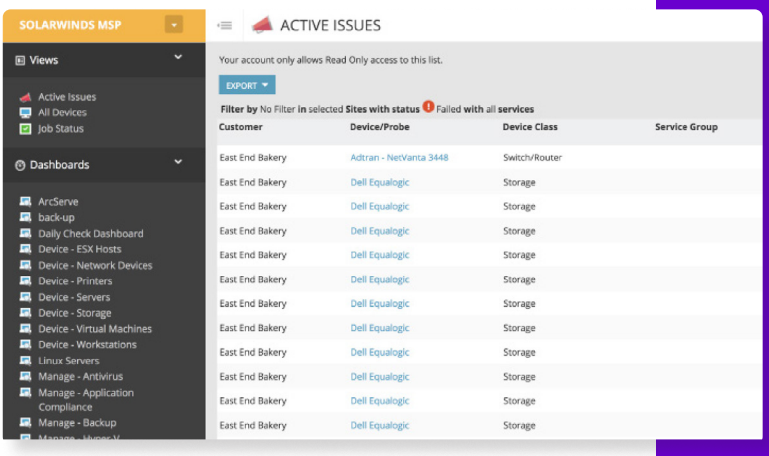
N-ABLE™

FEATURE SHEET

PSA Integration

A feature available with N-able N-central



What makes our PSA integration effective?

N-able™ N-central® has offered a professional services automation (PSA) integration feature for more than eight years. We constantly innovate to better serve MSPs, and we've developed our PSA integration to adapt to your needs. We recently added API integration with ServiceNow®. If you use a solution we haven't integrated yet, no need to wait for us to do so—you can do an API integration yourself. We've included sample scripts to help walk you through the process.

How can N-central help reduce noise in my PSA?

Does your PSA act like an unread mailbox? N-central lets you configure nearly everything, helping you deal with only the most relevant tickets. You can control almost everything from source to destination:

- **Source criteria:** Generate tickets on only the issues you care about most. You can use our out-of-the-box triggers or customize your own to meet your needs.
- **Destination settings:** Help ensure tickets always end up in the right place with the right information by choosing the queue, priority, severity, and other parameters for any ticket.
- **Auto-update and close:** N-central puts many of your tasks on autopilot, so you spend less time managing tickets and more time managing your business.

Your choice of PSA software integrated with an RMM platform

N-central doesn't include built-in ticketing. Instead, we've focused on developing the integrations that our customers care about, so you can choose the PSA tool that fits your needs.

Key Benefits

- **Ticket management:** Create tickets for only the services you deem most important. Tickets can be manually or automatically created and assigned the right priority and field settings.
- **Time tracking:** Update tickets with notes or time entries right from within N-central. You can even select the hourly rate for each time entry.
- **Granular control:** Create tickets only for the monitoring services most relevant to your business.
- **Site and asset mapping:**Assign tickets to the appropriate site and asset, ensuring ticket-to-device associations are correct (including device warranties).
- **Single pane of glass:** Even if the ticket didn't originate from N-central, you can easily view and manage the last five tickets associated with any device.
- **Audit trail:** The audit trail feature tracks Direct Support actions like service restarts and running the command prompt, then lets you push the details to a ticket with the click of a button.
- **Billing profiles:**Simplify your billing using the extensive filtering criteria available in N-central. You can quickly update device counts in your PSA based on devices and services managed in N-central.

Supported ticketing and PSA solutions*

- MSP Manager™
- ConnectWise Manage®
- Autotask®
- Help Desk Manager
- Tigerpaw®
- ServiceNow

* Please contact us about custom integrations via our API.

About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

n-able.com

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