

BMS Integration with Datto RMM

Instant remote control of Datto RMM assets from BMS

Remediate issues faster and provide top-notch user support with instant Datto RMM remote control from BMS tickets.

- **Streamline data management:** Keep your organizational and device data synchronized across BMS and Datto RMM, reducing manual data entry and ensuring accuracy.
- **Enhance visibility:** Never forget which Datto RMM device is impacted by the ticket. Troubleshoot and resolve tickets faster with instant remote control of the impacted asset directly from a BMS ticket.
- **Improve response time:** Instant web remote access from BMS allows for quick and efficient issue resolution, minimizing downtime.
- **Integrated service ticketing:** Instantly turn RMM alerts into tickets, ensuring rapid response and resolution for critical incidents.
- **Integrated customer billing:** Stop billing leakage and accurately bill for services by mapping Datto RMM device counts to BMS contracts

BMS integration with Datto RMM details

- Easily map Datto RMM sites to BMS Accounts and Locations.
- Assets managed by Datto RMM are synced to BMS configuration items including the correct organization.
- Web remote directly into an affected device via a service desk ticket or via hardware asset management.
- Datto RMM alerts are automatically created as tickets in BMS. Using Integrated Service Ticketing ensures tickets are created with the defined organization, configuration item, priority, status, type and queue mapping.
- Map Datto RMM device counts to BMS service contracts using Integrated Customer Billing

At-a-Glance Benefits

- Easily access Datto RMM remote control from BMS tickets.
- Improve SLA compliance with Integrated Service Ticketing.
- Automate device billing with Integrated Customer Billing.

Getting Started

Get started by connecting BMS and Datto RMM via the integrations section within BMS. Visit the [BMS Knowledge Base](#) for detailed step-by-step instructions.

BMS customers requiring assistance with the integration, can contact support by submitting a request in [KaseyaOne](#).

Interested in BMS?

[Learn More](#)

