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Designed for everyday heroes.
Built for I.T. professionals.

Dashboard screenshot showing Recent Alerts, Ticket Activity, Patch Status Summary, Satisfaction 4.6/5, Server Status, Remote Devices

Badges: Easiest To Use FALL 2022 · Highest User Adoption FALL 2022 · Best Results FALL 2022 · Leader FALL 2022 · Capterra BEST EASE OF USE 2021

Atera is the next-generation, purpose-built, IT management platform that enables Managed Service Providers (MSPs) and IT professionals to master the complexities of IT management, so they can be liberated to provide high-quality, real-time services for their end users, no matter where in the world they're located. With remote working environments only becoming more and more popular, there's a need to create and support robust hybrid work environments that function effectively for a remote workforce.

With complete control over remote monitoring and management (RMM), built-in integrations of the platforms you already know and love, and endless smart automation possibilities, it's never been easier to keep up with end-user demands while simultaneously improving your business' bottom line.

Welcome to the next level of IT

EVERYTHING YOU NEED TO GET
TO WHERE YOU WANT TO BE

All-in-one solution

One comprehensive solution that encompasses Remote Monitoring and Management, Remote Access, Helpdesk, Billing and Reporting. You get every feature, every tool — everything you need — to streamline your workflow and start looking forward to Monday mornings again. Supports Windows, Mac and Linux devices.

Easy-to-use

Designed with the user in mind, Atera provides an intuitive interface, with built-in guided tutorials that remove the burden of implementation and have your team operational in no time. Atera is built for professionals who need something to help them work smarter and faster.

IT automations

With IT automation rules, take care of all the busywork and ensure airtight security, so you can step up and shape the future of IT. Save time by automating patches for every type of software on your end users' devices, and stay on top of every network to ensure no device goes unprotected.

Pay per-technician

Save a whole lot of money with our disruptive, honest, and transparent pricing. With unlimited devices, you can grow your business and team to where you want it to be, without increasing your bottom line.

Security and compliance is top of mind

https://www.atera.com/trust/

Open doors to new possibilities and greater value

At Atera, we believe we're better together. That's why we've developed the **Atera Partnership Enterprise program**, enabling solution vendors to become a valued part of the Atera family and marketplace. By integrating with top-tier industry providers, Atera brings proven solutions that our users can find, evaluate, and deploy directly from within the Atera AppCenter, to meet their business needs. The end-to-end solutions span various categories including;

- Backup
- Security
- Billing
- Network Monitoring
- Remote Access
- Documentation
- Software Installation

[ESC] mundane tasks, automate your future.

Remote Monitoring and Management (RMM)

Customize your Remote Monitoring and Management software within minutes. Monitor system activity in real-time, and scale up to manage as many customers, devices, or sites as you need.

With automated alerts and thresholds for different device types, get full visibility into device or group behaviors that keep you ahead of the game and two steps ahead of any looming incidents. With complete visibility and control of your customer networks from any device, you can now provide instant, first-class remote IT support, wherever, whenever.

Intelligent ticketing and helpdesk software

Streamline and automate ticketing in just a few clicks. With Atera, your tickets are automatically synced between the client Customer Portal and the Atera UI enabling instant communication. Emails can be automatically configured to respond to new and closed tickets.

Atera also includes patented AI-based ticketing automations, enabling you to automatically categorize incoming tickets by specific keywords, automatically allocate requests to the IT professional who can provide the quickest expert support for a given topic, and make your own customizable tags. Less tasks in the dispatching queue means more time for strategic value. Game on.

Atera at a glance

105+

countries with 250+ employees globally

11k+
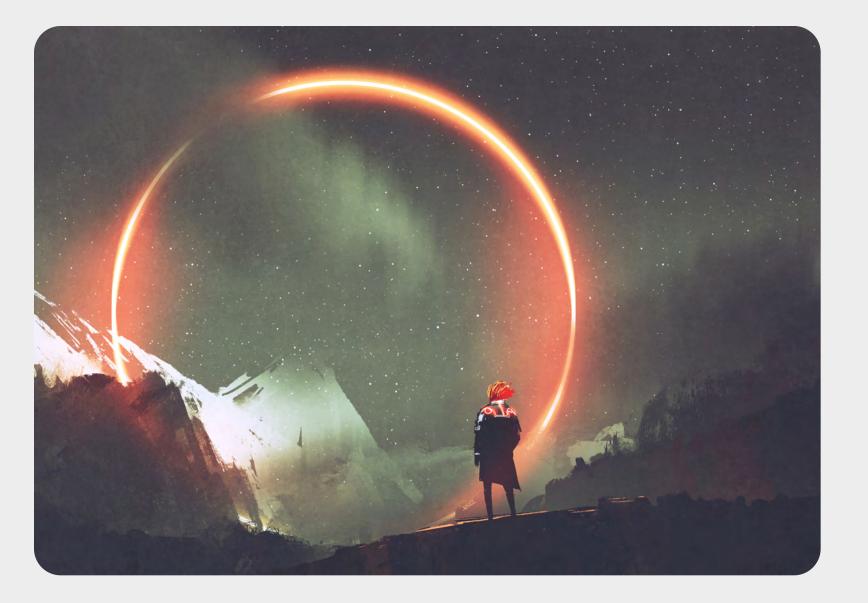
customers and active IT community

3.5m+

managed endpoints and 850K monthly remote connections initiated

600+

Scripts in our shared script library

♺ Our Mission

Our mission is to become the go-to platform for IT professionals and MSPs, providing them a one-stop-shop for the solutions they need to design and execute their IT strategy.

Atera was built with the vision of simplifying and streamlining the work of IT professionals across the full spectrum of the industry landscape, helping them to shift from reactive task-takers to proactive problem solvers.

Since our inception back in 2016, Atera has consistently and exponentially grown — in terms of the number of organizations we serve, the cutting-edge features we've released, and the integrations we offer — and we'll continue to do so well into the future.

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