



IT SOLUTIONS FOR THE **PROGRESSIVE** **ENTERPRISE**

Leveraging NinjaRMM with Progent's NOC

In today's interconnected world, server downtime can cripple businesses of all sizes. Progent's Network Operations Center (NOC) provides 24/7 proactive monitoring and management of client-server infrastructure, ensuring business continuity and minimizing disruptions. A cornerstone of our NOC's effectiveness is the integration of NinjaRMM, a powerful remote monitoring and management (RMM) platform which enables automated alerting and streamlined incident response. This white paper details how Progent leverages NinjaRMM to empower our Technical Response Team (TRC) to deliver rapid, effective support, including real-time alerts via SMS, email notifications, automated ticketing, and proactive follow-up.

Introduction

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The Challenge:

Minimizing Downtime in a Complex Environment

Managing a diverse range of client-server environments presents significant challenges. Traditional monitoring methods often rely on reactive responses, leading to extended downtime and potential data loss. Progent recognized the need for a proactive approach, one that could identify and address potential issues before they escalate into full-blown outages. This required a robust RMM solution capable of real-time monitoring, intelligent alerting, and seamless integration with our existing support systems.

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The Solution:

NinjaRMM and Progent's Integrated NOC

Progent's NOC utilizes NinjaRMM to provide comprehensive monitoring and management of client servers. NinjaRMM's agent-based architecture allows for continuous monitoring of critical server metrics, including CPU utilization, memory usage, disk space, network connectivity, and application performance. This real-time visibility enables Progent's NOC to identify potential issues proactively, often before clients are even aware of a problem.

Key Features and Benefits:

- **Real-time Monitoring and Alerting:** NinjaRMM provides granular monitoring of server health and performance. Customizable thresholds trigger alerts for a wide range of events, from low disk space to critical service failures. These alerts are immediately relayed to Progent's NOC, initiating the response process.
- **Automatic Alert Routing:** Progent has configured NinjaRMM to intelligently route alerts based on the severity of the issue and the time of day. Critical alerts, such as server outages, trigger immediate notifications to the on-call TRC member via SMS, ensuring a rapid response regardless of location. Less critical alerts may be routed via email to the broader technical team.
- **Seamless Ticketing Integration:** NinjaRMM integrates seamlessly with ConnectWise Manage, Progent's professional services automation (PSA) platform. Upon detection of a critical issue, NinjaRMM automatically creates a ticket in ConnectWise Manage, providing the TRC with detailed information about the event. This automation streamlines the incident management process, eliminating manual ticket creation and reducing response times.

- **After-Hours Active Answer Follow-up:** For critical server outages occurring after hours, Progent's Active Answer service ensures prompt client communication. The TRC, alerted via SMS by NinjaRMM, can immediately begin troubleshooting the issue. Active Answer provides regular updates to the client, keeping them informed of the progress and estimated time to resolution.
- **Proactive Problem Resolution:** Beyond reactive alerting, NinjaRMM empowers Progent's NOC to proactively identify and address potential issues. Trend analysis and performance monitoring allow technicians to spot developing problems before they impact server availability. This proactive approach minimizes downtime and improves overall server performance.

Workflow:

1. **Monitoring:** NinjaRMM agents continuously monitor client servers, collecting performance data and checking for critical events.
2. **Alerting:** When a predefined threshold is breached, NinjaRMM triggers an alert.
3. **Notification:** The alert is routed to the appropriate TRC member via SMS (for critical issues) and/or email.
4. **Ticketing:** NinjaRMM automatically creates a ticket in ConnectWise Manage, capturing all relevant event details.
5. **Response:** The TRC member accesses the ticket, investigates the issue, and initiates troubleshooting steps.
6. **Communication:** Active Answer updates the client for after-hours critical issues.
7. **Resolution:** The TRC resolves the issue and closes the ticket in ConnectWise Manage.

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Conclusion:

Progent's integrated NOC, powered by NinjaRMM, provides a robust and proactive approach to server management. The combination of real-time monitoring, intelligent alerting, automated ticketing, and proactive follow-up ensures rapid response times and minimizes server downtime. By leveraging NinjaRMM, Progent delivers superior service to our clients, ensuring business continuity and maximizing IT efficiency. This white paper has shown how Progent uses NinjaRMM to empower its TRC, providing clients with peace of mind knowing their critical server infrastructure is in expert hands.

About Progent

Progent's team of technology experts has over 20 years of experience providing IT consulting and support services for all aspects of business computing. To learn how Progent can add business value to your network, check out our website at:

www.progent.com

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