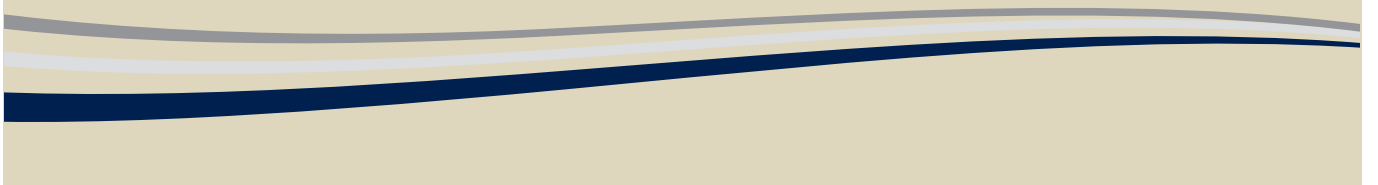


**IT Support & Managed Service Providers  
Survey Analysis**



## Overview & Methodology



Conducted by GFI Software, a leading infrastructure provider for the SMB, the IT Support and Managed Services industry research highlighted some interesting opinions about the use of Remote Monitoring & Management (RMM) Software. Survey respondents were sent an invitation to the online survey from GFI and it was also promoted via MSP Mentor, MSP Partners and Business Solutions Magazine.

Carried out during June 2009, the survey interviewed over 200 global IT Support Companies and Managed Services Providers about their views on RMM Software. The survey sought to establish industry opinions on how easy RMM is to purchase, the challenges which users face and how well RMM fits with their business model.

The survey questioned users about the functionality they most value from RMM and their reasons for using RMM. It delved deep into the opinions of IT Support Companies & MSPs regarding their satisfaction with the installation, time to set-up, training, running and pricing of the system.

The survey also gave an insight into the respondents' companies, number of technicians, number of servers managed and more.

### About GFI MAX

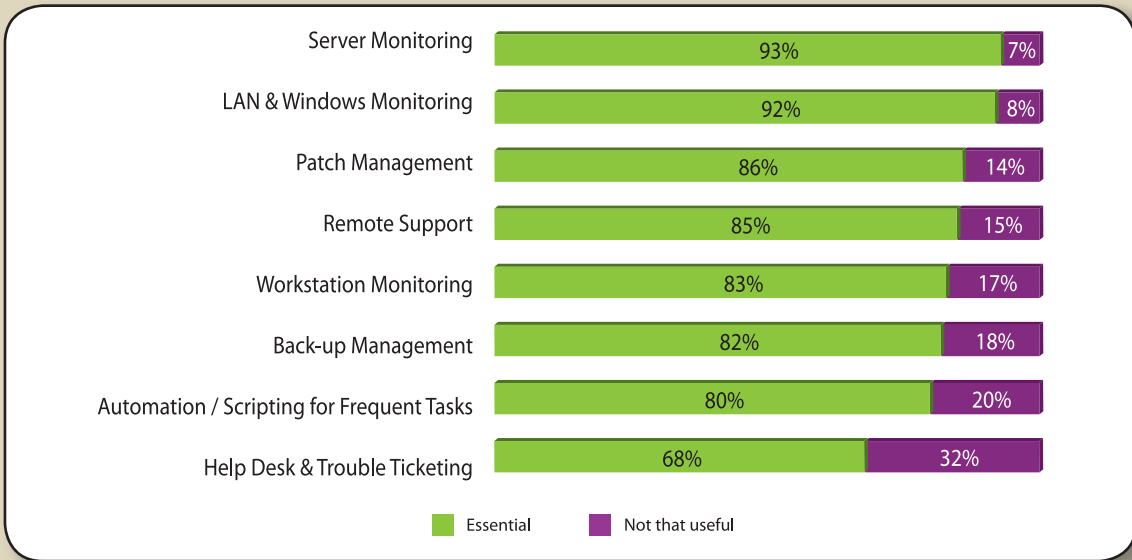
The technology behind GFI MAX was developed by UK-based HoundDog Technology, a leading RMM vendor. In July 2009, GFI Software acquired HoundDog and the technology has now been renamed GFI MAX. At GFI MAX, our unique approach to IT Support Software, makes it easy. We don't do 'bloatware' – just common sense, cost-effective tools that can be implemented easily without the need for expensive, time-consuming training and long-term, restrictive contracts. In just 10 minutes you can join more than 2,500 companies, and 28,000 customers worldwide, and have full system monitoring up and running.

