Intelligent remote monitoring and management backed by a 24/7 Network Operations Center

Managed Service Providers (MSPs) face tremendous challenges to increase operational efficiency and drive profitable growth of their businesses. One of the keys is striking a balance between maintaining your profit margins and managing your technicians so they are efficiently utilized.

Like other MSPs, you may find it costly to keep your clients servers and applications running efficiently, often working nights and weekends to offer a 24/7 level of service. That's why many MSP organizations have migrated client-driven administrative tasks from "doing-it-yourself" to remote monitoring and management (RMM) software and services.

What sets us apart

In the RMM world, other providers offer remote monitoring but none offer true management. We deliver full problem resolution by tightly integrating a world-class Network Operations Center (NOC) supported by 600 engineers and technicians with a comprehensive, SaaS-based management portal.
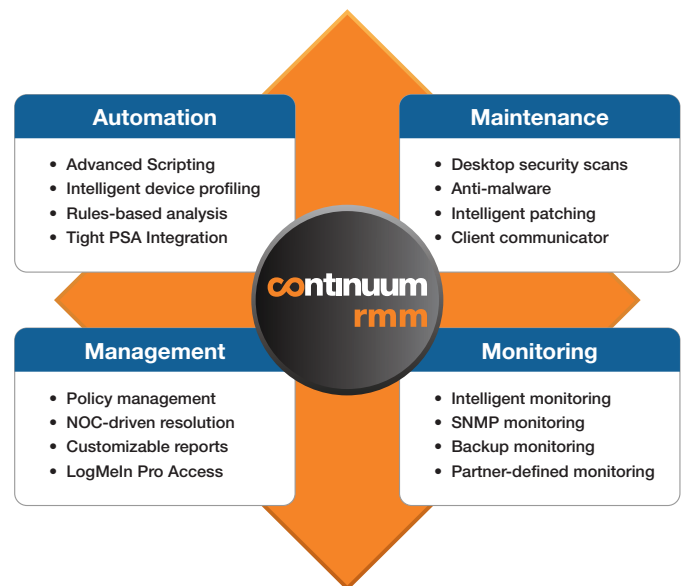
Our unique and industry-leading combination of RMM and NOC capabilities allows us to deliver the only end-to-end managed services solution available today. Which means you can dramatically increase your operational efficiency with our platform to backup, monitor, troubleshoot, and maintain desktops, servers, mobile devices and other endpoints for your clients.

In fact, more than 3,300 MSPs have partnered with Continuum and are leveraging our platform to grow their businesses without having to hire more technical support. While Continuum currently monitors and manages nearly 500,000 endpoints, our partners are discovering they can deploy their assets and staff toward building client relationships and increasing their ROI.

Bottom line, we are 100% committed to the MSP channel, and you can achieve a level of automation, efficiency and profit with Continuum's true management approach to RMM that is not possible with a software-only solution.

Continuum server advantages

Continuum's software administration system and NOC services offer scalable solutions that lay a strong foundation and support structure so that your IT offerings can truly thrive. The Continuum RMM platform is hosted in U.S.-based data centers. Functionality includes monitoring, alerting, integrated ticketing, automated recommendations, remote control, scripting, patch management, antivirus software, and reporting.

Automation
- Advanced Scripting
- Intelligent device profiling
- Rules-based analysis
- Tight PSA Integration

Maintenance
- Desktop security scans
- Anti-malware
- Intelligent patching
- Client communicator

Management
- Policy management
- NOC-driven resolution
- Customizable reports
- LogMeIn Pro Access

Monitoring
- Intelligent monitoring
- SNMP monitoring
- Backup monitoring
- Partner-defined monitoring

What's more, we set the industry standard for intelligent incident monitoring and resolution by offering server profiling, alert analysis and exceptional data center expertise. The key is our ability to constantly update, consolidate and convert information on fixes into business rules. These rules are used to analyze event logs, performance metrics and processes to quickly determine the steps required to resolve hardware, operating system and application issues.

