

## Scale Your MSP with Easy, Secure Support

One streamlined solution makes it easy to securely monitor, manage, and support your IT clients.



### Manage everything, solve anything.

Offer multiplatform IT support with powerful RMM functionality.



### Stay protected with zero trust security.

Provide peace of mind with zero trust RMM architecture and permission-based support with government-approved encryption.



### Level up customer experience.

Meet any user on any device with “right fit” support functionality.



### Streamline support.

Remove headaches by bringing together modern, powerful RMM functionality with useful Professional Services Automation (PSA) integrations.

### LogMeIn Resolve makes more possible for MSPs:

- Unattended access
- In-product Multi-tenancy
- On-demand remote support
- Easy IT automation
- Customizable alerting
- Modern patch management
- Background access
- Mobile device support
- Web Helpdesk
- Zero-download camera sharing
- Out-of-the-box Integrations



# Streamline the agent and employee experience.

## Monitoring and Management

- GoPilot AI Assistant
- Dashboard
- Device Monitoring
- Windows Updates
- Application Updates
- Antivirus Management
- LogMeIn Resolve Endpoint Protection Software powered by Bitdefender
- Remote Execution
- AI-Scripting
- Automation Scheduling
- Remote Terminal Access
- Background File Manager
- Device Quick View
- Self-Healing Alerts

## Remote Session

- Pin-Based Clientless Remote Support (Direct link, SMS, or email)
- Unattended Remote Access (Windows, Mac & Android)
- Multi-Session Handling
- Admin Mode
- Session Transfer
- Multi-Agent Collaboration
- File Transfer
- Guided Agent Flow
- Multi-Monitor Support
- Screen Blanking
- Reboot & Reconnect
- Session Recording
- Agent Screen Sharing
- Agent Mobile App (iOS & Android)
- Camera Share Support Session

\* Available on MSP tier

## Helpdesk

- Web Helpdesk Console
- Incident Management
- Customer portal
- [Integrations](#)
- Email Ticket Submission
- Integrated Remote Support
- AI-powered self-service channel
- Remote Support Session History
- Unlimited Helpdesk Services (for IT, HR, Finance, and other teams)

## Asset Management

- Unlimited Hardware Assets
- Import Hardware Assets
- Automated Software Discovery
- License Contract Management
- License Compliance Notifications
- Software Usage
- Unlimited Custom Categories, Fields and Labels
- Reminders
- Attachments
- Activity Log
- Integrated User Management
- Sort, Filter, & Search
- Export

## Account Administration

- Unified GoTo Admin Center
- Active Directory Connector (ADC)
- Session & Helpdesk Reporting
- Multi-tenancy\*

## Architecture/Security

- Zero Trust Identity Based Access Controls
- TLS/AES Encryption
- Multi-Factor Authentication (MFA)
- GDPR Compliant

Get your free LogMeIn Resolve account.

Visit [logmein.com/solutions/msp](https://logmein.com/solutions/msp) to learn more.