



For Immediate Release

N-able Technologies® Debuts Mobile Device Management Module with General Availability of N-central 9.1

New Platform Release Simplifies Mobile Device Management, Advances PSA Software Integration, Enhances Automation Manager and Adds Support for Windows 8 and Windows Server 2012

Ottawa, Canada – March 4, 2013 – N-able Technologies, the global leader in [remote monitoring and management](#) (RMM) and service automation software, today announced the immediate availability of N-central 9.1, an award-winning managed IT services platform that easily scales and supports hybrid IT environments and mobile devices, as well as Windows 8 and Windows Server 2012.

Offered as an upgrade to N-able partners with active maintenance and support, N-central 9.1 features a number of innovations. These include a new Mobile Device Management (MDM) module for Apple and Android devices, deeper integration with Autotask and ConnectWise professional services automation (PSA) software, and new MSP Automation objects, policies and enhancements to Automation Manager.

“The innovation, performance and efficiency within N-able’s N-central 9.1 is empowering our MSPs to win more business by giving them a competitive service advantage that allows them to effectively manage mobile devices and new cloud-based technologies, as well as support hybrid IT environments,” says Gavin Garbutt, CEO, N-able Technologies. “The introduction of Mobile Manager is a game-changer for N-able and our partners, and marks the first of many technology innovations and business process best practices that will drive growth and success for our partners in 2013.”

MDM Module Unlocks New Recurring Revenue Stream for MSPs

From quickly preconfiguring Apple and Android devices with mobile email accounts and WiFi, to monitoring usage and taking action when a device is lost or stolen – such as wiping data, locking the device or tracking its location – N-able’s new MDM module, Mobile Manager, empowers MSPs to protect and manage their clients’ most valuable mobile assets.

Adding greater security protection, MSPs can use N-able’s Mobile Manager module to enforce corporate security policies, such as minimum password requirements, access rights and permissions. Performance and tracking reports on all mobile devices supported are also easily generated as part of N-able’s Report Manager and can be customized to preference.

“The explosive growth of mobile across the small to midsize business (SMB) and enterprise (SME) landscape presents both challenge and opportunity to the MSP community,” says JP Jauvin, president of N-able Technologies. “We’ve been working closely with our partners to ensure that our new Mobile Manager module does what they need it to, and more. With their input and the skill of our R&D team, we’ve developed a winning MDM solution that not only gets the job done, but also provides MSPs with a significant service advantage that will help generate more value in the eyes of their customers.”

A number of N-able MSPs have test-driven Mobile Manager, including Devaughn Bittle, director of operations for Frederick, Md.-based CommPutercations, Inc. “N-able’s Mobile Manager is a strong and competitive offering for mobile device management,” says Bittle. “We’ve successfully deployed over 100 licenses to our clients, allowing us the ability to easily manage and track their mobile devices.”

“N-able is leading the charge to help MSPs capitalize on MDM like never before,” says Jauvin. “We’re anticipating big gains for our partners’ businesses as a result of the power and capabilities that our new Mobile Manager module offers.”

Enhanced Autotask and ConnectWise PSA Integration

N-central 9.1’s new Ticketing Recipients feature takes integration with Autotask and ConnectWise PSA platforms a step further, adding more flexibility and reducing administrative headaches by allowing MSPs to configure N-central to create tickets in more than one Queue for Autotask or Service Board for ConnectWise.

“With the introduction of our new Ticketing Recipients feature, N-central now makes it easy for technicians to flexibly configure how their RMM and PSA solutions interact,” says Robert Grapes, director of product management for N-able Technologies. “With Ticketing Recipient profiles MSPs are able to effectively prioritize and direct the flow of found issues through their PSA system saving their technicians significant amounts of time.”

Additionally, time entry values can be added to the ticket which makes assigning time to scheduled tasks and self-healing actions possible. The new enhanced logic now available in N-central 9.1 also prevents duplicate tickets from being created for services that transition back and forth between “normal” and “warning/failed.” This feature enhancement provides much finer controls surrounding the creation of event log tickets. N-able MSPs also gain the ability to sync larger amounts of asset data to the PSA software, saving them countless hours of manual data entry as well as helping sales teams to better track warranty expirations.

“N-able’s new granular ticketing and automation policies mean we can bill for scripts run on non-managed clients, all without lifting a finger,” says Jon Kraatz, Solutions Engineer with Vertisys, an MSP based in Marietta, Ga. “This is going to change the way to do business and make our customers even happier at the same time.”

New Release of Automation Manager Provides Support for Windows 8

With the release of N-central 9.1 also comes the new 1.5 release of N-able’s Automation Manager module, the only drag-and-drop scripting tool on the market. Automation Manager 1.5 offers support for Windows 8 and Windows Server 2012, along with more than 55 new automation objects, allowing MSPs to more easily automate their day-to-day activities and processes to save time and boost efficiency and profits.

The new automation objects cover a variety of categories including Active Directory Domains and Trusts, Active Directory Sites and Service, File Management, Printer Management, System Management and Windows Defender Management.

“N-central 9.1 continues to reflect the way in which N-able listens to our partners to ensure that the important features they want are quickly implemented in the product,” says Grapes. “We work hard to meet the demands of our partners and provide a product that does what our partners need it to do, and more.”

MSPs and IT resellers interested in becoming an N-able partner, please visit our [MSP Partner Program web page](#) or contact 1-877-655-4689 ext. 331 or +00 800 6225 3000 ext. 331.

Follow N-able on Twitter and Facebook at www.twitter.com/NableMSP and <http://www.facebook.com/NableTechnologies>.

About N-able Technologies

N-able is the leading global provider of complete IT management and Automation solutions for Managed Service Providers (MSPs). N-able’s award-winning N-central® is the industry’s #1 RMM and MSP Service Automation Platform. N-able has a proven track record of helping MSPs standardize and automate the setup and delivery of IT services in order to achieve true scalability. N-central is backed by the most comprehensive business enablement support services available today and the industry’s only freemium licensing model. Thousands of MSPs use N-able solutions to deliver scalable, flexible, profitable managed services to over 84,000 SMBs worldwide. With offices in North America, the U.K., the Netherlands and Australia, N-able is 100% channel-friendly and maintains strategic partnerships with Microsoft, Intel, IBM, CA, and Cisco among others. www.n-able.com.

#

Press Contacts:

Derik Belair
Vice President of Marketing and Business Development
N-able Technologies
Office: 613-592-6676 x304
Toll Free: 1-877-655-4689 x304 (US/Canada)
00-800-6225-3000 (outside US/Canada)
dbelair@n-able.com

Marie Rourke
WhiteFox Marketing (for N-able Technologies)
714-292-2199
marie@whitefoxpr.com