



NinjaRMM integrates with IT Glue and retrieves device information for all NinjaRMM-managed devices for display in the IT Glue console.

## ABOUT IT GLUE

IT Glue helps MSPs and IT managers document their customer's resources in one central location. This helps save time and cost by providing accurate and up-to-date information.

## IT GLUE AND NINJA INTEGRATION

- NinjaRMM and IT Glue have collaborated to create a very simple integration. Using this integration, Ninja pushes out Device lists and other details to IT Glue for customers and devices to be synchronized between their NinjaRMM and WarrantyMaster accounts.
- The NinjaRMM agent pulls Device information across all customers which gets propagated to the IT Glue account where you can add more device and customer specific details like passwords and documents as well as related items like users, other assets, etc. and make the life of all your technicians easier.
- Easy accessibility of all assets with the click of a single button from NinjaRMM to IT Glue.

## KEY FEATURES

- **Password Management** — Your password vault tightly integrates with the various assets managed within the IT Glue platform, including devices, domains, flexible assets and documents.
- **Device Tracking** — Track devices simply and efficiently and keep your documentation up-to-date,

enabling a higher level of confidence for your team. Create, import or sync your devices.

- **Documentation, KB & SOPs** — Develop and organize both general and organization-specific documentation such as standard operating procedures, knowledge-base articles, support manuals, etc. to encourage standardization of support processes.
- **Flexible Asset Tracking** — Track all of the information you never knew you could using this flagship feature. Quickly and easily identify missing and/or outdated documentation, not just what's there.
- **Relationship Mapping** — Create and describe relationships between entities to simplify navigation and quickly find what's needed.. For example, open an application and see attached licensing PDFs along with two-way links to associated procedures, devices and passwords.
- **Enterprise-Grade Security** — Our platform has been built to meet the stringent requirements of even the most discerning IT groups. These features include granular access control on a per-organization and per-entity basis, complete auditing of all key read/write platform actions, and version control for recoverability & data integrity. We are also SOC 2 compliant.
- **Multi-Level Organizational Structure** — Organize your IT assets and documentation in nested logical groups (e.g. business units or clients) and locations. Track contacts and manage system users with flexible access control.