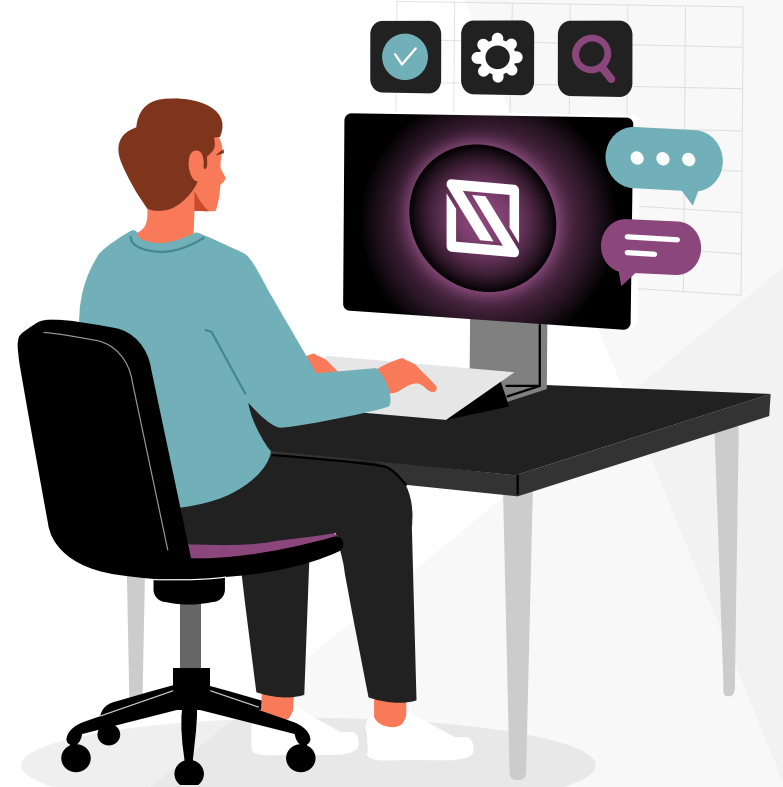
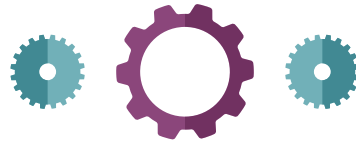


**SUPERCHARGE  
IT OPERATIONS:  
POWER UP YOUR  
PSA AND RMM  
WITH IT GLUE**





As an IT professional, you already rely on IT documentation, PSA and RMM solutions to manage your daily tasks. But are you truly maximizing their potential? The real power lies in their integration. When IT Glue, your PSA tool and your RMM solution work together in harmony, you unlock a new level of efficiency, productivity and operational excellence. This eBook is your guide to understanding why tightly integrating these three essential tools is not just beneficial but essential for achieving the highest return on investment (ROI) and operational efficiency.

We've surveyed IT technicians from around the world, gathering insights on how they use IT Glue alongside their PSA and RMM tools. The feedback is clear: deep integration between these solutions is a game changer. Through our surveys, including the State of IT Survey, our dedicated IT Glue and Autotask User Survey and our Trifacta Survey, we've identified the key themes that underscore the benefits of this integration.

These key themes highlight how using IT Glue, alongside your PSA tool and RMM solution, can revolutionize your IT operations in the following ways:

### **1. Increased technician efficiency**

By using IT Glue alongside a deeply integrated PSA solution (Autotask or Kaseya BMS) and a deeply integrated RMM solution (Datto RMM or VSA), your technicians can handle more issues, manage more endpoints and do so with greater efficiency – without adding to your payroll. Intelligent documentation amplifies the power of your RMM and PSA, making it feel like you've added extra technicians to your team, but without the extra cost. The trifecta allows your team to operate at peak efficiency, driving more business while maintaining high service standards.

