

Unify IT to Simplify Work

Table of contents

Welcome to NinjaOne	2	Ticketing	9
The NinjaOne Platform	3	IT Asset Management	10
Endpoint Management	4	Documentation	10
Mobile Device Management (MDM)	5	Professional Services Automation (PSA)	11
Autonomous Patch Management	6	Remote	12
Vulnerability Management	6	Integrations	13
Backup	7	NinjaOne Support	14
Network Monitoring Solution (NMS)	8	Customers Love NinjaOne	15

Welcome to NinjaOne

NinjaOne started with a simple belief: IT teams deserved better. Endpoints were exploding, and legacy tools created more friction than they solved. We set out to build a modern platform that cut through the noise — unifying IT to simplify work. For everyone.

NinjaOne brings everything together in a single, modern platform — endpoint management, autonomous patching, backup, and remote access — so IT teams can improve efficiency, strengthen resilience, and reduce spend. Seventy-one percent of customers replace more than four tools with NinjaOne.

Staying close to customer needs has allowed us to innovate in ways that translate to real added value for organizations. And an unrelenting emphasis on customer success is why 35,000+ global teams in 140+ countries trust NinjaOne.

We're grateful for that trust. As the ground keeps shifting and modern work evolves, we'll keep building alongside our customers — making sure we're staying a step ahead, together.

The NinjaOne Platform

Manage, protect, and support every endpoint from a single, intuitive, easy-to-use platform. Reduce costs, increase resilience, and improve efficiency.

Unify IT to Simplify Work



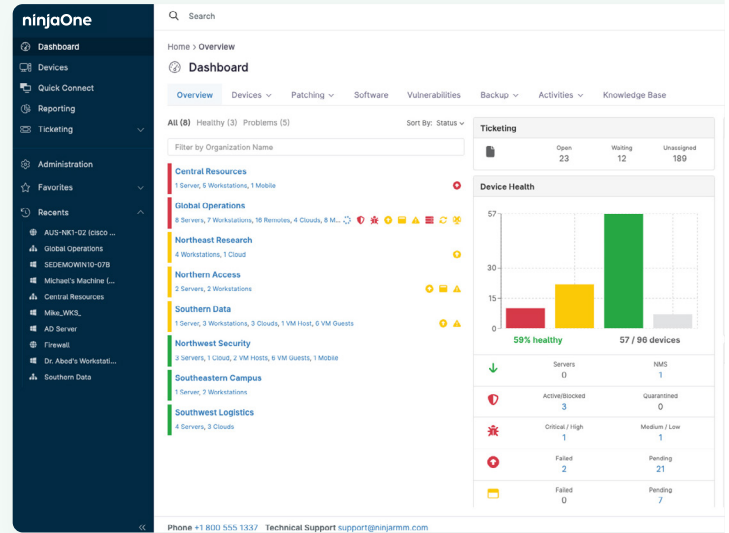
At the core of the NinjaOne Platform is Unified Endpoint Management. Rated No. 1 on G2 Crowd, Endpoint Management offers responsiveness, visibility, and automation capabilities to trim hours off time setting up, patching, and managing endpoints.

Our additional solutions expand capabilities with remote support, additional security layers, data backup, activity ticketing, and internal documentation. Learn more about each module on the following pages.

Finally, NinjaOne integrates with a variety of third-party solutions to seamlessly include tools IT teams may already have in their technology stack or may wish to add to expand their capabilities.

Endpoint Management

Unify visibility and control across all devices to reduce complexity, improve efficiency, and strengthen security.



Unify device management

Monitor, support, and control all your Windows, Mac, and Linux end-user devices, servers, virtual machines, and networking devices from a single easy-to-use interface.

Support any device anywhere

NinjaOne’s agent-based approach enables complete management of any internet-connected device so you can easily and securely support remote and hybrid employees.

Endpoint task automation

Automate repetitive tasks (app installs, patching, device setup, maintenance) to standardize outcomes, free up technicians, and improve device stability.

Software management

Create all-in-one software installation packages that can be built and executed on any number of devices. Inventory, install, or uninstall applications at the click of a button.

