# The Secret To Selecting An RMM

A former managed services provider shares insider tips about selecting an RMM (remote monitoring and management) solution.

By Jay McCall, networking and managed services editor, Business Solutions magazine

Dave Sobel has more than 10 years experience as a managed services provider. Most recently, Sobel was CEO of Evolve Technologies, a managed services provider based in Fairfax, Virginia. Evolve focused on the Washington metro area and targeted markets such as financial services, healthcare, and nonprofit associations. Evolve Technologies grew to a point where it needed to hire additional executive and engineering talent. After exploring his options, Sobel made the decision to sell his company to local competitor Network Depot, and to join RMM vendor Level Platforms. Following is part one of a three-part interview of Sobel, asking his advice for other MSPs.

### What is the biggest challenge MSPs face when selecting a remote monitoring solution?

The biggest challenge that MSPs face when selecting a Remote Monitoring and Management (RMM) solution is finding one that can handle all of the different aspects of their business. RMM solutions come in various flavors and types, offering different architectures and different vendor partners. The critical question MSPs need answered is, 'Can this RMM tool handle all of the different kinds of devices and solutions I plan to deploy with my customers, both now and in the future?' Monitoring Windows desktops and servers is a good start, but what about devices? Tablets? Cloud Services? Printers? Managed Services is about more than simply providing support to Windows environments. As an MSP matures, it both standardizes its solution set across its customers, and also adds new lines of business, such as printer management, mobile device management, vendor management, and cloud services monitoring and management. Understanding how the RMM will address the MSPs expanding footprint is critical to long term success, as it is painful to get to a point where your growth is hampered by the limitations of your RMM platform and you are forced to make a change.

**DAVE SOBEL**

**LEVEL PLATFORMS**

*Dave Sobel is a former CEO of MSP Evolve Technologies. Sobel joined Level Platforms In January 2012 as the director of partner community, serving as the conduit between Level Platforms' partner base and its executive team.*

### What are some tips you can share for MSPs to help them select the best RMM solution for their business?

Asking the right questions is key:

•      Can the solution in question handle all of your current MSP needs, across all the vendors you work with?

•      How does the solution handle new technology integrations? When you add a new vendor to your portfolio, for example, it is important to understand how that will work with your existing capabilities.

•      How does the solution scale? Project out the growth of your user base, and get a clear picture of how the solution will handle that growth. What happens if you double the number of endpoints? Triple? How about doubling the number of engineers?

•      What does the RMM vendor's business model look like? Understanding how the vendor's business is funded is important to knowing how well they will support your organization in the future. This should be a long lasting relationship — you want to make sure they're going to be there!

•      How vendor-agnostic is the RMM solution? In other words, are there any 'preferred vendor partners' you are going to be 'encouraged' to deploy? It's important to know if you are going to be forced to use a particular firewall, back up hardware/software, and/or email security solution because the RMM vendor has an existing relationship. ●