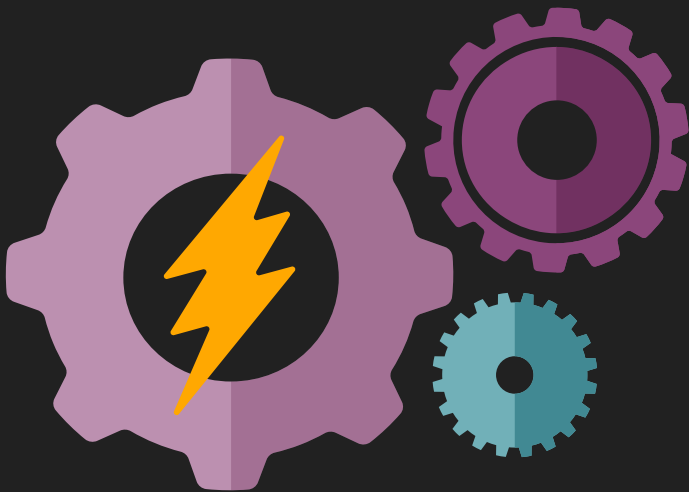
### **2. Faster ticket resolution and easy access to documentation**

Integrating IT Glue with your PSA and RMM solutions ensures that standardized, accurate documentation is always readily available, enabling your team to resolve tickets faster, reduce errors and maintain consistent, high-quality service. With standardized and automated documentation integrated into your PSA and RMM tools, your team can access vital information more quickly, further speeding up ticket resolution times. As end-user demands continue to rise, having a deeply integrated IT stack is essential for meeting these expectations, streamlining operations and consistently delivering superior performance. Don't settle for "good enough" – integrate for excellence.

Now, let's dive deeper into these key themes and explore the insights and customer feedback that illustrate the true power of the IT Glue trifecta. By the end of this eBook, you'll understand how to make the most of your IT operations by leveraging the unmatched integration of IT Glue, your PSA solution and your RMM tool.

# Turbocharge efficiency: The power of integrated IT documentation, PSA and RMM tools

When it comes to IT operations, efficiency is a necessity. The ability to manage a growing number of endpoints, streamline workflows and maintain consistent, high-quality service can make or break your IT team's effectiveness. The key to unlocking this efficiency lies in the integration of IT Glue with your PSA and RMM tools.



## The IT Glue and Autotask synergy

Imagine the difference between using IT Glue and Autotask separately versus harnessing their full potential together. The results speak for themselves. According to our State of IT survey, technicians using both IT Glue and Autotask manage an average of 250 endpoints per technician – far outpacing those who use Autotask alone (100 endpoints) or other PSAs (40 endpoints).



**By using IT Glue and Autotask together, IT technicians can manage up to 2.5 times more endpoints compared to using these tools individually or with other IT operations platforms.**

Here's how the efficiency breaks down across different user groups:

**IT Glue and Autotask users: Average of 250 endpoints per IT technician.**

- **Insight:** This cohort demonstrates the highest efficiency, managing the largest number of devices per technician, proving that using IT Glue and Autotask together significantly enhances productivity and operational efficiency.

**Autotask users only: Average of 100 endpoints per IT technician.**

- **Insight:** Users of Autotask alone are also efficient, managing a substantial number of endpoints per technician, but with less efficiency compared to those who also use IT Glue.

**Non-Autotask users: Average of 40 endpoints per IT technician.**

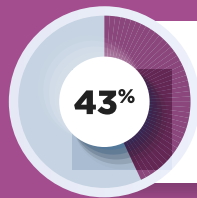
- **Insight:** This group shows the lowest efficiency, managing fewer endpoints per technician, suggesting that other PSAs may not provide the same level of efficiency as Autotask, especially when not integrated with IT Glue.