Form-based script deployment

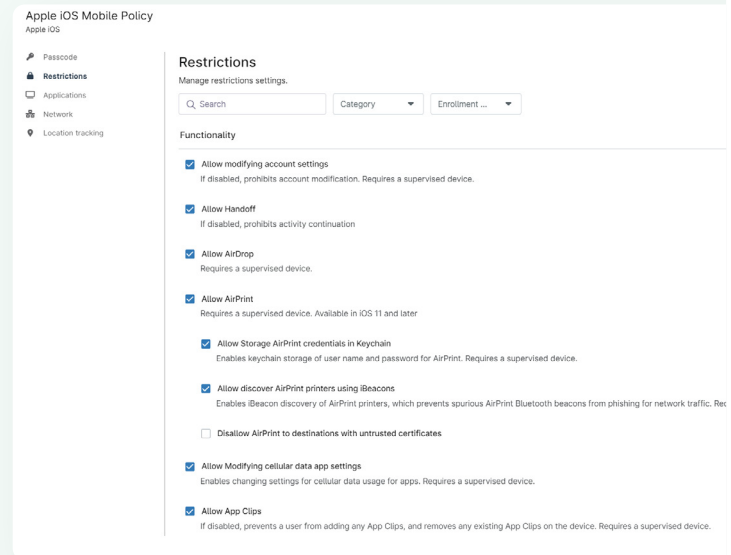
Create scripts using common scripting languages and deploy them at scale. Quickly create interactive script deployment forms that allow technicians to customize scripts without touching code.

Quick deployment, low TCO

As a 100% cloud-based solution, NinjaOne is quick to set up, requires minimal ongoing maintenance, and avoids costly on-premises infrastructure resulting in fast time-to-value and low total cost of ownership.

Mobile Device Management (MDM)

Manage and secure Android and Apple mobile devices with fast enrollment, policy-based control, and real-time visibility.



Complete inventory and tracking

NinjaOne MDM provides complete visibility into all managed macOS, Android, and Apple mobile devices alongside applications supporting user workflows on the go. Experience complete, accurate, and updated inventory of corporate-owned and BYOD devices to reduce the potential for device-based risks.

Create and enforce policies

Create and enforce mobile device policies at scale to save time, improve the user experience, and strengthen security. Quickly take corrective actions for mobile devices that fall out of compliance.

Improve end-user experiences

Enable better end-user experiences through remote, automated device enrollment, provisioning, and support for company-owned and BYOD mobile devices.

Become proficient in days, not weeks

NinjaOne MDM is easy to deploy, easy to learn and easy to use, even junior IT admins can quickly become proficient in the NinjaOne platform and begin delivering enhanced efficiency and productivity to your end users in days, not weeks or months.

Manage apps on mobile devices

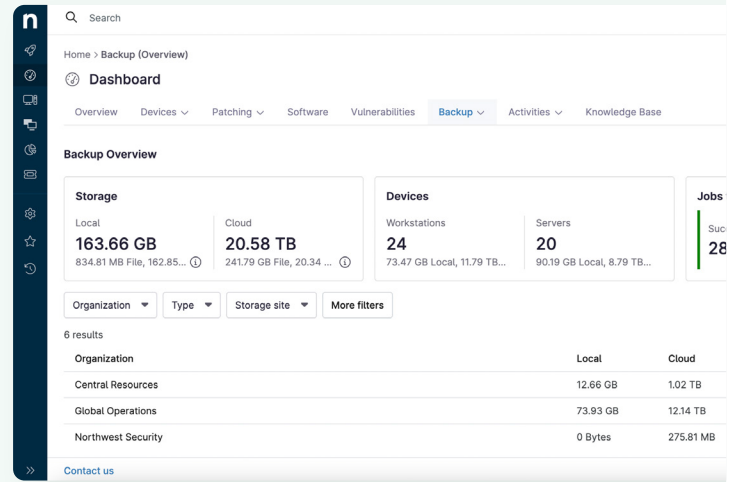
Easily deploy and manage mobile applications to support various roles and workflows. You can also block the installation of applications that pose potential risks.

Reduce costs and complexity

Consolidate your tech stack and manage all of your endpoints within a single console, eliminating unnecessary cost and complexity. Gain complete, real-time visibility into and control of macOS, Android, and Apple mobile devices. Do more with less, utilizing the NinjaOne platform while improving service levels and strengthening security posture.

