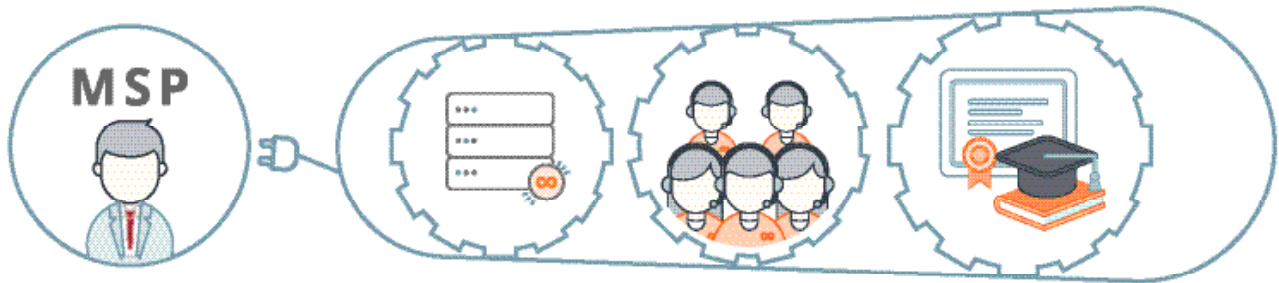


Improve Efficiency. Lower Your Overhead. Grow Profitably.

A Better Solution for the Backbone of your Business

Continuum RMM is much more than just remote monitoring and management software; it's a platform built for MSP growth. Unlike other platforms that are essentially software packages, Continuum RMM is a fully-managed solution that allows you to increase your team's efficiency, reduce your service delivery costs and scale your business profitably. Through a combination of proprietary software and a skilled technical workforce, Continuum offers you a level of efficiency and an opportunity to scale that's



Continuum RMM is built upon three key pillars:

IntelliMon™	Network Operations Center (NOC)	Partner Success
<p>OUR PROPRIETARY, INTELLIGENT MONITORING ENGINE</p> <p>IntelliMon was designed from the ground up to streamline and simplify the process of remote monitoring and management. It consolidates related events, counters and thresholds into single tickets so that you only get notified when action is truly needed, saving countless hours that would have otherwise been spent parsing through data. IntelliMon is always up to date using aggregated data, so if we've seen it once, Continuum MSPs are already monitoring for it. Real issues can be fixed faster and your team won't waste time updating and maintaining the platform.</p>	<p>THE SKILLED WORKFORCE THAT EXTENDS YOUR TEAM'S CAPABILITIES</p> <p>The Continuum Network Operations Center (NOC), acts as an extension of your team and provides proactive problem resolution on your behalf 24x7x365. More than 700 technicians at the NOC can absorb the routine work of day-to-day monitoring, while you keep your staff focused on more strategic, revenue-driving activities. In addition, you gain instant access to engineers with deep product expertise, allowing you to compete for more projects and scale your business while maintaining consistent and predictable profit margins.</p>	<p>100% CHANNEL EXCLUSIVE. 100% DEDICATED TO YOUR SUCCESS</p> <p>Continuum believes in fostering true partnerships with managed IT service providers, with an entire team dedicated solely to the success of your business. This commitment means that Continuum partners have more than just a software solution, you have access to training and resources to help you grow in every facet of your business. From technical resources to sales and marketing materials and advice, Continuum stands by our partners. And, since we are entirely channel exclusive, we will never compete against you for your customers. Instead, our success is based on your success.</p>



“Working with Continuum has been more efficient from every imaginable angle. Not only in terms of people and time, and responsiveness to clients’ issues, but it’s a cost-efficiency as well.”

Don Viar, Managing Partner at Epic Technologies

Service Levels



SEVER CARE ELITE

Server Care Elite provides unparalleled support, allowing you to create and assign issue-based tickets to our NOC technicians for full problem resolution. You can also assign tickets for one-time maintenance actions such as antivirus scans and remediation for infections, driver updates for servers, and more. Elite partners also receive proactive rebooting of offline servers via Lights Out Management, free Network Availability Monitoring, and discounted Tech Advantage projects.



SERVER CARE PREFERRED

With *Server Care Preferred*, you can offload most server monitoring and management to Continuum's NOC. Alerts and tickets are sent to our remediation teams, who remotely connect to troubled servers to apply the appropriate solution. You can monitor systems and ticket statuses from anywhere.