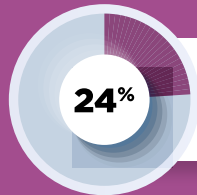
By integrating IT Glue with Autotask, technicians benefit from a unified workflow that eliminates the need to jump between disparate systems. This streamlined approach not only saves time but also ensures that technicians have the information they need right at their fingertips, leading to faster ticket resolution and higher customer satisfaction. It's no surprise that in our dedicated IT Glue and Autotask survey, **62% of respondents cited improved efficiency as the primary reason for integrating these tools.**

# Real-world impact: Efficiency gains and technician empowerment

The numbers are compelling, but the real-world impact is even more telling. Our surveys revealed that:



43% of IT Glue and Autotask users reported **significant improvements** in their daily operations.



24% noted **moderate improvements** in their daily operations.

This means that nearly 70% of users experienced tangible benefits from the integration, translating into more efficient workflows and less time spent on administrative tasks.

Consider the experience of [Atom Creek](#), an IT service provider that leveraged the integration between IT Glue and Autotask to boost technician productivity. By having all necessary documentation and credentials accessible from a single pane of glass, their technicians were able to work tickets more efficiently without the constant need to switch between tools.



We are leveraging the integration with Autotask in IT Glue. That has allowed our technicians to be much more productive and not having to jump from tool to tool, where they can work a ticket and have access to credentials and documentation from a single pane of glass, which is always everyone's desire, and we're striving to cut out that time between tools."

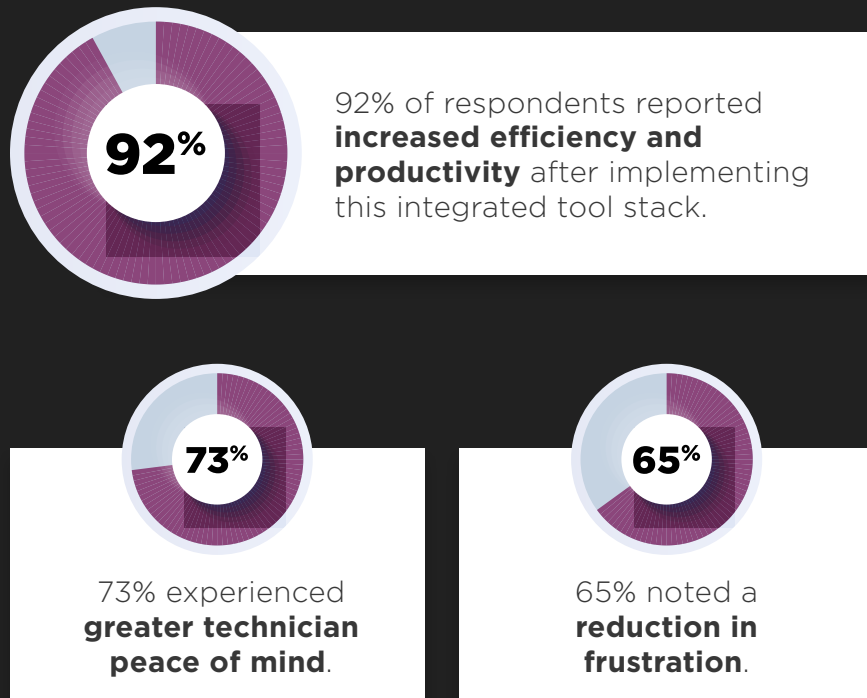
— Dave Clipp, President and CEO, Atom Creek

This seamless integration is exactly what allows technicians to handle more tasks with less friction, ultimately leading to better service delivery.



# The trifecta in action: Data-driven results

The benefits of the trifecta — IT Glue, a deeply integrated PSA solution (Autotask or Kaseya BMS) and a deeply integrated RMM tool (Datto RMM and VSA) — are further validated by our Trifecta Survey. Key findings include:



IT Glue’s role in this trifecta is particularly critical. It not only centralizes documentation but also enhances the effectiveness of your PSA and RMM tools, making them more powerful and valuable. The survey revealed that:

- **77% of users saw improved value from their PSA.**
- **86% reported enhanced value from their RMM solutions thanks to IT Glue’s integration.**

Here’s what our survey respondents had to say about the significant boosts in efficiency and productivity they experienced by integrating IT Glue with their PSA and RMM tools:

