login: Jim

**Last 5 System Events**

Info	Time	Source
Info	2016-04-25T22:38:22.000Z	73 \\?\GLOBALROOT\Device\HarddiskVolumeSh...
Info	2016-04-25T22:38:22.000Z	80 \\?\GLOBALROOT\Device\HarddiskVolumeSh...

### Pros:

- Great remote tools and endpoint monitoring

### Cons:

- Slow customer service
- Less customization than other offerings



The screenshot displays the ATERA dashboard with the following components:

- Navigation Menu:** Dashboard, Tickets, Alerts, Devices, Customers, Knowledge Base, Online Backup, Webroot, Billing, Reports, Admin.
- Dashboard Summary:** 21 Open tickets, 4 Pending tickets, 3 Due Today tickets, 14 Overdue tickets, 0 Warning alerts, 19 Critical alerts.
- Alerts Per Customer:** A list of customers with their alert counts: Hyper-V (2), eTECH (2), Piza 2 Go (2), Global Trade (2), Data-Center (1), Undefined (1), E-Switch (1).
- Ticket Activity:** A bar chart showing ticket activity from 6 Dec to 13 Dec. Legend: Opened (green), Resolved (blue).
- Recent Alerts:** A list of recent alerts with details such as "Current CPU Temperature (ACPI\ThermalZone\TZ01\_0) 42°C is greater than the threshold: 35°C" and "Current Memory Usage 44.53% is greater than the threshold: 2%".
- Online Backup Desktop Summary:** A donut chart showing 35 Critical alerts. Legend: Successful (15%), Attention (0%), Critical (35%).
- Remote Devices:** Two donut charts showing the status of Monitored Agents (PC, MAC, SERVERS) and Monitored Devices (HTTP, SNMP, TCP, GENERIC).
- Server Status:** A grid of status indicators for Hardware (0), Disk (3), Availability (0), Performance (3), Exchange (0), and General (0).

### Pros:

- Intuitive interface, easy to use
- Unique pricing model
- Trusted remote tools (TeamViewer)

### Cons:

- Poor AV support
- Poor ticketing
- No mobile

# Our Options Ranked

**datto**

**ninja**  
RMM

**Kaseya**

**ATERA**

Customer Service



Ease-Of-Use



Antivirus



Remote Management



**A**

**A-**

**B+**

**B**



# Final Thoughts

**datto**

- Familiar
- One of the premier RMMs
- It's a solid pick
- Customer support could be better

**ninja**  
RMM

- Best customer support
- Good features
- Might be worth

  
**Kaseya**<sup>®</sup>

- Both Kaseya and Atera provide interesting pricing and feature options, but do not provide the essential changes Xbirt is looking for.

 **ATERA**



**Questions or  
Comments?**

