Written by Marco Attard
22 April 2016

Autotask presents what it claims is the first unified IT business management platform-- one combining PSA and RMM capabilities to provide a seamless cross-product user experience complete with real-time asset management.

Also included are consolidated device and service activity analytics, all without the limited alert-to-service incident workflow seen in other PSA-RMM integrations.

As the company puts it, the unified platform combines asset detail and service data to reveal previously unachievable business insights and opportunities. As a result it it boosts alert handling, technician productivity (through seamless alert/ticket/device integration), computing estate management, strategic insights and ultimately service quality.

"This update provides something totally unique to the industry that gives MSPs access to capabilities they didn't think were possible," Autotask adds. "The resulting increases in productivity, responsiveness and insight allow customers to accelerate growth and transform their business."

Go Autotask Unveils Industry's First Unified RMM and PSA Platform