“Centralized documentation with simple permissions has been a major game changer for our team. Integrations with our PSA and RMM have also been extremely helpful.”\*

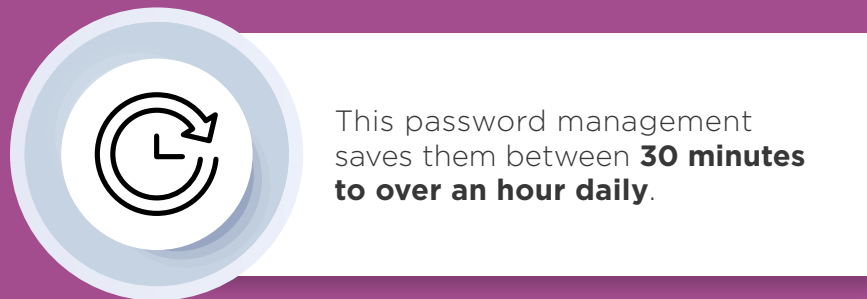
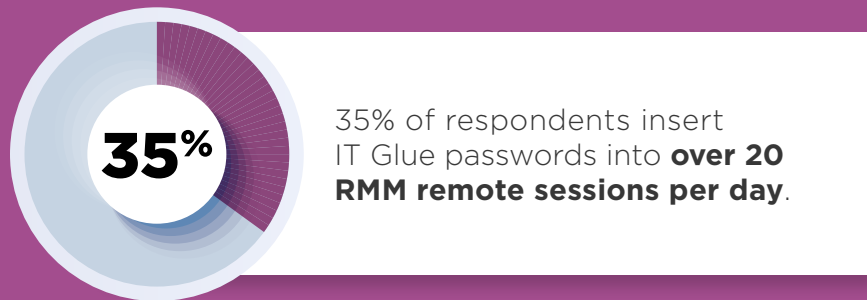
“Everyone in the team utilizes it in their day-to-day activities. It has increased productivity and reduced the time it takes to shuffle through other software for the correct information.”\*

*\* Quotes provided by 2024 IT Glue survey respondents*

These testimonials underscore how a seamless integration between IT Glue, PSA and RMM tools can drastically streamline workflows, allowing teams to work smarter, not harder, and achieve greater productivity with less effort.

# The hidden gem: Password management

One often overlooked aspect of IT operations is password management — a task seemingly small but with a significant impact on efficiency. IT Glue's password management features integrate seamlessly with Autotask, Kaseya BMS, Datto RMM and VSA, allowing technicians to access and use passwords swiftly without interrupting their workflow. According to our Trifacta Survey:



Our survey respondents have highlighted the significant impact of IT Glue's password management features on their daily operations:

"Password management has shown to be especially useful for storing and sharing passwords securely."\*

"It allowed us to manage passwords differently while not spending a lot of extra time."\*

*\* Quotes provided by 2024 IT Glue survey respondents*

This time savings translates directly into increased productivity and a smoother, more efficient IT operation. When your tools work together seamlessly, your team can focus on what matters most — delivering exceptional service to your clients.



# Driving faster, consistent ticket resolution with current, connected IT documentation

In today's fast-paced IT environment, resolving tickets quickly and consistently is critical to meeting end-user expectations and maintaining high levels of customer satisfaction. When your tools are deeply integrated, it becomes easier to find the information you need, allowing for faster and more accurate ticket resolution.



## Meeting rising expectations

Over the past five years, end-user expectations for ticket resolution times have risen dramatically. According to our State of IT Report:

- 31% of respondents indicated that end users now expect almost instant resolution.
- 43% expect faster resolution times compared to previous years.

To meet these demands, IT professionals are turning to intelligent IT documentation as a key factor in speeding up ticket resolution. In fact, over **56%** of IT professionals identified “easy access to IT documentation” as the most significant factor in improving PSA ticket resolution times, second only to an easy interface and automation.