Backup

Manage endpoint, server, and SaaS backups from a single console. NinjaOne delivers automated protection and fast recovery to keep your operations running.



Easy setup

Deploy backup in minutes with minimal overhead. Start protecting endpoints and SaaS data fast. No complex configuration required.

Immutable protection

Immutable, automated backups prevent tampering or deletion, supported by policy-driven protection and retention for audit readiness.

Ransomware ready

Backups are encrypted with MFA-protected deletions. Protect servers and Windows/macOS endpoint with local or triple-redundant cloud backup. SaaS data is protected through email journaling that ensures no pruning or loss.

Fast restore

Reduce downtime and recovery effort with powerful search and granular restore options that get files, images, and SaaS data back where you need them.

Flexible plans

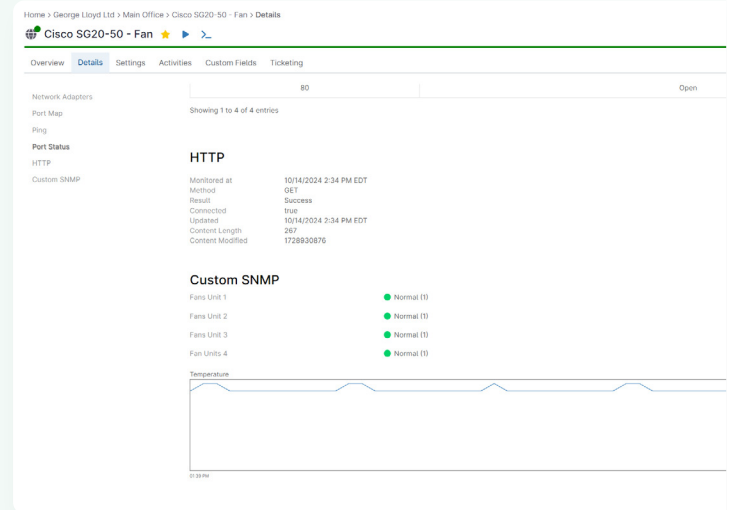
Flexible endpoint backup plans and unlimited SaaS backup storage for Microsoft 365 and Google Workspace — built to scale so you never outgrow your protection.

Manage with ease

Monitor all backups from a unified dashboard with real-time alerts that keep you informed and in control without switching tools.

Network Monitoring Solution (NMS)

Discover, monitor, and manage all your devices



Easily discover and gain clear visibility into every SNMP device

Perform a network discovery of all devices on your network, and bring devices under management for clear line of sight to their status and health, including IP address, OS, assigned role and policy. Get deep visibility into CPU, memory usage, speeds, and much more.

Identify issues early with out-of-box device monitoring

NMS provides hundreds of predefined alerting conditions, or IT teams can create custom conditions to get even more in-depth information.

Troubleshoot slowdown issues

Identify and troubleshoot bottlenecks in network traffic with clear traffic analysis. Choose from a variety of facilities and severities to monitor within syslog such as kernel alerts, security/authorization messages, subsystems, or daemon messages and audit logs.

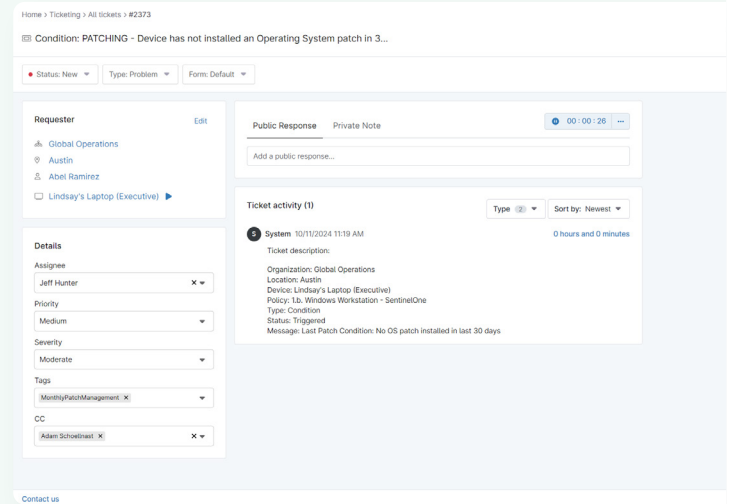
“

We use the NinjaOne NMS agent on our network devices, IOT devices, and printers. When NinjaOne detects a series of failed pings, we get both an alert in NinjaOne and a ticket created in our helpdesk so we can solve the issue before end-users really even notice.”