Three levels of server care to meet your varying needs

Our hosted solution for servers includes the right blend of remote monitoring and management tools, NOC services and third-party bundled software options to provide efficient and cost-effective server management. We offer three distinct server management service plans, each targeted to suit specific service requirements.

Server Watch – If you prefer a hands-on approach to resolving server problems, Server Watch offers complementary support that makes you more efficient. This service provides back-office services monitoring that reduces the time required for filtering through alerts and researching resolutions. For critical server alerts, you can set notification preferences using escalation.

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Proactive Server Care – is best suited if you want your technicians to spend more time completing projects and building client relations and less time on troubleshooting activities. With Proactive Server Care, you can off-load server monitoring and management to Continuum's NOC. Alerts generated by our RMM software are sent to our remote remediation team, which then remotely connects to troubled servers to apply a Continuum best practices solution. At anytime, from anywhere, partners can monitor systems and view the status of tickets using our SaaS-based management portal.

Remote Server Care – If you need top-level support, Remote Server Care is the perfect level of service. Our talented technical teams are at the ready to investigate and resolve server issues whether they are generated by our RMM alerts or raised by your team via the ticketing system. You benefit from the Continuum NOC critical notification and remediation teams as well as the remote troubleshooting team for your service requests. You can forward any event identities, application messages, windows error messages and other anomalies to Continuum for best-effort troubleshooting and resolution.

Continuum desktop advantages

Desktop management can be resource-intensive and time-consuming. The mundane activities required for desktop management usually score low on the list of tasks technicians prefer, and desktops are expensive to maintain. Small or medium size businesses can spend $4,000 over three years to manage and maintain a single desktop.

To better meet the Windows and MAC desktop management needs of your clients, you can either complement your own help desk services with our NOC, or completely outsource desktop management to our U.S.-based help desk. If you choose the help desk option, you can either route your help desk calls to our help desk or have your clients call our toll-free number directly for support. The Help Desk is available 24 x 7 (starting in Q2 2012) and technicians always answer using your company's name.

Total Desktop Care Plus

Continuum's Total Desktop Care Plus (TDC+) offers you the optimal blend of RMM tools, back office services and bundled third-party software options to provide efficient and effective desktop management.

TDC+ helps automate up to 40% of the time-consuming tasks related to maintaining and troubleshooting common desktop issues, freeing your technicians to focus on higher value work.

TDC+ is used by many MSPs as an introductory service to gain new business. Once your clients experience your quality desktop management services, you have the opportunity to expand your business relationship to include other IT projects. Highlights include:

- Back office services for desktop maintenance, including patch management, anti-virus, spyware and product support.

- Management of all client sites from a single console and remote access using LogMeIn.

- Easy to deploy administrative scripts.

- Client communication tools to keep your brand in front of your clients.

- Client access portal and executive reporting including LogMeIn remote access for Clients.

- Free interactive technical training.

Discover a better way to advance your technology delivery

Costs associated with manpower and building your IT management processes and expertise can cost 80% of your operating budget. With Continuum's RMM, you have the opportunity to lower these costs by leveraging these software and service capabilities:

1. **We stay behind-the-scenes :** Continuum NOC technicians proactively maintain client systems and actively resolve system issues. Your staff is continuously updated and you maintain the client relationship.

2. **Trained expert team at your side :** Continuum's NOC has developed extensive expertise as they manage nearly 500,000 devices around the world. We continuously capture, document and codify our experience in the form of business rules and a knowledge base, so that our NOC technicians and partners can have quick access to the recommended steps for problem resolution.

3. **24x7 services :** The Continuum team monitors and manages your systems around the clock, 365 days a year.

4. **Fixed price :** There are no surprises, you know exactly how much Continuum RMM software and services cost based on the number of software agents you have deployed, no matter how many tickets have been issued and resolved.

5. **Pay-As-You-Grow :** Why waste money investing in licenses you never use? When you add a client, retire a server, or close down an office, your charges are adjusted to reflect only the number of active agents.