## Essential Features of RMM Software

### Functionality

Respondents were asked to indicate the functionality they most value from their RMM Software. By rating the usefulness of several RMM Software features, it proved that the top 4 essential features are **Server Monitoring, LAN & Windows Monitoring, Patch Management** and **Windows Monitoring, Patch Management** and

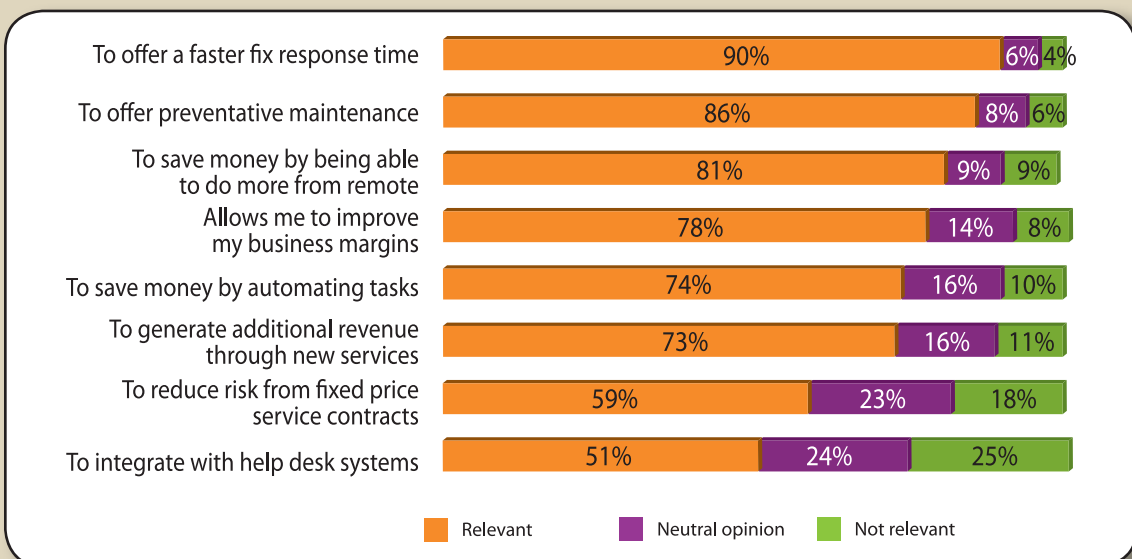
**Remote Support.** Help Desk & Trouble Ticketing was the least essential feature with one third (32%) stating it is not that useful. Additional features which were recorded as essential include Reporting and Asset Inventory Tracking.



### Why RMM Software is used

Respondents were asked to rate the following reasons for relevancy of why they use RMM Software. The top 2 reasons are to be able to **offer a faster fix response time** (90% stating

relevant) and **offer proactive maintenance** (86% stating relevant). Approximately, half of respondents think the ability to integrate with help desk systems is not relevant.



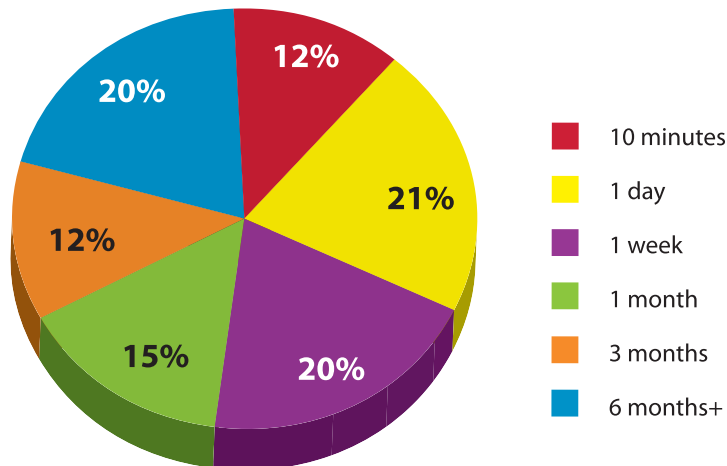
## Setting-up & Installing RMM Software

### Time to be fully up and running

After purchasing an RMM tool, when it comes to setting up the software, **nearly half (47%) said it took one month or longer** to be fully

up and running with **20% stating that it took longer than 6 months**. Only 12% said it took 10 minutes to set-up and be fully up and running.