Andrew Jones,
Systems Administrator, City of Vidalia

Ticketing

Deliver exceptional IT support with actionable, context-rich ticketing



Easily manage IT tickets

Accept, prioritize, route, and respond to tickets quickly to meet SLAs, ensuring both agent and end users are more productive.

Perform actions directly from a ticket

Take common and critical remediation actions without ever leaving the ticket thanks to seamless integration with our endpoint management solution.

Quickly resolve problems

Easily identify, analyze, and remediate problems with automatically populated vital information and system details. Minimize the impact of widespread issues.

Create a self-service client portal

Direct your end users to the brandable client portal to create, respond to, and update tickets.

Collaborate more effectively

Work together more efficiently with an easy-to-use ticket workspace featuring private/public messaging, @ mentions, and a shared activity feed.

Set up proactive alerts

Experience full visibility into all your backups and receive proactive alerts through channels like SMS or Slack that allow your team to act quickly without losing focus and switching between tools.

Automate IT 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.

IT Asset Management

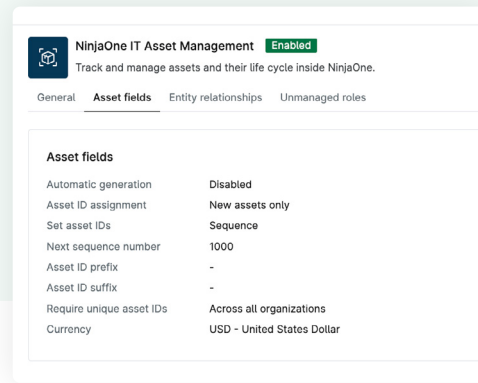
Unify endpoint and asset management for total visibility

Close the visibility gap

NinjaOne ITAM unifies all hardware and software—managed or not—into one accurate inventory, eliminating blind spots and delivering complete clarity across the IT environment.

Reduce cost and extend the life of your assets

Lifecycle, warranty, and software usage insights help teams optimize spend, avoid over-licensing, and maximize asset value through smarter repairs, renewals, and replacements.



Drive full compliance

Accurate, always up-to-date records of devices and licenses simplify audits, ensure policy alignment, and provide the documentation needed to meet evolving regulatory requirements and industry standards.

Documentation

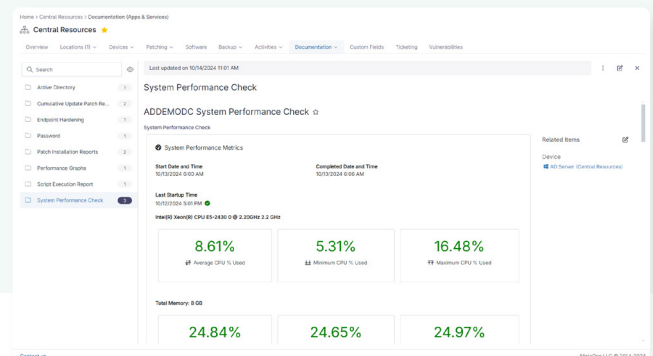
Efficient knowledge sharing with secure scalability

Customize documentation templates

In addition to pre-designed, out-of-the-box templates, create and implement fully custom documentation templates to document any assets, workflow, account, and more.

Maximize knowledge sharing

Minimize knowledge loss with a Knowledge Base library filled with customizable documentation templates and wikis to keep information organized and share with end users for enhanced productivity.



