

ninja + RepairShopr

RepairShopr integrates with NinjaRMM to deliver MSPs and IT Professionals a true end-to-end platform solution. NinjaRMM is a leading RMM for MSPs, and the RepairShopr + NinjaRMM integration allows MSPs and IT consultants to integrate the RepairShopr PSA with NinjaRMM's powerful RMM solution. Save time by reducing double data entry in the systems you already use.

ABOUT REPAIRSHOPR

RepairShopr is a complete business management software solution for MSPs and IT Consultants. Designed by and for MSPs, RepairShopr is a customizable, all-in-one platform focused on automating and streamlining workflows, so IT professionals can focus on the task at hand: servicing clients and growing their business.

Get everything from Ticketing to SLAs, Contracts, CRM, Billing, Marketing and Reporting – all without the bloat of overly complex systems.

REPAIRSHOPR AND NINJARMM INTEGRATION

- Map NinjaRMM "Customers" to RepairShopr "Customers"
- Map NinjaRMM "Devices" to RepairShopr "Assets"
- Feeds alerts/checks into RepairShopr for one-click Ticket creation or clearing

- Automatically create Assets when you add Devices
- Continually update assets with machine names, serial numbers, etc.

FEATURES

- Customizable CRM database
- Ticketing
- Time Tracking
- Integrated Invoice, Estimate and Billing system
- Inventory Management system
- Individual dedicated portal for each client
- Customizable Lead Widget for websites
- Built-in marketing tools
- Built-in reporting plus powerful add-ons

BENEFITS

- **Stay on-the-ball — *Ticketing and Time Tracking***
Create tickets from the NinjaRMM system, as well as directly from email, portals, and website widgets — all while allowing your team to seamlessly track and bill their time.
- **Work Smarter — *Dashboard-driven Workflow***
RepairShopr's Ticket Dashboard keeps the highest priority tasks super visible while notifications alert key techs by email, SMS, mobile push notifications, Slack or API webhooks.
- **Easier Client and Time Management — *SLA / Contract Management***
Attach SLAs and contracts to tickets. Define resolution time frames and escalation paths for SLA breaches with integrated tracking and reporting.
- **Improve Cash Flow — *Integrated / Pre-paid Billing*** Manage all-you-can eat plans, pre-paid hours, virus, backup and other subscriptions, recurring billing, and even custom contract client rates.
- **Enhance Customer Satisfaction — *Communication Tools***
Empower every client with their own automated portal for estimate approvals, invoice history, ticket creation, asset lists and more.
- **Keep a Pulse on the Business — *Powerful Reporting***
Built-in reports coupled with DOMO add-ons provides best-in-class BI, analysis, and data visualization with new reports constantly added.
- **State-of-the-art Technology — *Tons of Integrations***
In addition to NinjaRMM, RepairShopr's integrations include QuickBooks, Xero, Slack, Google Calendar, and tons more.