Unified Monitoring and Management Prep

Have the best IT Nation Secure conversations after you've reviewed this sheet!

Keynote Highlights

	Keynote Highlights	Internal Trainings
ConnectWise RMM	- Lightweight Network Monitoring will be included in select RMM packages. This new feature will enable partners to easily discover their devices, see network alerts and even see the full topology map all within RMM. - Our Asio AI service integrates with AI providers like OpenAI to help partners create easy to understand PowerShell scripts. It is currently available for both Automate and RMM. - We are continuing to enhance our integration with Intune, bringing in the compliance policies and configuration profiles all into the devices screen. - Enhancements to third party patching - Enhancements to the Automate to RMM migration tool	Future of Network Management Future of Patching
ConnectWise Automate	- Our Asio AI service integrates with AI providers like OpenAI to help partners create easy to understand PowerShell scripts. It is currently available for both Automate and RMM.	OpenAI in Automate
ConnectWise Backup	- SaaS Backup will be included with the top RMM package in 2023 - New SaaS Backup options coming soon including PowerBI and Microsoft Intune - Co-Managed Backup will include Axcient in Q2	N/A

UMM Breakout Sessions

Session Name	Speaker	Date and Time
FOCUS GROUP: Migrating from Automate to RMM		6 June 2023 15:15-16:00
FOCUS GROUP: Evolution of RMM - Single Pane of Glass		7 June 2023 13:30-14:15

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FAQ

1. **Why are we moving from RMM to UMM?**
   RMM solutions must continue to evolve as the technology TSPs manage evolve. TSPs need visibility to their full, unified, stack including endpoints, cloud, SaaS, networks, applications and users.

2. **How is the Network Management functionality coming in 2023 as part of CW RMM different than what is currently available in Automate?**
   Automate currently provides partners with the ability to automate network scans that provide a current record of supported systems and devices. The new functionality coming in 2023 will provide partners with the essential network monitoring features partner need for all their client sites included in the license for select CW RMM packages. This will include network device discovery, topology maps, up/down alerts, and remote access. Full network monitoring capability including advanced features will also be available in an upgrade option.

3. **When released, will the new Network Management functionality be added to Automate?**
   No, it will be exclusive to ConnectWise RMM.

4. **Will RMM partners automatically receive access to Network Monitoring?**
   No, basic lightweight network monitoring will be included in our new pro and premium RMM packages that will launch this summer. Upgrades to a full network monitoring solution will launch later this summer.

5. **Did ConnectWise develop Network Monitoring or is it a partnership with another vendor?**
   ConnectWise has created Network Monitoring, which is integrated with Auvik. With this new capability partners will be able to easily discover their devices, see network alerts and even see the full topology map all within RMM.

6. **How will partners benefit from having SaaS backup built directly into ConnectWise RMM? Will there be additional integration compared to our current standalone SaaS Backup product?**
   SaaS backup for Microsoft 365 is becoming standard in many MSPs software stack. By including M365 backup capabilities in our top CW RMM package, we will provide a very cost effective solution for acquiring M365 backup. In addition, we are going to make Azure AD backup available in all CW RMM packages, providing backup coverage for a key infrastructure component that most companies are not currently backing up.

7. **When will OpenAI integration be available?**
   Powershell Scripting through integration with OpenAI is currently released to all Automate and RMM partners, and is poweres through the Asio platform's AI service.

Don't know the answer to a question? Be comfortable with saying 'I'm not sure' and locating a colleague in the right line of business to help get you the answer! Walk the partner/prospect to the right colleague. If no answer can be given, take a business card and follow up ASAP!