SERVER CARE ESSENTIAL

Server Care Essential provides basic monitoring, alerting and ticketing to help you operate more efficiently. You'll spend less time filtering alerts and researching resolutions, and our NOC will alert you when critical issues arise.



DESKTOP CARE

Desktop Care includes the features and bundled software you need to offer a complete desktop management solution. These features include patch management, antivirus, antimalware, remote access, client communicator, client access portal, reporting, free interactive technical training and more.

Advanced Technology Service Delivery

IT labor and infrastructure costs can take up a significant percentage of your operating budget. When partnering with Continuum, you have the opportunity to lower these costs by leveraging our software and services.

Trained Experts at Your Side

Our NOC technicians are here to support you every step of the way—whether it's closing tickets, providing remediation documentation and best practices, or completing routine maintenance and project work for you. We continuously capture, document and codify our experience in the form of business rules and a knowledge base, so our technical teams (and our partners) can have quick access to the information they need to be successful.

24x7x365 Coverage

The Continuum team monitors and manages your systems around the clock, 365 days a year, enabling you to provide 24x7 coverage in a profitable, scalable business model.

Education and Training

Continuum U, our self-paced interactive learning center, contains 9 certifications and more than 120 technical training courses designed to help your staff learn everything they need to know about our solutions and how to sell managed IT services. You can even track the progress of your technicians as they work toward becoming Continuum certified experts!

Continuum RMM Features

Monitoring & Reporting

IntelliMon Alerting

Our proprietary alerting system generates smart, actionable alerts to help simplify and streamline the process of remote monitoring and management. Tickets generated by our IntelliMon system include remediation documentation and best practices, and are designed to not only help you solve the issue at hand, but avoid future problems as well. Tickets are also classified based on alert status and severity, so you can quickly and easily determine which issues require immediate attention.

SNMP and Network Availability Monitoring

Unify network device management through SNMP monitoring of network devices such as printers, UPSs, firewalls, and routers. If one or more network devices at a site is unreachable, Network Availability Monitoring will consolidate alerts into a single “device down” ticket.

Backup Monitoring

Seamlessly monitor essential backup information, including backup status and last backup time, from third-party backup platforms. This provides you with a more complete picture of your endpoints and the flexibility to work with the backup vendor of your choice. Continuum BDR, our backup and disaster recovery platform, is seamlessly integrated into our ITSupport Portal and supported by our Network Operations Center, providing you with an increased level of efficiency and control.

Reporting

We provide our partners with a variety of reports and data insights, including technical systems information, asset collection, preventative maintenance, performance and application monitoring and more. With our reporting tool, you can quickly and efficiently demonstrate the value that you provide to your customers and get access to the information you need across your client sites. Reports can be edited, altered, exported and custom-branded in order to share directly with your customers.

Automation

Scripting

Continuum provides an extensive library of script templates that you can use to automate tasks and monitor systems with no programming required. All scripts are deployed through an easy-to-use visual web interface, and offer you the flexibility to deploy to a single machine or across multiple sites on-demand or on a scheduled basis. Use scripts to standardize user configurations across any desktop running RMM. Download application installers directly from the Internet or deploy locally to consolidate Internet bandwidth.

Patching

Continuum’s Patch Management Team will extensively test and research Microsoft Security Patch Rollups to understand and identify any conflicts with common business applications. Once testing is complete, the NOC will publish a detailed report that lists any issues they’ve identified and provides steps to avoid or remediate the issue (if applicable). Patch policies can also be established to automate the deployment of Microsoft non-security patches, Apple patches and patches for a variety of third-party applications.

Maintenance & Management

Endpoint Protection

Our agent comes bundled with best-in-class endpoint protection from Webroot. Scheduled antivirus installation checks and definition updates are available for many antivirus applications.

Client Communicator

The Client Communicator is an app that runs in the system tray and improves client communication and support—allowing you to synchronize newsfeeds, send instant messages, and integrate scripts to provide users with tools to fix problems on demand. It also integrates with our Help Desk, so users can request help via chat rather than over the phone.

Add-Ons & Integrations

For your convenience, we bundle antivirus, antimalware and remote access software together with our solutions. Continuum RMM also offers tight two-way integration with leading PSA vendors and other common MSP solutions, like IT Glue and BrightGauge. Additionally, we have ticketing and reporting APIs, allowing you to integrate our ITSupport Portal with the solutions that are critical to your business.