When IT Glue is deeply integrated with your PSA tool, such as Kaseya BMS or Autotask, and your RMM tool, like VSA or Datto RMM, documentation becomes effortlessly accessible within your tickets. This integration allows your team to resolve issues faster and with greater accuracy, which is crucial in meeting the heightened expectations of today's end users.

# Comprehensive documentation: A cornerstone of operational excellence

IT documentation is not just about storing information; it's a powerful tool for enhancing operational efficiency and meeting user demands. According to our State of IT Report, IT professionals reported several key benefits from using comprehensive IT documentation in their IT operations:

- 70% of respondents cited faster resolution of IT issues as a primary benefit, emphasizing the importance of quick access to information in addressing end-user demands.
- 65% highlighted consistency in IT operations, noting that standardized documentation helps maintain consistent procedures across the organization.
- 59% experienced fewer errors/mistakes, underscoring the role of comprehensive documentation in minimizing mistakes and ensuring accuracy.



Here's what some of our survey respondents have to say about the value of centralized IT documentation:

"Having one place for passwords, configurations, documentation, processes, is invaluable."\*

"We have a central place for documentation of all our assets, which easily integrates with all of our tools."\*

"[IT Glue] helped us have a central repository of information that can be updated and shared."\*

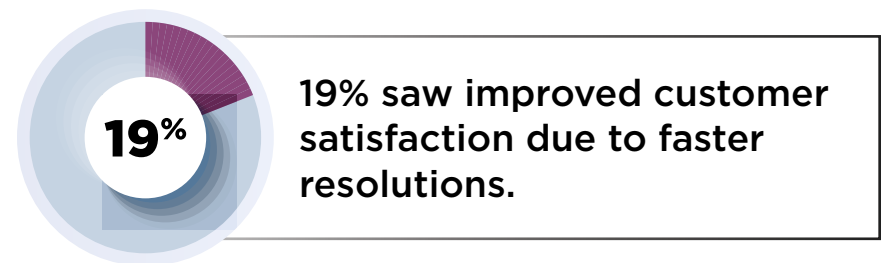
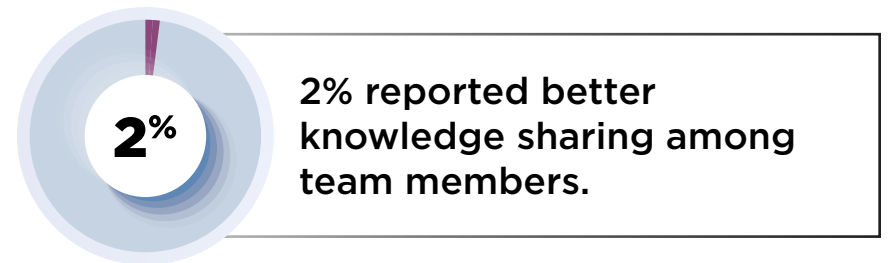
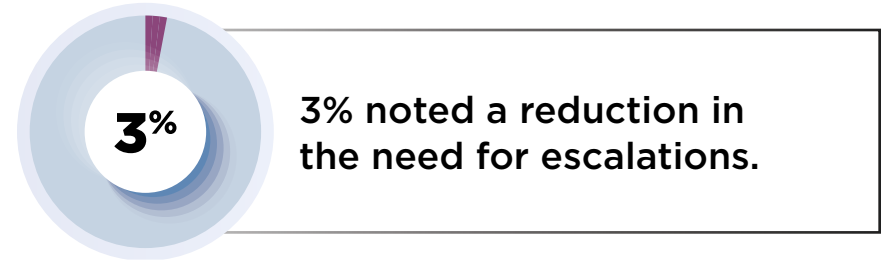
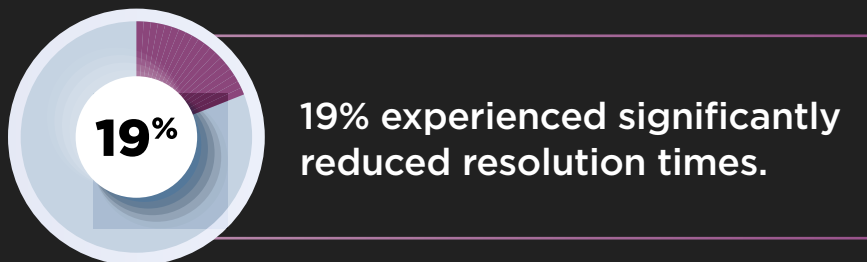
"Gave us peace of mind in knowing where information was and that it was easy to update."\*

