

2019

A Year in Review

This year was full of new additions at NinjaRMM: new features, new faces, new ways we're making managing IT easier than ever.

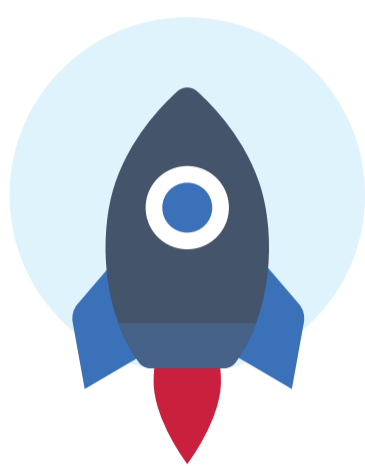
A BIG "THANK YOU" TO OUR



4000+ partners

Our worldwide family of ninjas nearly doubled this past year!

WITH THEIR INSPIRATION AND SUPPORT WE ISSUED



4 major new releases

Each including a host of new enhancements, new features, new integrations, and much more.



Our new mobile app

Now partners can take NinjaRMM on the go. Available on Android and iOS.

WE RECEIVED AMAZING FEEDBACK



#1-rated RMM on G2

Thanks to our partners' reviews we're recognized as the highest-rated RMM on the market.



98.03% CSAT score

Our support team solved 18,252 tickets with a 22-minute median first response time.

WE ALSO SUPPORTED PARTNERS WITH



Additional security

Including enforcing MFA and tighter access controls across the board.



A new resources center

Full of tips, tools, and templates for fueling MSP growth.



A revamped community

The Dojo has a brand new look and is packed with helpful product walkthroughs and how-to's.

THE TEAM IS GROWING FAST



170 team members

Up 70% from 2018, with a 60% increase in engineering. New positions are opening up across all departments and locations, worldwide.

AN EXPANDING GLOBAL PRESENCE



10 languages spoken

Our multilingual (and multitalented) EMEA team has grown to 20 employees working out of our new Berlin office.



48 countries

We have partners in 6 continents using NinjaRMM to deliver IT services and grow their businesses.

And we're excited for an even bigger 2020 with some truly seismic surprises in store. Stay tuned!