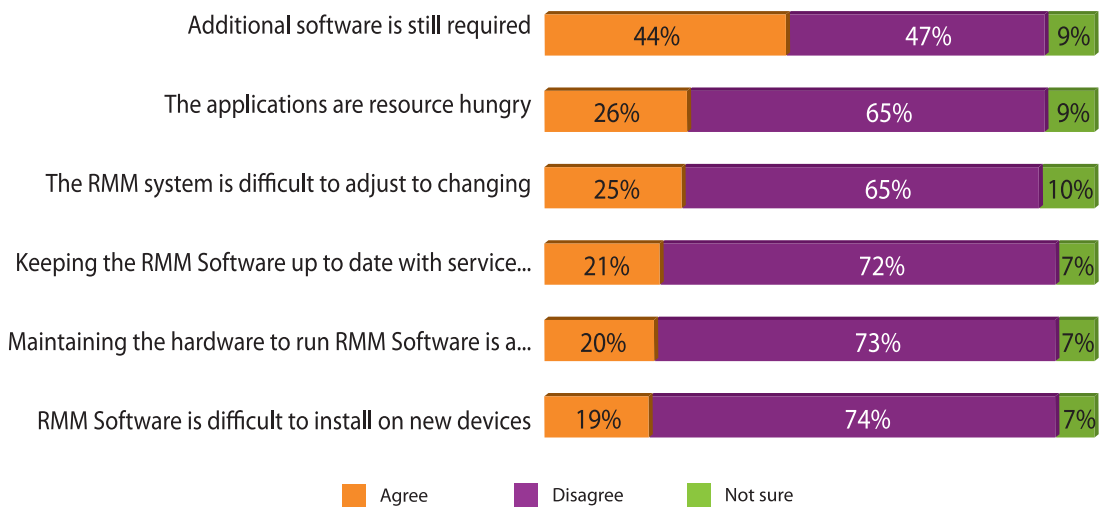
*From the time you decided to buy the system, how long did it take you to be fully up and running?*



### Installing the Software

In general, IT Support Companies & MSPs don't think that RMM Software is difficult to install on new devices and maintaining the hardware to run RMM Software is not a challenge.

Keeping the RMM Software up to date with service packs does not appear to be a challenge. 44% believe that additional software is still required to meet their needs.



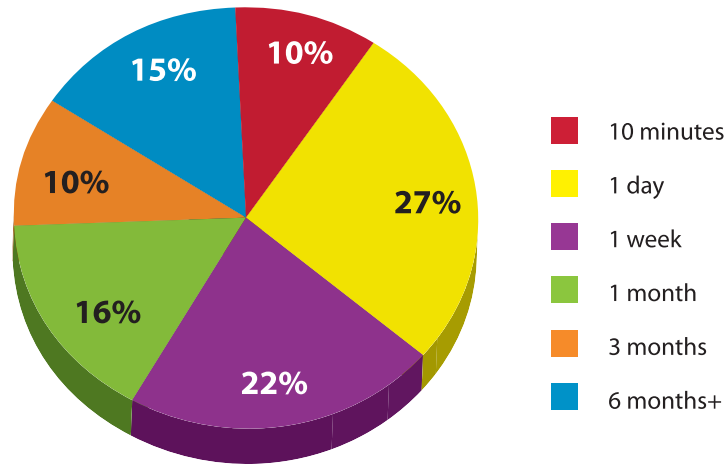
## Learning RMM Software

### Training Technicians

41% said it takes longer than one month to train technicians on the system and 15% stated it

takes longer than 6 months. Only 10% agree that it takes 10 minutes to train technicians.

