



LabTech

Beyond a Powerful Remote Monitoring & Management Platform

Partner-driven innovation is the main focus at LabTech Software, fueling our drive to develop and enhance product features and functionality that expand our partners' service offerings. With vast field experience as a managed service provider (MSP), LabTech Software values and incorporates partner-based input and feedback in developing a truly efficient, revenue producing remote monitoring and management (RMM) platform. We believe that in addition to powerful and affordable tools, IT service providers value collaborative partnerships with their solution providers that go beyond software purchase and support to promote mutual advancement and growth.

Who Can Benefit From LabTech?

Whether a one-man break-fix shop or an established MSP, your IT business will benefit from the robust automation capabilities incorporated into the LabTech RMM platform. With LabTech, you can continue to support your break-fix clients even more quickly and efficiently, gradually transition reluctant hourly clients into the MSP model, or develop a comprehensive IT managed services offering through efficient process automation tools, stealth functionality, native Mac and Linux agents, centralized multivendor antivirus and backup dashboards, mobile device management capabilities and much more.

The Evolution of Innovation

With our latest release of LabTech 10, we've set a new bar in the RMM industry. IT service providers face an uphill battle of keeping technician productivity high, ensuring data security and maintaining high levels of customer service. LabTech 10 enables you to win this battle with seamlessly integrated, world-class ScreenConnect remote control. Your support staff can leverage the power of LabTech and the instant remote connectivity of ScreenConnect to rapidly analyze systems, resolve problems, reduce onsite visits and ultimately save time—through a single interface. By infusing the unattended remote access technology of ScreenConnect into LabTech 10, LabTech is the only RMM platform in the industry to provide an unmatched arsenal of secure remote access, monitoring, management and automation capabilities.

"One click button magic! This ScreenConnect integration is a next level/game changer for LabTech Software and for Doberman Technologies."

**Ian Richardson, CEO
Doberman Technologies**

LabTech Features

Premier Remote Control

Provide remote support faster than ever with native ScreenConnect integration. Seamless integration enables you to instantly launch a ScreenConnect remote control session from the LabTech Computer Management screen with a single click.

Mobile Device Management

Manage Apple iOS® and Android™ platform mobile devices with easy and secure enrollment, configuration, monitoring and reporting functions.

IT Asset Management

Compile data, audit and manage workstations, servers, printers, routers and mobile devices. Group by OS, application or location.

Software Deployment

Deploy software and services to one device, a group of devices or to one or multiple locations without business disruption to clients.

Hardware Provisioning

Discover, onboard and manage AMT and vPro capable hardware, including automatic provisioning, version scan, feature scan and password setup.

Virtualization Monitoring and Management

Provide agentless VMware infrastructure monitoring and basic management with a rich library of critical ESX availability and performance monitors, pre-configured thresholds, alerting and power state management.

Managed Services Accounting

Define service catalog offerings beyond managed workstations to include services like antivirus and backup.

Professional Services Automation (PSA) Integration

Manage tickets and billing by integrating LabTech with your Autotask, ConnectWise or Tigerpaw PSA solution. Experience enhanced integration with the Autotask and ConnectWise plug-ins.

Mobile Access

Provide remote support with the LabTech Mobile app, available for Android™ and Apple iOS® platform devices.

Mac and Linux Agents

Deploy Mac and Linux agents for onboarding, role detection and critical service level monitoring for servers.

Network Monitoring

Detect and manage network devices with over 500 SNMP detection templates, along with remote monitoring, ticketing and group management capabilities.

Systems Monitoring

State-based monitoring capabilities with configurable threshold rules alert you when systems fall below a certain threshold. New heartbeat technology allows for faster offline agent detection.

Multivendor Antivirus Management Dashboard

Manage multiple antivirus vendors from a single-pane-of-glass for added control and visibility of your clients' environments.

Multivendor Backup Management Dashboard

Manage data protection environments from multiple backup and storage vendors and multiple client locations from a central console.

