

## IntelliMon™ Alerting

Smarter Alerts. Fewer Tickets. Brilliant Results.

### Spend Less Time Managing Your RMM Tool

Remote Monitoring and Management (RMM) software was built to streamline and simplify IT management, allowing service providers to operate more efficiently and focus on business growth. So what good is the software if you need to spend all day babysitting it?

**Shouldn't the tool be telling you what problems to watch out for – and not the other way around?**

Continuum's managed IT services model is built to help you save time, not waste it – and that starts with our RMM solution built on our proprietary intelligent monitoring system, which includes over 2,400 pre-configured alerts. We set out to design a platform that operates with the same understanding of alerts, events and tickets that a seasoned technician does; in other words, we created an RMM solution that thinks like a tech.

### How Does it Work?

Our proprietary IntelliMon™ alerting system aggregates data and common issues across all of our endpoints to generate smarter, more actionable tickets than any other platform. Tickets are only created when issues actually require attention, reducing the number of unnecessary alerts and false positives. When Continuum RMM is deployed, it immediately begins capturing device performance information and scans system processes, applications, and event logs. Once identified, these events are communicated back to our IntelliMon system, which executes a rules-based analysis to group related alerts into unified, actionable tickets.

Once created, tickets can either be escalated back to you or remediated by our Network Operations Center technicians (depending on your site's service levels). This process can eliminate up to 80 percent of false or erroneous alerts found in other RMM tools, and helps prevent unwanted clutter in your portal.

In addition, tickets generated by our IntelliMon system will include remediation documentation and best practices – designed to not only help you solve the issue at hand, but avoid future problems as well. Problems are also classified based on alert status and severity, so you can quickly and easily determine which issues require immediate attention.



## IntelliMon in Action

Let's say there's an Exchange issue at one of your client's offices. There's a laundry list of potential reasons why; and to make matters worse, other RMM platforms will actually create unique tickets for each one of these potential causes. So now you've got one problem, and 5 or 6 tickets have been created; and it's up to your technicians to sift through them one by one until the actual cause of the problem is discovered.

With Continuum RMM, rather than being inundated with multiple tickets and little to no information on how to actually solve the problem, our IntelliMon system does the troubleshooting and alert consolidation for you. Next, one single ticket would be created to list out all potential causes of that issue. Our NOC technicians can then step in and begin troubleshooting to determine what the actual cause of the problem was, and to identify whether any action or intervention from you is needed.

## What Our Partners Think



*Jesse Armstrong, CEO, Greystone Technology Group*

"The majority of our customers run Dell equipment so we're much more familiar with those systems," Jesse explains. "Then one day, we picked up a customer who was using HP. But by using Continuum RMM, we were able to find and address a problem that we would never have found on our own until it was too late. If we were using any other product, we would have to experience the error at least once, and then set an alert."

Some of the more complex things that need to be monitored, you often don't even recognize as a potential problem until they fail. The IntelliMon service automatically determines what to monitor."

## A Proactive Approach to Monitoring & Management

You don't know what you don't know, right? So if you're stuck working with an RMM tool that requires you to manually classify and configure what alerts and events to look for, how proactive can you truly be when it comes to your support and services?

Fortunately, Continuum RMM is directly supported by our NOC technicians – and both the software and our technical teams are constantly getting smarter. With more than 1 million alerts generated per month across 800,000+ monitored machines, we've dealt with nearly every issue in the book – and the rules and logic built into our IntelliMon platform allow you to gain access to that knowledge and expertise without experiencing issues first-hand.

So why waste time researching what policy or threshold to set for that RAID Controller when your RMM solution can do the work for you?

A screenshot of the Continuum RMM & IntelliMon software interface, showing various monitoring and management tools. The interface is dark-themed with white text and icons. The text "Get started with your trial of Continuum RMM & IntelliMon today" is overlaid in white on the screenshot.

**Get started with your trial of Continuum RMM & IntelliMon today**