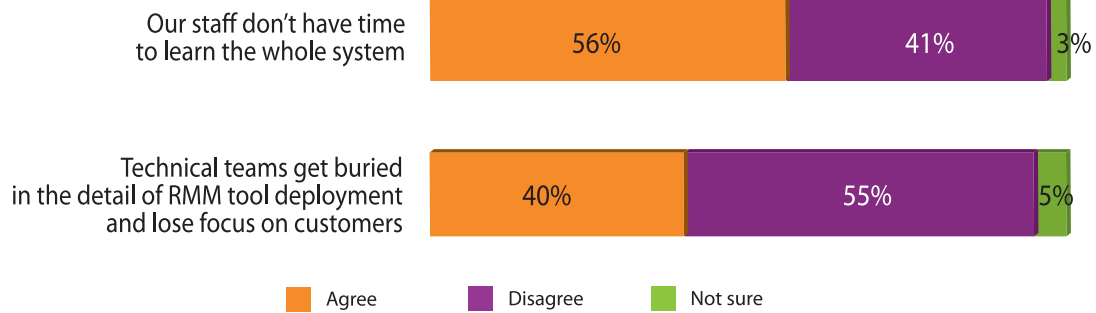
How long did it take you to train technicians how to use the system?



### Learning the System

A massive 56% said their **staff don't have time to learn the whole system**. What's more, 40% said that technical teams get buried in the detail

of RMM tool deployment and lose focus on customers.

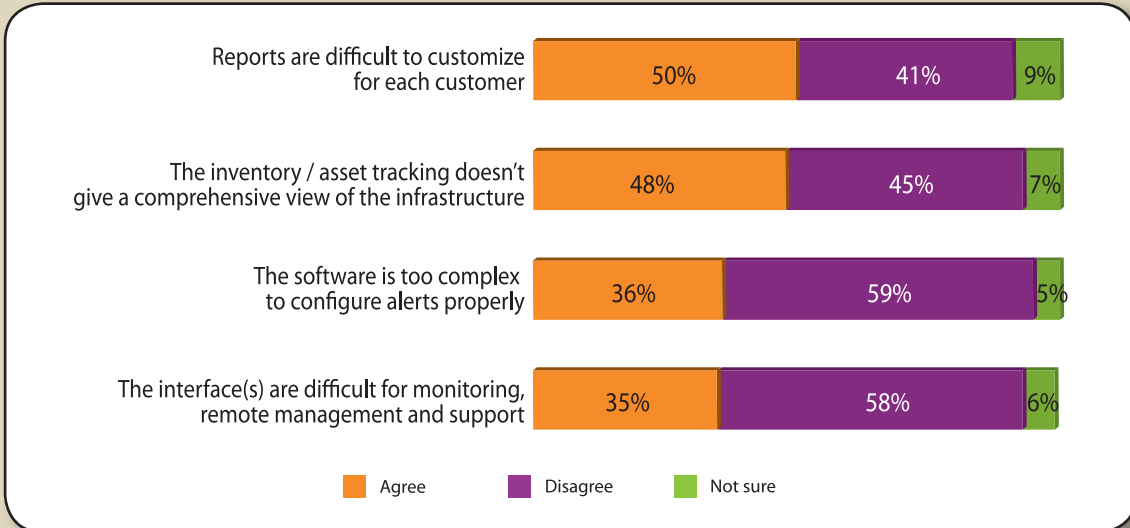


## Using the System

### Reports, Asset Tracking, Alerts & Interface

Half of respondents think reports are difficult to customize for each customer. Almost half (48%) think the inventory / asset tracking doesn't give

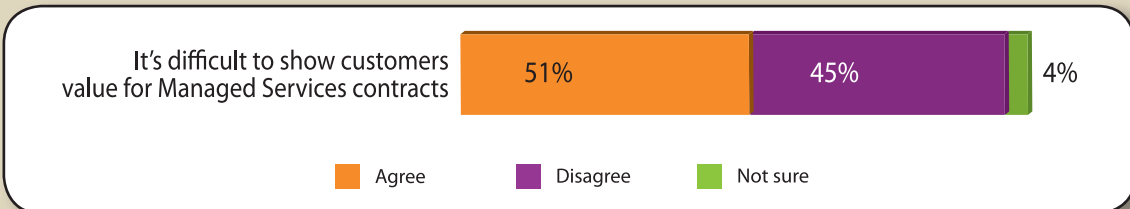
a comprehensive view of the infrastructure. Over a third (36%) of respondents think the software is too complex to configure alerts properly.



