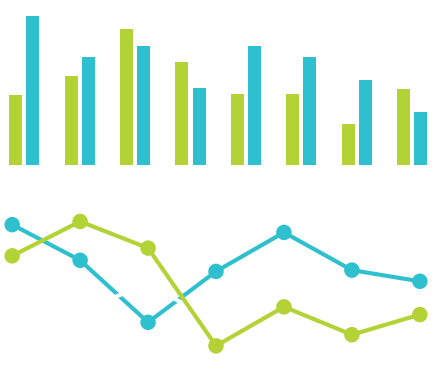


TIPS FOR CHOOSING RMM TOOLS THAT LAST

If you choose your products based on features like most businesses do, you could be overlooking the factors that truly help you evaluate a product's longevity. If you choose the wrong tool, you could end up switching vendors again in six to eight months.

Consequences of Picking the Wrong Tools:



Decreased efficiency



Increased mistakes
(and unhappy customers)



Longer employee
onboarding time

Keep Two Questions in Mind...

1

Is it easy to use?

Make sure it doesn't slow your employees down.

2

Is it useful?

Make sure it fulfills a specific need.

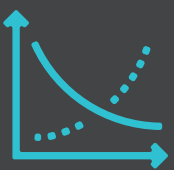
When evaluating software, you should keep these two questions in mind:

... But It Helps to Have More Specific Tips



1. Get your techs' input.

They're the ones who'll use the product day in and day out.



2. Test the learning curve.

Find out how long it takes techs to learn key tasks.



3. Chat with customer support.

Find out how easy it is to get your questions answered.



4. Look for flexibility.

Choose a tool that fits your workflow, not the other way around.



5. Check out onboarding speed.

Look for special features that make onboarding new clients a breeze.



6. Look for additional value.

Does the vendor offer educational resources outside of the software?



7. Check for longevity.

You can depend on a vendor with a long track record.

About SolarWinds RMM

As a company, SolarWinds MSP has been leading the charge for MSPs for years. Its flagship product, SolarWinds® RMM, was built to make running an MSP easier—and our UX team works to ensure that experience continues long into the future.

Try SolarWinds RMM free for 30 days by visiting solarwindsmsp.com/products/remote-management/trial