6. **Education and training :** With over 40 interactive courses, our online Continuum University will get your staff up and running quickly.

With Continuum's RMM services, you can profitably grow your business and maintain a high-level of customer satisfaction by increasing operational efficiency and delivering the 24x7 proactive system care your clients demand.

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RMM service features

Automation	
Scripting & Configuration Center	Continuum provides an extensive library of pre-created scripts you can use to help automate tasks and monitor systems. No programming is required. All scripts are deployed through an easy-to-use visual web interface. Deploy to a single machine or across multiple sites on-demand or on a scheduled basis. Use scripts to standardize user configurations across any desktop running RMM. Download application installers directly from the Internet or deploy locally to consolidate Internet bandwidth.
Asset & Inventory Scans	Scans are scheduled to run weekly to capture hardware, software, and operating system settings from users' desktops. This data is reported back to our data center in Fremont, CA and is reported on in the ITS portal.
Logical Disk Checks	Each logical disk on the server is checked to assure there is more than 750 free megabytes always available.
Maintenance	
Anti-Virus Management	Scheduled anti-virus installation checks and definition updates for many anti-virus applications are available. Our agents ensure that antivirus software is properly installed and verify that the latest antivirus definition files have been updated and applied.
Microsoft Patching	Configure, deploy and view all Microsoft patches security related a non-security related. Microsoft patching has become a critical and time-consuming task. While automatic updates simplify patch deployment, Continuum will test patches to ensure they are reliable before adding them to automatic deployments.
Client Communicator	The Client Communicator runs in the system tray and improves client communication and support through messaging, self-healing functions, end user ticket generation, and access to company contact information.
Management	
Intelligent Problem Resolution	Our knowledge base is continuously updated and has been built with over seven years of NOC experience. Alert remediation is optimized using rules-based anlysis to expedite the resolution of server, software, and operating systems issues.
NOC Services technical teams support your client project	We resolve alerts and tickets raised by RMM Intelligent monitoring scripts and call you by phone for critical alerts like when a server is unavailable. In addition, our team troubleshoots problems with the agent software and supported applications: Desktop Agent, Server Agent, Gateway Software, Remote Agent Deployment Tool IP Scanner and Spybot.
Reporting	Continuum also provides three Executive Reports: On-Demand Executive, Monthly Executive (short), and Monthly Executive (detailed) these help demonstrate the value of the system to your clients. You can also customize Hardware reporting using the reporting tools.
Monitoring	
SNMP Monitoring	Unify network device management through SNMP monitoring of network devices such as printers, UPSs, firewalls, and Routers.
Alert Generation	Alerts are based on conditional monitoring configured by our service delivery managers that continuously capture, document and update the intelligent monitoring system.
Alert Analysis	For every alert that is generated, there is a knowledge base entry recommending a resolution to the issue. This limits the troubleshooting required and speeds resolution time for server alerts.

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LogMeIn Pro Access, Anti-Malware Software and PSA Integration all Included

For your convenience, we bundle antivirus, antispyware and LogMeIn Pro remote access software together with our solutions. Continuum's RMM software also includes tight two-way integration with leading PSA vendors that allows partners to assign tickets to our staff.

	Remote Server Watch	Proactive Server Care	Remote Server Care	Total Desktop Care +	Virtual Service Desk
Continuum Platform					
Server & Device Intelligent Monitoring	X	X	X		
Asset & Inventory Reporting	X	X	X	X	X
Scripting & Configuration Center	X	X	X	X	X
Desktop Preventive Maintenance				X	X
Client Communicator				X	X
Back Office Teams					
Product Support Team	X	X	X	X	X
24x7 Critical Monitoring Team	X	X	X		
24x7 Remote Support Team		X	X		
24x7 Service Request Team			X		
Service Desk Team					X
Third Party Integration Partners					
Anti-Virus				X	X
Anti-Spyware				X	X
PSA Integration	X	X	X	X	X
LogMein Pro	X	X	X	X	X

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