### Proving value

Over half (51%) of respondents said they find it **difficult to show customers value from**

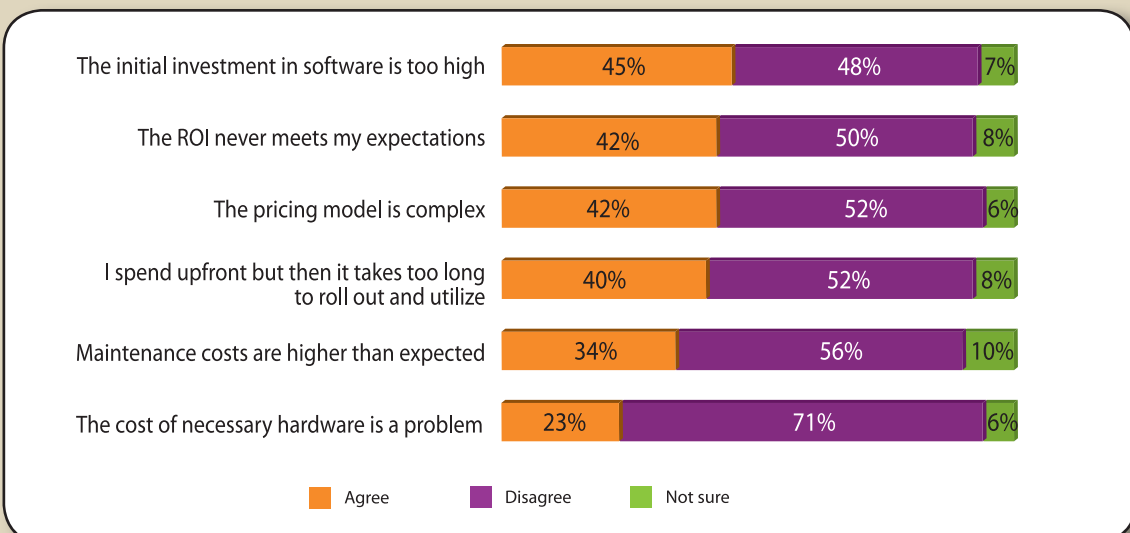
**Managed Services Contracts.**



### Pricing & ROI

There is apparent dissatisfaction with pricing from the initial investment being too high to the ROI never meeting expectations. 40% agree that

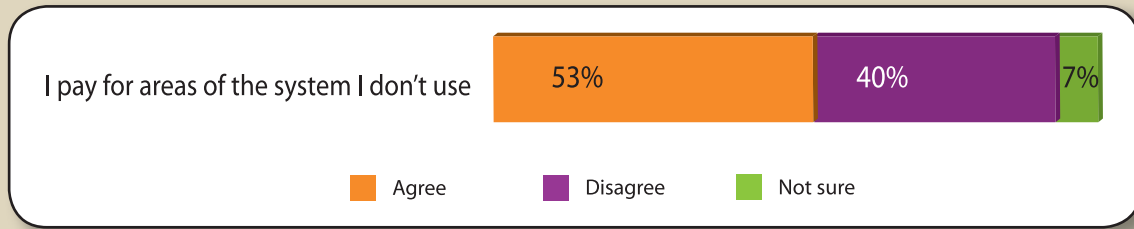
they spend upfront but it takes too long to roll out and utilize.



## Satisfaction

### Unnecessary Features

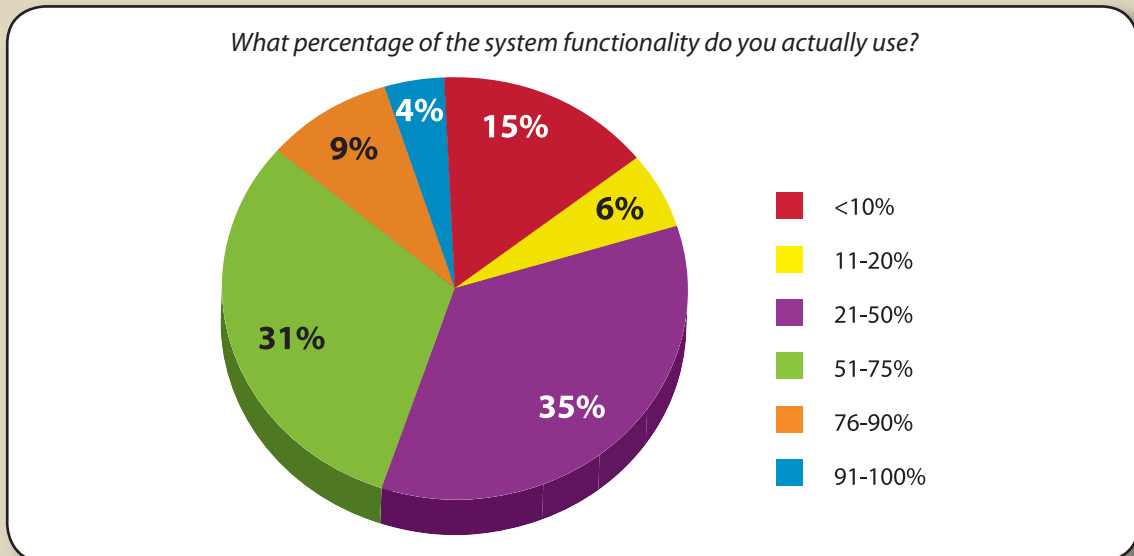
Interestingly, over half of respondents (53%) said they pay for areas of the system which they don't use.



