

# Managed Endpoint Services

Monitor, patch, and support your business devices with NinjaOne remote monitoring and management. Massive IT aligns device policies, maintenance, and remote support with your environment.

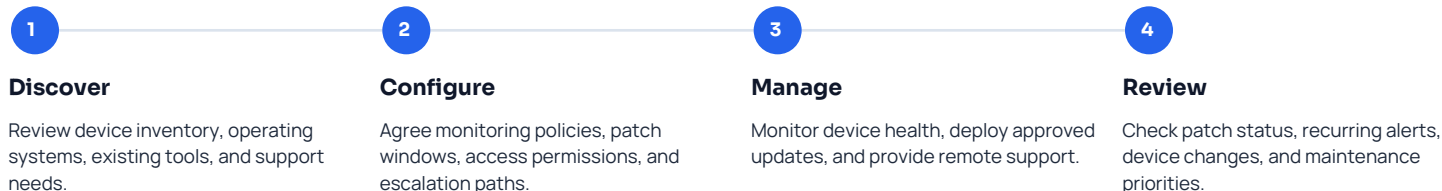


Service illustration • Managed It

## What this service addresses

- Limited visibility into device health and software
- Inconsistent updates and maintenance
- Time-consuming manual endpoint support

## A clear path to delivery



## Included capabilities & what they mean

| Capability                       | Practical detail                                                                                                          |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Monitoring &amp; alerting</b> | Monitor endpoint health and receive alerts when configured conditions need attention.                                     |
| <b>Patch management</b>          | Deploy operating-system and supported third-party application updates using agreed policies and maintenance windows.      |
| <b>Remote support</b>            | Use secure remote access and background device actions to investigate and address endpoint issues.                        |
| <b>Task automation</b>           | Automate approved scripts, software deployment, and recurring maintenance tasks for consistent device management.         |
| <b>Device inventory</b>          | Review hardware, software, and device details to inform support and lifecycle planning.                                   |
| <b>Policy-based remediation</b>  | Use condition-based actions for agreed issues such as stopped services or missed reboots; escalate exceptions for review. |

## Business outcomes

- A clearer view of managed devices
- More consistent maintenance and update processes
- Documented support and escalation responsibilities

## Before we begin

Are all NinjaOne products included? No. Included features, licensing, patch schedules, access permissions, and support coverage are confirmed in your agreement. Backup, mobile device management, and other additional products are not automatically included.

Scope and licensing vary by environment. Product availability and support terms are confirmed during planning.

## MANAGED IT SERVICES

## Managed Endpoint Services: a closer look

Monitoring, patching, and lifecycle management for laptops, desktops, and mobile devices.

### From challenge to coverage

#### SIGNS IT IS TIME TO ACT

- 1 Reactive support that only responds after something breaks
- 2 Limited internal staff stretched across too many responsibilities
- 3 Inconsistent device, server, and network standards
- 4 No clear technology roadmap aligned to business goals

#### WHAT THE SERVICE COVERS

- 24/7 monitoring and alerting
- Standardized onboarding and offboarding
- Patch and lifecycle management
- Documented processes and service levels
- Strategic planning and budgeting

### What endpoint management makes visible

| Area          | What we review                                        | Why it matters                                                            |
|---------------|-------------------------------------------------------|---------------------------------------------------------------------------|
| Inventory     | Device owner, operating system and installed software | Keep support and lifecycle decisions grounded in a current device list.   |
| Patching      | Update status, failures and deployment rings          | Use NinjaOne RMM to identify maintenance gaps and track exceptions.       |
| Device health | Alerts, resource usage and recurring faults           | Investigate reliability problems before choosing repairs or replacements. |

The coverage assessment also reviews identity and detection; those are separate from RMM maintenance.

### How an engagement runs

#### 01

##### Discover

Review the current environment, priorities and constraints with your team.

#### 02

##### Plan

Agree scope, owners, timing and how success will be reviewed.

#### 03

##### Deliver

Carry out the agreed work with documented changes and checkpoints.

#### 04

##### Review

Revisit results, open items and next priorities on an agreed cadence.

## What good looks like

The results this service is designed to support. Actual results depend on your environment and the agreed scope.

Fewer disruptions and faster resolution

Predictable technology costs

A documented, standardized environment

Technology decisions tied to business priorities

## Questions clients ask

### Can you work alongside our internal IT team?

Yes. We support co-managed models where our team complements your staff with tooling, coverage, and specialized expertise.

### How do engagements begin?

Every engagement starts with a discovery and assessment so recommendations are based on your actual environment.

## Your next step

[Free self-assessment](#)

### Endpoint & Identity Coverage

See gaps across devices and sign-ins.  
[massiveit.com/endpoint-assessment](https://massiveit.com/endpoint-assessment)

[Talk to an engineer](#)

### Book a consultation

Walk through your environment and get a scoped recommendation.  
[massiveit.com/consultation](https://massiveit.com/consultation) • (813) 518-5454

### RELATED MANAGED IT SERVICES SERVICES

Managed Help Desk • Managed Server Services • Network Monitoring and Management • IT Infrastructure Management • Virtual CIO Services • IT Strategy and Roadmapping

Scope, licensing and service levels vary by environment and are confirmed in your agreement. This overview describes typical engagements, not guaranteed results.