11 Tasks Your RMM Should Do to Free Up Your Summer

Summertime! The time to bask in the sun, go on a vacation and enjoy doing things you love. Unfortunately, with 76% of IT pros reporting increasing IT burnout, technicians have to give up on their holidays, weekends and vacations to tame the IT workload.

The findings of the Kaseya 2023 MSP Benchmark Survey back this up. About 32% of technicians claimed they had a vacation interrupted due to an IT crisis, while 57% had to work over a holiday or a weekend to manage their IT workload.

However, this summer, don't get beat down by the IT heat. Put your RMM solution into action for uninterrupted holidays and vacations. Here are 11 tasks your RMM tool should do to keep your IT running smoothly and set you free for summer breaks.

1 PATCH HIGH-PRIORITY VULNERABILITIES IMMEDIATELY

With 57% of ransomware attacks occurring due to known, unpatched vulnerabilities, automated patching is the need of the hour. Your RMM should calculate each endpoint's CVSS (Common Vulnerability Scoring System) score and patch accordingly.

Endpoints or devices with a CVSS score of 8 and above are top attack surfaces, which must be patched by the end of the day.

Endpoints or devices with a CVSS score above 9 must be patched immediately, with two snoozes to end users.

2 PATCH LOW-PRIORITY VULNERABILITIES LATER

A low CVSS score suggests that the endpoints or devices are secured and less vulnerable to an attack. Your RMM should be able to identify them and patch them later.

Endpoints or devices with a CVSS score below 8 can be patched later; however, within the insurance requirements.

3 AUTO-REMEDIATE COMMON TICKETS

Common IT tickets, such as password resets, printer issues, slow Wi-Fi and slow computer, consume most of your technicians' productive hours and hinder service delivery.

Your RMM should integrate with your ticketing solution to intercept and auto-remediate common tickets.

It should also be able to open, update and close tickets according to triggers.

4 AUTOMATE BACKUPS

Techs and sysadmins hate backup management since it is a mundane activity that consumes a bigger chunk of their productive hours.

Your RMM should integrate with your backup solution to trigger regular backups.

It should also be able to discover and automatically configure new backup devices.

5 HAVE END USERS SOLVE THEIR OWN PROBLEMS

Your RMM should empower end users to resolve typical problems like forgotten passwords, accidental deletion of important files and printer problems.

Your RMM should have a well-documented troubleshooting guide to walk end users through effective troubleshooting steps and trigger scripts or automated workflows based on their inputs.

If your RMM is not as advanced as Kaseya VSA, it should at least have a "reboot printer" or a "my Wi-Fi is slow" button in the troubleshooting portal.

6 AV/AM COMPLIANCE

With cyberattacks skyrocketing, legacy AV/AM solutions alone cannot save your IT. By embedding them within a multilayered security system, you can rest assured knowing that your IT is protected from attacks by multiple lines of defense.

Your RMM should be able to configure, deploy and fully manage your AV/AM solutions within the layered security system across your network.

7 IT REPORTING

With the macroeconomic situation worsening daily, IT reporting is no longer optional. You must prove your value with customized, insightful reports on all aspects of your organization.

Your RMM should automate the timely preparation and delivery of reports to stakeholders, saving you time and effort.

It should have a library of standardized reports so you can customize and deliver them as needed.

8 RANSOMWARE DETECTION AND REMEDIATION

Did you know ransomware attacks accounted for 20% of all cybercrimes recorded in 2022? Your RMM should be able to combat this threat through its native monitoring capabilities.

Your RMM should monitor for ransomware-style behavior, mitigate common ransomware and immediately quarantine infected endpoints to ensure business continuity.

9 NETWORK MONITORING

IT pros constantly monitor networking components and ensure all issues are remediated immediately to ensure maximum uptime and performance.

Your RMM should ensure 24/7 network availability through zero-configuration SNMP device monitoring, auto-remediation of common alerts and a robust auto-documented network topology map.

10 IT DOCUMENTATION

IT documentation is essential to operate, support and protect your IT infrastructure. Let your RMM take care of it so you can focus on the delivery and effectiveness of your IT support.

Your RMM should integrate with your IT documentation solution to provide contextual information and incident remediation runbooks directly on the device card.

VSA integrates with IT Glue to provide access procedures, passwords and organization-related information in under three clicks.

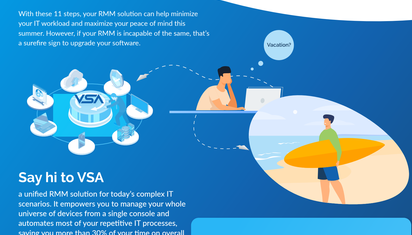
11 MOBILE APP

For what your RMM can't automate, a top-notch mobile app can do it for you, so your vacation or weekend is interrupted as little as possible.

A robust mobile app, like the VSA mobile app, having full feature parity with the desktop app empowers you to quickly solve end users' problems from wherever you are, preventing truck rolls to your house or, far worse, to your office.

Whether you need access to an endpoint from the beach or build a new automated workflow on the train, the VSA mobile app empowers you to manage your IT from anywhere.

With these 11 steps, your RMM solution can help minimize your IT workload and maximize your peace of mind this summer. However, if your RMM is incapable of the same, that's a surefire sign to upgrade your software.



Say hi to VSA

a unified RMM solution for today's complex IT scenarios. It empowers you to manage your whole universe of devices from a single console and automates most of your repetitive IT processes, saving you more than 30% of your time on overall IT management.

VSA can empower you to automate more than you ever thought was possible through its no code/low code/pro code automated builder and orchestration engine. Curious to know how?

Schedule a free trial now!