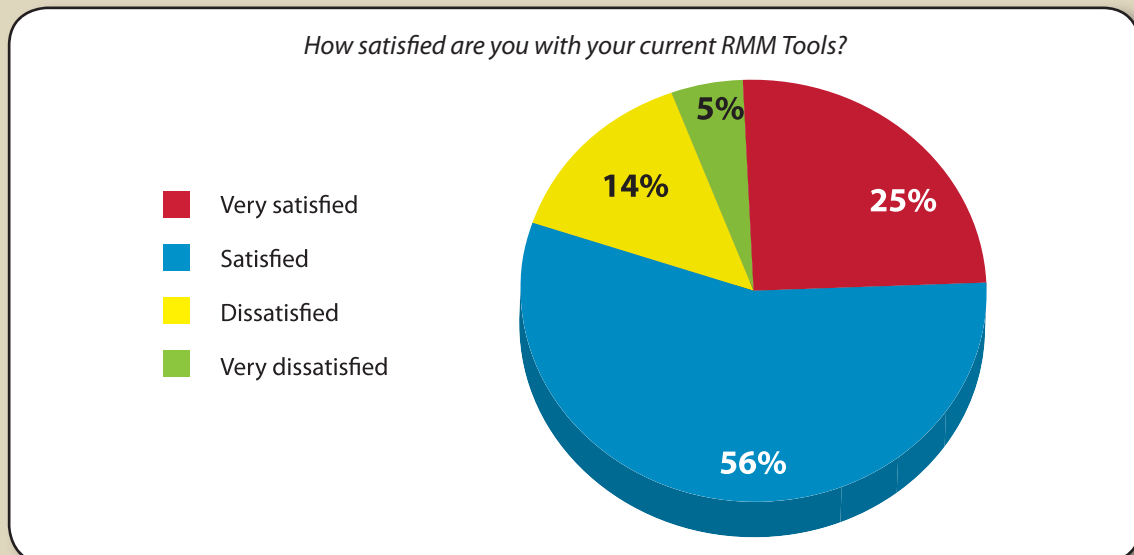
### Functionality Used

On further analysis, it's apparent that **only a very small minority of 4% actually use the whole system functionality**. 56% of IT Support

Companies and MSPs only use half the functions of the system.



