



Degarmo Technologies

Keeping you connected

KEEPING YOU CONNECTED

PRODUCT BROCHURE

DT RMM

Managed Remote Monitoring & Management.

Most IT problems are predictable — if you can see them coming. DT RMM gives Degarmo Technologies total visibility into every managed device, enabling us to detect, diagnose, and resolve issues before they become outages.

24/7

CONTINUOUS DEVICE
MONITORING

100%

PATCH COMPLIANCE
TARGET

< 15 min

ALERT-TO-RESPONSE
TIME TARGET

80%+

ISSUES AUTO-
RESOLVED WITHOUT
TICKET



THE PROBLEM

You Cannot Fix What You Cannot See

Without real-time device visibility, IT teams are always reacting — never preventing.

Without Managed RMM

Most businesses manage IT reactively — waiting for users to report problems before anything gets fixed. That model is expensive, disruptive, and dangerous in today's threat environment. Patch cycles are manual and inconsistent. Security tools drift out of compliance without anyone noticing. And when something does fail, recovery takes hours.

Unpatched Devices

60% of breaches exploit vulnerabilities with available patches that were never applied. Manual patching is slow, inconsistent, and easy to miss.

No Early Warning

Hard drives fail gradually — not instantly. Without monitoring, the first signal is a dead device and lost data. SMART data predicts failures weeks in advance.

Reactive Support Costs More

Reactive IT support averages 3–5x the cost of proactive management. Emergency fixes, data recovery, and downtime add up fast.

Compliance Drift

Security policies require documented patch compliance and security tool status. Without centralized monitoring, proving compliance is impossible.

What DT RMM Delivers

Real-Time Device Visibility

Every managed device reports health metrics, software inventory, security posture, and event logs continuously — giving us a complete picture at all times.

Automated Patch Management

OS and application patches are tested, approved, and deployed on schedule — achieving 100% patch compliance without manual effort from your team.

Proactive Alert Response

When thresholds are exceeded, alerts route to our NOC immediately. Most issues are resolved before users notice anything is wrong.

Remote Support in Minutes

Secure remote sessions launch directly from the management console — no third-party tools, no delays, no desk visits for straightforward issues.



PLATFORM ARCHITECTURE

Enterprise-Grade Infrastructure. Managed for You.

DT RMM is built on a proven platform architecture — delivering reliability and security at every layer.

Platform Architecture — From Console to Endpoint

- 1 Management Console.** Our technicians monitor all endpoints, manage alerts, run reports, and initiate remote sessions from a centralized, role-based dashboard.
- 2 Auto-Remediation Engine.** Scripted responses resolve common alerts instantly — service restarts, cache clears, failed update retries — without requiring human intervention.
- 3 Alert & Monitoring Engine.** Hundreds of policy-driven alert conditions watch CPU, memory, disk, services, event logs, AV status, and backup — generating prioritized incidents in real time.
- 4 Telemetry & Reporting Layer.** Device telemetry streams continuously to the cloud for analysis, trend detection, and compliance reporting.
- 5 Endpoint Agent.** A lightweight, signed agent running on every managed Windows or Mac device — minimal resource usage, maximum visibility.

Compliance Framework Support

Framework	Requirement	Coverage
NIST CSF	PR.MA — Maintenance; DE.CM — Monitoring	✓ Patch records + continuous monitoring logs
HIPAA Security Rule	§164.308(a)(1) — Risk Management	✓ Device health audit trail
PCI DSS v4.0	Req. 6 — Security Software Updates	✓ Documented patch compliance reporting
CMMC Level 1	SI.1.210 — Flaw Remediation	✓ Automated patching with audit evidence



MANAGED RMM PROGRAM

Everything Included. Nothing Left to Chance.

Degarmo Technologies manages every aspect of your RMM deployment — you focus on your business.

What Is Included in Your Managed RMM Program

Agent Deployment & Enrollment

We deploy and configure the DT RMM agent across all managed devices — with policies tailored to your environment and security requirements.

24/7 Monitoring & Alerting

Our team monitors all alert queues around the clock. Critical alerts are escalated immediately; routine alerts are triaged and resolved during business hours.

Automated Patch Management

Monthly patch cycles for Windows and approved applications — tested, staged, and deployed on a schedule that minimizes disruption.

Remote Support On Demand

Any time a user needs help, our technicians connect securely through DT RMM — reducing support times from hours to minutes.

Monthly Executive Reports

You receive a monthly report covering device health trends, patch compliance rates, alert volume, and resolution metrics.

Policy & Configuration Management

We maintain and update monitoring policies as your environment changes — new devices, new applications, new compliance requirements.

SAME-DAY SUPPORT. PROACTIVE, NOT REACTIVE.

Degarmo Technologies commits to same-day response for all critical alerts and support requests. With DT RMM, we know about your problems before you do — and we're already working on them.



GET STARTED

Ready to Get Ahead of IT Problems?

Degarmo Technologies will assess your current device environment and deploy DT RMM across your team — with monitoring live within days. No disruption to your operations required.

◆ **Free IT Environment Assessment**

◆ **Same-Day Support Commitment**

◆ **No Long-Term Contract Required**

Start the conversation today.

Visit degarmo.tech · Oklahoma City, OK · Veteran-Owned MSSP

degarmo.tech
support@degarmo.tech