Patch Management

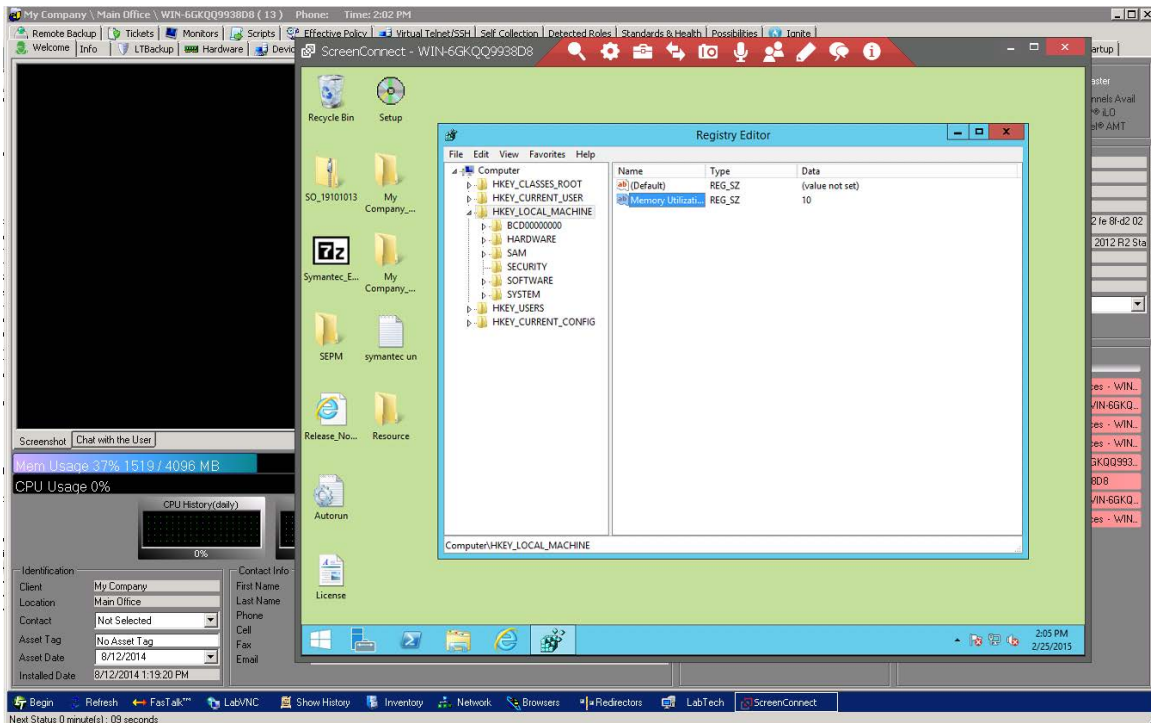
Identify, approve, update or ignore patches and hotfixes for one or multiple devices. A workflow-based interface allows for smooth, intuitive navigation.

Help Desk Ticketing

Prioritize help desk requests for quick and efficient remote support to any client within Windows, Mac or Linux LAN and web-based environments.

Solution Center

Download entire bundled solutions from the LabTech Solution Center and reduce the risk of making system changes with new rollback capabilities.



Through LabTech, an unattended ScreenConnect remote control session can be instantly launched to any computer with a LabTech agent installed—right from the LabTech Computer Management screen.

Why Choose LabTech for Your Business?

Because your success is our passion! If you can think of an IT process that requires automation, LabTech can make it happen.

Extend Usability with LabTech Ignite®

LabTech Ignite was designed to provide the highest level of automation out-of-the-box with pre-configured groups, monitors, scripts, alerts, searches, templates and schedules based on Microsoft® best practices. Built directly into LabTech, LabTech Ignite is an industry exclusive that drastically reduces the learning curve associated with LabTech.

Expand Visibility

Our control center user interface (UI) delivers easy and quick feature detection. Accordion-style navigation allows for improved organization around service activities.

Improve Service Time

Unparalleled performance speed coupled with on-demand tunnel vision streamlines and improves technician response time.

Maximize Technician Utilization

LabTech's process automation and remote management maximize resource utilization. Automate repetitive tasks and assign resources to higher revenue-generating projects.

Provide Stealth Support

Perform non-intrusive, seamless maintenance and support services without scheduling end-user interruptions and downtime.

Expand Your Service Offering

LabTech's increased command processing speed, centralized dashboards and refined reporting allow for enhanced IT service offerings without additional technical resources.

Validate Your Services

Obtain complete visibility into your clients' operations, highlight potential issues and provide decision making tools through custom reporting.

Generate Recurring Revenue

Less time spent on repetitive maintenance and support tasks is additional time to nurture and convert clients into a managed services model.

Scale When Necessary

LabTech Software is determined to retain affordable and convenient pricing for its partners and sells only the agents you need, when you need them.

LabTech Software

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About LabTech Software

LabTech Software develops the only remote monitoring and management (RMM) platform designed by a managed services provider (MSP) for MSPs. Our affordable, agent-based platform can automate any IT task and so closely emulates what technicians do in the field that customer support can be done remotely. Because LabTech Software understands how to manage a growing MSP business, we make it easy to purchase our software and allow partners to add agents as they grow. For more information, please visit www.LabTechSoftware.com.

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