



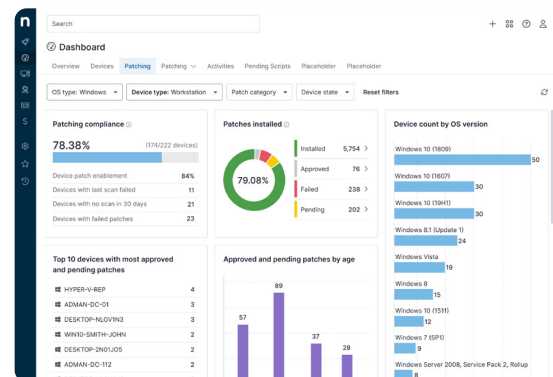
The Helpdesk Solution for IT Teams

Helpdesks are vital for business success. Using the right software improves helpdesk efficiency through effective support request management -- saving time and boosting productivity of your team.

NinjaOne Ticketing was designed for IT teams to improve ticket resolution times and service delivery outcomes with actionable, context-rich automated IT ticketing. Enhance productivity with robust automation, customizable environments, and resolution reporting at your fingertips.

KEY FEATURES

- Act Directly from a Ticket**
 Take common and critical remediation actions without ever leaving the ticket through our unified solution.
- Easily Manage IT Tickets**
 Accept, prioritize, route, and respond to tickets quickly to meet SLAs, ensuring both agent and end-user productivity.
- Automate Ticketing Workflows**
 Enhance your team's efficiency with customizable response templates, highly configurable condition-based ticket creation rules, and event- and time-based ticket routing automations.
- Collaboration Made Easy**
 Work together more efficiently with an easy-to-use ticket workspace featuring private/public messages, @ mentions, and a shared activity feed.
- Quickly Resolve Problems**
 Easily identify, analyze, and remediate problems with automatically populated vital information, system details, and more, all minimizing the impact of wide-spread issues.
- Self-Service Client Portal**
 Direct your end-users to the brandable client portal to create, respond to and update tickets.



The NinjaOne Difference

Fast to learn, simple to use.

The cloud-native NinjaOne platform is built from the ground up by our team, optimized for power and ease of use.

#1-rated free support.

Our top-rated Support team is there when you need them, earning them an average 98% satisfaction rating year over year.

Management of ALL your devices.

See, monitor, and manage Windows, macOS, Linux, SNMP, virtual, and cloud devices from one console.

Unlimited, free on-boarding and training.

We'll help get you up and productive in days, not months, and training is always there for your team.

Automation from day one.

Patch automation is part of every device setup and hundreds of out-of-box automation scripts are ready to use and save you time.

Constant innovation.

Frequent releases that include features requested by our customers ensures NinjaOne continues to meet your needs.

Fast navigation.

For MSPs, every second counts, so the NinjaOne platform is optimized for speed and efficiency.

NinjaOne Integrations



See all integrations



Zendesk



Microsoft
Azure



SentinelOne



Slack



CrowdStrike



Okta



ServiceNow



HaloPSA



OneLogin



Rewst

Manage

Monitor and manage every endpoint

Protect

Patch and back up endpoints

Support

Support every employee



SERVICES | WORKSTATIONS | LAPTOPS | TABLETS | SMARTPHONES | HOSTS | NETWORKS

NinjaOne Unified IT Operations Platform

Policy-Based Automation

Unified Reporting & Analytics

Multi-Tenant Architecture

API & Integrations

HUMAN-CENTERED AI

10-15

TOOLS REPLACED

“Before, I needed 10-15 different tools to execute what NinjaOne does in its centralized, single pane of glass.”

Vetcor

98%

CSAT SCORE

“I have never experienced the speed or knowledge of support the NinjaOne team exhibited with any other RMM vendor.”

InHouse Support

30%

LESS TIME FOR PATCHING

“We observed a 30% reduction in the time taken for patch deployments compared to our previous solution.”

Alabbar Group