

# 3 Remote Monitoring and Management FAQ



Remote work has become the new normal with **88%** of organizations, worldwide, encouraging at least a part of their workforce to work remotely after COVID-19 was declared a pandemic. A major chunk of these organizations has declared that remote work will be here for the foreseeable future.

## 1 What should you look for in an RMM solution?



While opting for a Remote Monitoring and Management tool, customers should ensure that it aligns with the enterprise's structure and is scalable. In addition, the tools should manage and monitor the devices and users regularly regardless of the size and type.



A host of factors like customer support, ease of use, pricing, feature support for the essential features, ease of setup, and reviews and feedback from other users should be considered.

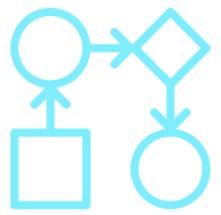
Another area to look into is the direction of the company selling the tool. This often co-relates to the quality and quantity of updates provided, ensuring that you get zero-day support for new enterprise management features. Hexnode UEM checks the enterprises' Remote Monitoring and Management boxes while providing multiple plans that companies of all sizes can leverage.

## 2 Will RMM tools be relevant in a post-Covid workplace?



The relevancy of Remote Monitoring and Management extends beyond the typical remote work management. The ability to manage all the endpoints from a centralized console with dedicated management features for corporate-owned devices makes UEM the perfect RMM solution to maintain even after remote work is over.

Device restrictions can be leveraged to increase enterprise security and user productivity regardless of where the employee works. The ability to deploy applications in bulk, application configuration, user and device group, device health monitoring, seamless troubleshooting, etc., make asset management seamless.

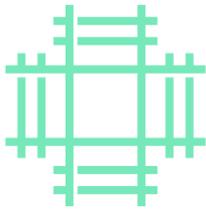


Organizations that support a BYOD work culture will find that their corporate data is at risk every day when the user carries the device. RMM tools ensure that the devices are monitored and managed throughout the day regardless of their location.

## 3 Is there a unified RMM tool?



Hexnode UEM is the ideal Remote Monitoring and Management solution for enterprises looking for a unified RMM tool. Hexnode UEM's centralized console supports the management of users, user groups, multiple device platforms, applications, etc.



The ability to monitor and manage different endpoints from a single console makes the setup and management process a breeze for IT admins. They do not have to spend time familiarizing with each tool, syncing integrations, and following up after a bunch of services when a UEM like Hexnode can do it all at a fraction of the price.

Hexnode supports the integrations of services from several of the leading OEMs and software services like Samsung Knox, Okta, Kyocera, Apple Business Manager, Google Workspace, Zebra, Active Directory, Azure Active Directory, to name a few.

## Summary

Users can now achieve 24/7 monitoring of corporate endpoints with Remote Monitoring and Management and its suite of tools and technologies. Admins can continuously track enterprise endpoints' status and health to identify and resolve discrepancies before they arise.

With Hexnode's Unified Endpoint Management solution, customers can implement advanced device management strategies to secure corporate devices, all from a centralized console.

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