The old adage “time is money” couldn’t be more prevalent within MSP businesses today.

With an abundance of tickets sprouting up continuously, technicians often find themselves dealing with the chaos when they could be focusing on more valuable work. With Continuum Command, our proprietary alerting system, Intellimon®, can reduce your RMM ticket noise with our out-of-the-box alerting, that collates and prioritizes the most pressing alerts so your team can focus on what really matters, without wasting time.

“Continuum realizes that RMM is the backbone of the MSP business model. A fully-integrated solution frees us from day-to-day robotic duties and allows us to focus on operational and strategic planning and execution, as well as growing our business.”

James Rittter
CEO & Founder, Pulse Technology Solutions LLC

Key benefits

- **Capture additional revenue**
  Open up additional revenue streams beyond traditional endpoint management

- **Improve customer satisfaction**
  Quicker problem resolution with less false positives

- **Increase productivity**
  Shift in-house technicians to higher margin, project-based work

- **Eliminate ticket volume by 80%**
  Proactive problem resolution lets your team focus “on” the business and not “in” the business

- **Reduce recurring issues**
  Create better operational efficiency within your business
Continuum Intellimon®

How we do it better

- Instant out-of-the-box alerting
- Prioritization of most important tasks
- NOC for remediation

Key features

- **2400+ preconfigured alerts**
  Accelerate velocity of completing tasks

- **Rules-based analysis**
  Related alerts are grouped into unified, actionable tickets to clear away unnecessary alerts and portal noise

- **NOC**
  We anticipate and resolve problems 24/7/365 so you can have confidence in your service delivery

- **Root cause insight**
  Get remediation documentation, and best practices – so you can solve issues once and for all

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**Continuum Command** is one of five pillars that act as the foundation of the Continuum Platform and integrated ecosystem. With seamless connectivity to the rest of our Platform, integrations with leading PSA tools, and proprietary alerting and ticketing technology, Continuum Command empowers MSPs with the industry’s smartest solution.

**The Continuum Ecosystem**

- **Continuum Fortify**
  Cybersecurity

- **Continuum Command**
  Remote Monitoring and Management

- **Continuum Recover**
  Backup and Disaster Recovery

- **Continuum Enable**
  Advanced Learning

- **Continuum Assist**
  Services and Consulting

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Watch a demo of Continuum Command today to learn more about how Intellimon® works

continuum.net/commanddemo

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