*\* Quotes provided by 2024 IT Glue survey respondents*

These findings clearly show that comprehensive IT documentation is essential for operational excellence. By providing quick access to vital information, maintaining consistency across processes and reducing errors, IT Glue empowers your team to deliver faster, more accurate resolutions.

# Automation: Streamlining ticket resolution

Automation within your IT stack, particularly when it comes to documentation, plays a crucial role in speeding up ticket resolution processes. However, this level of automation is only made possible by deep integrations. With auto-suggested IT documentation inside your PSA tickets, enabled by seamless integration, technicians can resolve issues more quickly and accurately. Our Trifecta Survey participants reported these significant improvements:



These results underscore the powerful impact of automation in your IT documentation, driving not only faster resolutions but also enhancing overall team efficiency and customer satisfaction.

# The trifecta in action: Real results from IT Glue integration

The integration of IT Glue with your PSA and RMM tools not only makes IT documentation readily connected and accessible, but also significantly improves ticket resolution times. Our Trifecta Survey revealed:

- 6% of users reported a reduction in difficulties finding and updating information.
- 69% noted better asset relationships due to centralized documentation.
- 42% were able to reduce ticket errors and 35% reduced the need for escalations.
- 19% observed significantly reduced resolution times while 38% noted enhanced technician productivity.

Here's what our Trifecta Survey respondents have said about the benefits they've experienced by leveraging PSA and RMM tools that deeply integrate with IT Glue:

“Engineers are more efficient and able to assist customers they don't have as much experience with.”\*

“Speeds up ticket resolution and information transfer.”\*

“The integration into RMM has had a significant positive impact in making supporting devices easier.”\*

“The integration is seamless.”\*

*\* Quotes provided by 2024 IT Glue survey respondents*

One particularly compelling example comes from [PNJ Technology Partners](#):



**To automate everyday processes at a deeper level, PNJ leveraged IT Glue's native integrations with their PSA and RMM tools, Autotask and Datto RMM. They can now find the information they need to troubleshoot any problem about their users, devices and more, all in one place. With relationship mapping, they can view all the documentation related to any asset, which further enhances their productivity.”**

— Brian Kowalski, Level 2 Technician at PNJ Technology Partners

These real-world results highlight the transformative power of a deeply integrated IT stack, enabling your team to resolve tickets more quickly, reduce errors and deliver exceptional service with confidence.

# Key trifecta functionalities for maximum efficiency

Unlock the outcomes highlighted throughout this eBook by leveraging the built-in integrations between IT Glue, your PSA (Autotask or Kaseya BMS) and your RMM (Datto RMM or VSA). Each workflow is natively available with no scripting required.

## 1. Seamless 2-way sync (IT Glue ↔ PSA)

Add or update information in either system and the change is mirrored automatically. Technicians always work from a single source of truth and can trust that asset records, contacts, locations and service details are consistent everywhere.

## 2. Complete asset visibility (RMM ↔ IT Glue)

Device information collected by the RMM (CPU, memory, disk status, last reboot and more) syncs one-way into IT Glue. When a ticket arrives, your team has the full health and configuration history of the endpoint without having to swivel between tools.

## 3. SmartLook in PSA tickets

As soon as a ticket is opened, IT Glue surfaces the most relevant documents, passwords and flexible assets inside Autotask or BMS. Technicians start troubleshooting with the right details in front of them, shaving minutes off every interaction.

