

At TeamLogic IT we work hard to deliver IT solutions that make sense for your business. With technology always advancing, so is TeamLogic IT. We stay in front of the fast-moving tech space so we can best serve our customers.

Since our job is to help you leverage technology to your advantage, periodically we review and replace our technology platforms so you can realize tech innovations and world-class expertise to achieve greater efficiency, effectiveness and productivity throughout your organization.

Remote Monitoring and Management (RMM) is the backbone of our IT service delivery, and we are pleased to begin a new partnership with NinjaOne and their leading RMM tool.



After an extensive, year-long evaluation of leading RMM products, we believe we have the right technology, the right partner and the right service and support infrastructure with NinjaOne to continue to serve your needs at the highest level.

The NinjaOne RMM tool is built around a modern architecture with robust features, functions and integrations. The company is an industry leader in both customer satisfaction and growth, which positions them well for the future. Additionally, their roadmap gives us confidence they will continue to meet your evolving needs.

We are in the process of migrating all clients to NinjaOne and look forward to working with you on this technology update.

## REMOTE MONITORING AND MANAGEMENT

As a reminder, these are the key features and benefits of our RMM service offering:

- **Monitoring and Alerting**  
*Monitors devices in real time and automatically notifies our technicians when an issue arises so we can remediate faster and minimize impact on you and your employees.*
- **Patch Management**  
*Manages patch policy for Windows, MacOS, and Linux operating systems vulnerabilities and updates for over 200 third-party applications.*
- **One-Click Device Actions**  
*Initiate actions, deploy remediations, stop tasks and initiate terminal sessions in the background for hands-on management without interrupting you or your employees.*
- **Secure Remote Access**  
*Gives us the ability to take direct control of managed endpoints with fast, secure hands-on support.*
- **System Management**  
*Supports system management for application installs, patching, device setup and maintenance to standardize outcomes while improving device stability.*
- **System Monitoring**  
*Helps the detection and resolution of endpoint issues such as stopped services, missed reboots, open ports and missing applications.*

**Protect your business today. Call TeamLogic IT.**

**TeamLogicIT.com**