Customize checklists and runbooks

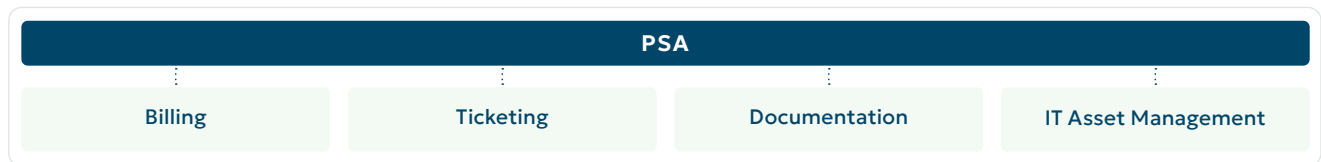
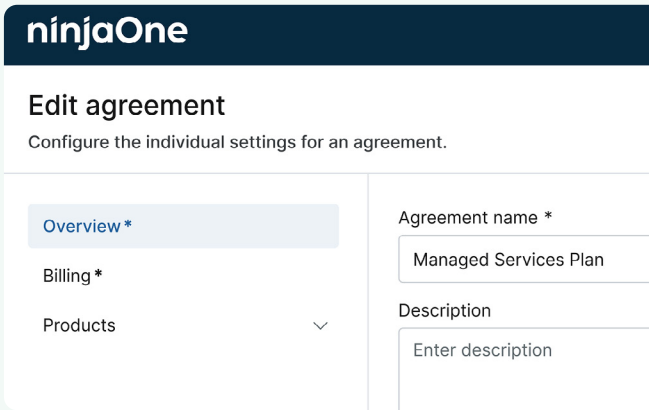
Standardize processes with customized checklists and easily hand over step-by-step instructions for tasks to clients and other teams by exporting runbooks for an organization.

Maintain relationship mapping

Connect associated documents and assets like technicians, devices, passwords, and more, ensuring transparency and consolidation in one place.

Professional Services Automation (PSA)

Scale your MSP with seamless service management on the unified NinjaOne platform.



Powerful RMM with integrated PSA

One platform unifying service delivery and business operations for faster work, fewer tools, and seamless automation.

Granular billing and time management

Capture every billable minute automatically and invoice with precision for every business need — no revenue leakage, no end-of-month chaos.

Helpdesk and ticketing

Resolve issues faster with context-rich tickets, smart routing, and one-click remote actions directly in your workflow.

All documentation at your fingertips

Centralize procedures, credentials, and knowledge, so technicians find answers instantly and deliver consistent, high-quality service.

IT Asset Management

Gain full visibility into all managed and unmanaged assets to reduce risk, plan proactively, and eliminate blind spots.

NinjaOne invests in MSP Growth

The first 3 PSA users are free of charge.

“

We were looking for an intuitive, all-in-one solution and found exactly that with NinjaOne. Setting up PSA took less than 8 hours, compared to more than 1,700 hours spent struggling with our previous platform.”

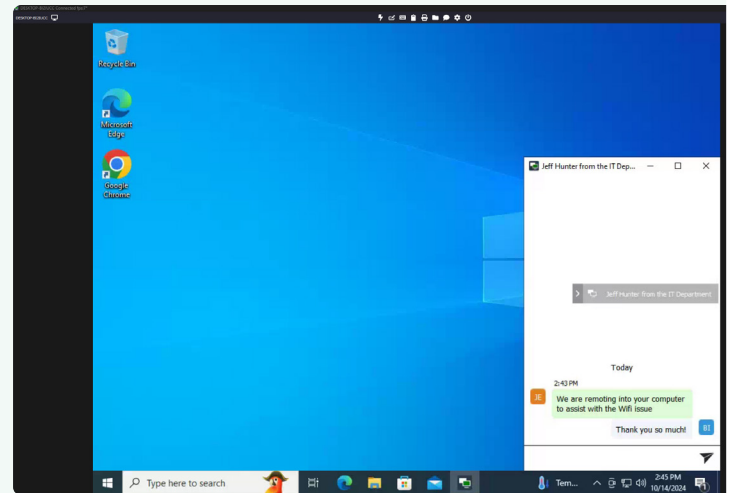
Chris Freels,

Owner and CEO of IT Management Services

NinjaOne®

Remote

Fast, secure remote access
for exceptional IT support



Reliable and fast

NinjaOne Remote offers single-click remote access from the NinjaOne platform enabling instantaneous connection.

Complete technician toolset

Access a complete technician toolset that includes every type of tool technicians need—from resolution adjustment to command line access—and available in a logically arranged toolbar to enable fast issue resolution.