## 4. SmartLook in remote sessions

While viewing an endpoint in Datto RMM or VSA, instantly access contextual IT Glue items such as passwords, configurations and organization notes directly in the side panel. No more hunting for information during a remote session.

## 5. One-click password injection in RMM

Launch a Web Remote session from Datto RMM or VSA and insert the required IT Glue credential directly in the same window with a single click. This keeps passwords out of clipboards, speeds up authentication and maintains an auditable trail.

## 6. Embedded checklists for consistent outcomes in PSA

Standard operating procedures saved as IT Glue checklists automatically appear inside Autotask or BMS tickets. Teams follow the same steps every time, reducing inconsistencies and ensuring compliance.

### Results you can expect

- Up to 30–60 minutes saved per technician, per day through reduced tool-switching and faster authentication.
- Fewer errors and escalations thanks to real-time documentation and standardized workflows.
- Higher customer satisfaction scores driven by quicker, more consistent ticket resolution.
- Enable these integrations today and turn the promise of the trifecta into measurable productivity gains.

# Conclusion: Unlock the full potential of your IT operations with intelligence-driven IT documentation

Throughout this eBook, we've explored the transformative power of the trifecta: IT Glue, a deeply integrated PSA tool (Autotask or Kaseya BMS) and a deeply integrated RMM tool (VSA or Datto RMM). Together, these tools form a unified, powerful platform that can revolutionize your IT operations.

By integrating IT Glue with your PSA and RMM tools, you can:

- **Boost technician efficiency:** Seamlessly integrated tools reduce manual work, allowing your technicians to manage more endpoints and resolve issues faster, all while maintaining high service standards.
- **Achieve faster, consistent ticket resolution:** With standardized, easily accessible documentation, your team can resolve tickets more quickly and accurately, meeting the rising expectations of today's end users and reducing errors.

## The unrivaled advantages of a well-established product

IT Glue's established and robust platform brings a level of reliability and depth that's hard to match. Here's what IT professionals have experienced:

"IT Glue has brought an increased level of professionalism and consistency to our documentation, which I can't envision us developing on our own."\*

"Our documentation process and systems were improved by leaps and bounds."\*

"It's an ingrained standard in the organization now."\*

"We have predefined standards across our whole customer base and ensure we capture everything that is important."\*

*\* Quotes provided by 2024 IT Glue survey respondents*

These benefits are more than just theoretical — they are real-world results reported by IT professionals who have already made the switch. By choosing IT Glue alongside an integrated PSA and RMM solution, you're not just investing in tools; you're investing in a strategy that enhances productivity, consistency and overall operational success.

# Take the next step: Experience the power of the trifecta

Ready to see these benefits in action? The next step is simple: take a demo of IT Glue. Discover firsthand how integrating IT Glue with your PSA and RMM tools can streamline your operations, improve efficiency and deliver a significant return on investment.

[Schedule your IT Glue demo](#) today and start unlocking the full potential of your IT operations with the trifecta. The future of effortless, intelligent IT management is just a click away.



# Secure, Mature and Integrated Documentation



## Make documentation easy

Create and store KB, checklists and SOP articles effortlessly, embed rich network diagrams or import Word documents so your team is empowered to train and help themselves.



## See the complete picture

Link related items together, so that all the information you need is at your fingertips. Rapidly define and understand relationships between various elements of your documentation.



## Secure your critical information

Sleep better with next-level password management featuring access control, host-proof hosting, at-risk password report and audit trail.



## Build a documentation culture

Edit and collaborate directly within the platform. Automatically save and sync to ensure your documents are always up to date for all team members.

# Trusted by More than 16,000 Partners in 70+ Countries



## Safeguard Your IT Operations with Secure Documentation

When it comes to data security, [IT Glue](#) is second to none. We have achieved a SOC 2 Type-2 attestation, a set of data security and service controls that can only be maintained through ongoing, company-wide commitment.

