eScan Remote Monitoring And Management

eScan Remote Monitoring and Management (RMM) is a remote desktop and screen sharing feature that helps Managed IT Service Providers (MSPs) remotely monitor and control all client endpoints remotely. The RMM feature can be used to carry out tasks such as installing updates, patching, and service configurations on the Windows endpoints. All of the above mentioned tasks and many more can be performed remotely (rather than on-site) and save valuable time of organizations.

The RMM plays a critical role in modern IT management by providing the capabilities needed to monitor, manage, and secure organizations' IT infrastructures remotely. With features like real-time monitoring, remote management, and security policy deployment, eScan RMM enables proactive IT maintenance, enhance operational efficiency, and improve overall security posture.

How Is eScan RMM Superior To Other RMM Services?

A normal RMM tool or software needs you to deploy an "agent" (a software footprint) on the client endpoints. Depending upon the number of endpoints in your organization, this may become a tedious process and consume a lot of time and resources. Furthermore, to access client endpoints, it is necessary that the same RMM software should also be installed on all client endpoints. eScan RMM feature stands out here as it can connect you to a client endpoint (via a browser) with just one-click without installing any separate software on client endpoints.

Also, the RMM tools available in the market, fail to connect to client endpoints due to low bandwidth. But eScan RMM has options to adjust the screen quality settings of the client endpoints, so, in case of low bandwidth or slow internet connection, you can still connect to the client endpoint remotely and get the job done. If an administrator is connected to a client endpoint via RMM feature, other administrator won't be able to connect to the same client endpoint.

At MicroWorld, we always value the privacy of our users. To show that we are committed to it, we made the RMM connection service based on user authentication. In order to protect both the server and client endpoints from unknown risks, the users will have to manually start the RMM connection from eScan Protection Center. The On-Demand connection will be the default connection method. However, if you use a high bandwidth connection, you can establish a continuous and persistent RMM connection to RMM licensed endpoints by deploying a policy.

Prime Benefits

MicroWorld has integrated the RMM feature into its eScan product range and helped a lot of major businesses and enterprises across the world achieve stable remote connections, monitor, and control client endpoints via a single administrative console. This feature not just allows you to monitor and control employee endpoints, it also performs various tasks with utmost ease. Check below its benefits:

Proactive Management

eScan RMM helps identify and resolve potential issues before they impact business operations, thus reducing downtime and improving productivity. Using RMM, securely access and control client endpoints remotely to troubleshoot and resolve issues without needing physical presence. Apart from this, install, update, uninstall, and configure software applications across multiple client computers remotely.

Cost Efficient

eScan RMM helps resolve issues remotely, reducing the need for technical personnel's on-site visits and thereby minimizing travel expenses.

Improved Security

Ensure managed endpoints are up-to-date with the latest patches and security measures, reducing the risk of cyber threats. Run virus scans, deploy security policies, and enforce compliance with company security standards across all endpoints.

Enhanced Visibility

With eScan RMM, gain complete insights into organization's IT infrastructure with real-time monitoring. Continuously monitor the health and performance of managed endpoints and installed software for performance and diagnostic tasks.

Key Features

Reconnect

During the endpoint monitoring or management activity, remote session can be obstructed by various causes. Reconnect is the feature that allows administrator to reconnect to the client endpoint in case the remote connection gets interrupted.

De-Activate View Only

After initiating a remote connection, by default, admin can only view the endpoint's screen. However, to perform the intended activities, admin can use De-Activate View Only option.

Screen Quality Settings

This option lets admin configure client endpoint's screen as per requirements. It consists Screen Quality and Screen Ratio. The Screen Quality is display's resolution of client computer, which can be set to Medium or High. And Screen Ratio is display's scale, which can be set anywhere from 20% to 100%.

This feature helps administrator connect to the client even when the internet connection or bandwidth is slow on the client machine.

Send Key Combo

This option has an inbuilt keyboard in it, which the administrator can use to control the client machine key combos (short keys).

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