Designed to be easy for end users

End users using NinjaOne Remote to access remote in-office machines will find the interface to be intuitive, fast, and secure.

Encrypted for iron-clad security

From connection to session end, every aspect of NinjaOne Remote access technology is encrypted, private, and designed for ultimate security.

“

We get around 500 to 600 calls monthly, with many requiring remote support. Thanks to NinjaOne Remote, we can troubleshoot those tickets much faster — the time savings alone make it worth every penny.”

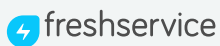
Michael Beattie

Head of Infrastructure and Workplace,
The King's Trust

Integrations

NinjaOne offers a variety of integrations with third-party tools that many IT teams may already use. Each integration was carefully built to blend the tools in a way that creates as seamless an experience as possible for technicians.

ITSM



Endpoint Security Solutions



Professional Services Automation Solutions

Unified Communication

Identity and Access Management (IAM)

Device Management

For a complete list of NinjaOne integrations, please visit: www.ninjaone.com/integrations/

NinjaOne Support

Support that ensures you get the most out of your NinjaOne investment.

Obsessed with Customer Success

30_{min}

Average 1st response time

98%

Customer satisfaction (CSAT)

“

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

Ben Estephan,
President, InHouse-Support

Our experience with the NinjaOne support team throughout the migration has been outstanding... I'd give it a solid ten out of ten.”

Michael Rogan,
Vice President, Managed Services & Technology, TeamLogic IT

We're hyper-focused on customer support

We offer free onboarding and training. We'll help get you set up and productive in days, not months, and training is available for your team.

[NinjaOne Academy](#)

A certification program exclusively for NinjaOne customers reinforces endpoint management knowledge and proficiency with NinjaOne's platform. Each person can learn at their own pace and in a timeframe that fits their schedule.

Public roadmap

NinjaOne product managers work with customers to drive and develop the product roadmap. This roadmap is published externally in detail so customers know what's coming.

[IT Leadership Lab](#)

A community for new, aspiring, and experienced IT leaders to help each other succeed in their current roles and prepare for career growth and transitions.

Customers Love NinjaOne

“I fell in love with NinjaOne immediately. The ease of the agent and remote capabilities really stood out. It’s the first tab I open in the morning. Even before my emails.”

Nicklas Griphem,
Head of IT Workplace, TF Bank, Sweden

“NinjaOne is a total lifesaver for managing IT systems. NinjaOne’s intuitive design and robust features mean we can pretty much set it and forget it, which is awesome for keeping things running smoothly.”

James Clark,
Cloud Infrastructure Engineer, Cloudfm Integrated Services, UK

“The UX is very easy to use, it’s user-friendly and the automated patching tool has saved me at least 6 hours of time each week. That allows me to work on more complex projects, such as updating servers, firewalls and documentation and procedures. It just makes my job a lot easier.”

Matthew Meador,
Desktop Support Technician,
TeamLogic IT, USA

“We have seen a 60% improvement on patching since implementing NinjaOne. With NinjaOne the UI is a big element. It is designed to be simple. We don’t want to spend too much time learning a solution. We want that solution to be quick.”

Omar Couri,
Service Delivery Manager, ADM Computing, UK

89%

save up to 10 hours patching per week

60%

save up to 10 hours monthly with automation

91%

manage up to 250 additional endpoints

92%

get operational in under 1 month

67%

see up to 25% fewer ticket

91%

onboard technicians in under 5 hours

Learn more about how NinjaOne benefits our customers by visiting our Customer Stories Hub!
ninjaone.com/customer-stories-hub/

What are you waiting for? Explore NinjaOne today!

NinjaOne unifies IT to simplify work for more than 35,000 customers in 140+ countries. The NinjaOne Unified IT Operations Platform delivers endpoint management, autonomous patching, backup, and remote access in a single console to cut spend, increase resilience, and improve efficiency. By automating IT and managing all endpoints, organizations can give employees a great technology experience at work. NinjaOne is obsessed with customer success and has retained a 98% customer satisfaction score for more than 5 years.

Try NinjaOne for free at www.ninjaone.com/freetrialform/

View a
recorded demo



Start your free
14-day trial



Request a custom
demo by a NinjaOne
product specialist



ninjaOne[®]