### Satisfaction with RMM Tools



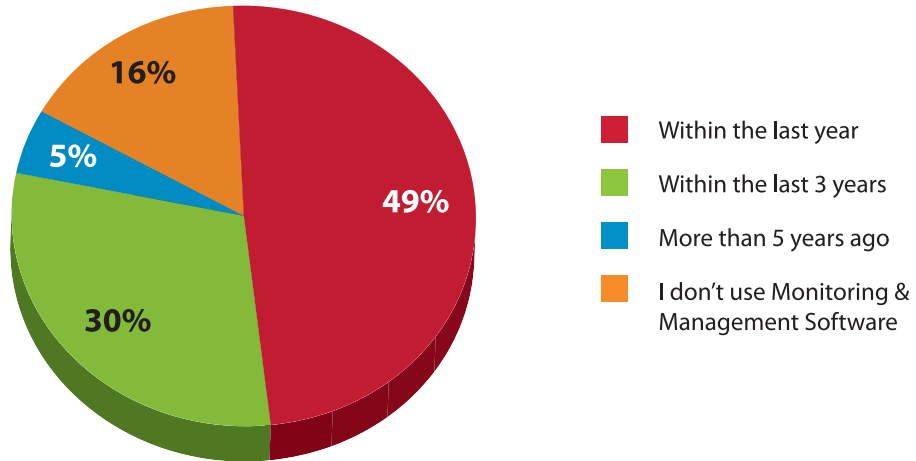
## About the Respondents

### Purchasing RMM Software

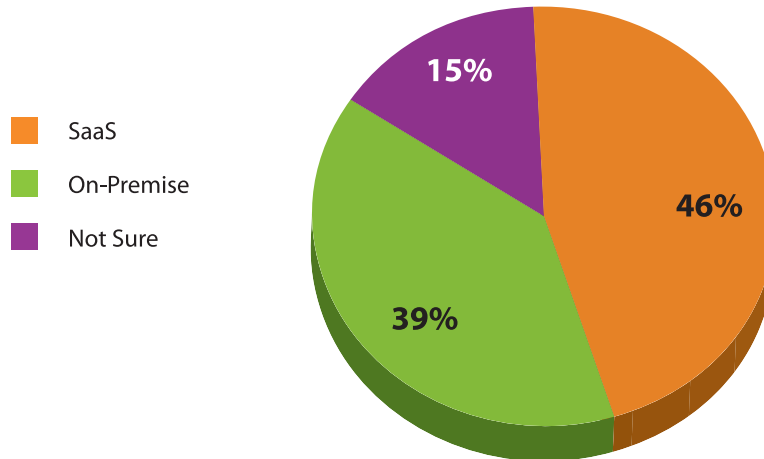
Nearly half (49%) of respondents bought their current RMM Software within the last year, 46%

opting for Software as a Service and over three quarters (78%) buying it direct from a vendor.

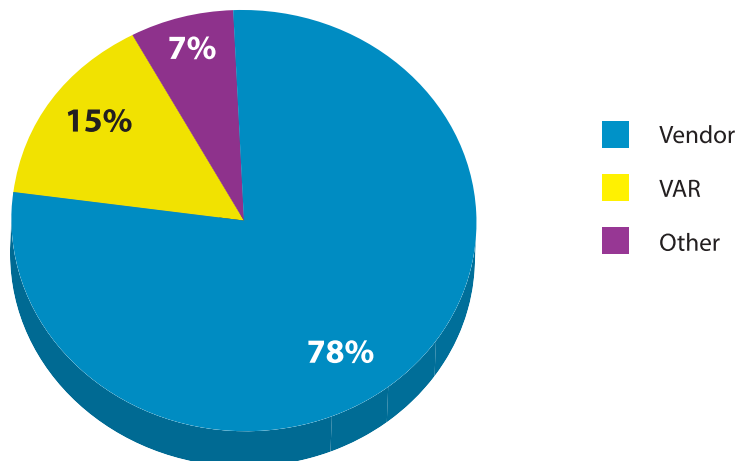
*When did you last buy RMM Software?*



*Is your RMM Software Hosted (SaaS) or installed On-Premise?*



*Do you buy your software direct from a vendor or through a VAR?*



## About the Respondents

### Company Description

The survey attracted a high level of respondents with 55% describing themselves as an IT Support Company and 34% describing themselves as a Managed Services Company. The remaining 11% described themselves as both an IT Support and Managed Services Company. The majority of companies (69%) has between 1 and 5

technicians and manages up to 50 servers with up to 200 workstations.

24% use Kaseya, 15% use Level Platforms and 10% use N-Able. The remaining 51% use a broad mix of LogMeIn, Zenith, Dell, Spiceworks and others.

### Respondent Statistics

Size of Company	%
Between 1 and 5 technicians	69%
Between 6 and 10 technicians	15%
Between 11 and 25 technicians	10%
Between 26 and 50 technicians	4%
Over 50 technicians	2%

Number of Servers	%
Between 1 and 10 servers	23%
Between 11-50 servers	41%
Between 51-100 servers	18%
Between 101-250 servers	14%
More than 251 servers	4%

Number of Workstations	%
Between 1 and 100 workstations	27%
Between 101 and 200 workstations	21%
Between 201 and 400 workstations	20%
Between 401 and 600 workstations	11%
Between 601 and 800 workstations	5%
Between 801-1000 workstations	5%



[www.gfi.com](http://www.gfi.com)

