RMM and PSA Integration
The fast, efficient track to ticket resolution

**RMM**
- Monitors and manages devices in an IT environment

**PSA**
- Manages workflow, time-tracking, and billing for IT business

**How it works**

1. An alert is triggered in the RMM platform
2. Relevant data sent to Ticket is generated
3. RMM system detects status changes
4. RMM system sends status changes to the PSA system
5. PSA system updates or closes out the ticket

**The result:** Tickets get resolved faster

**How this helps you**

1. Gain greater efficiency
2. Demonstrate prompt responses via time stamps
3. Keep more accurate records
4. Provide more consistent service
5. Plan ahead with service histories

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N-able™ RMM and MSP Manager

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