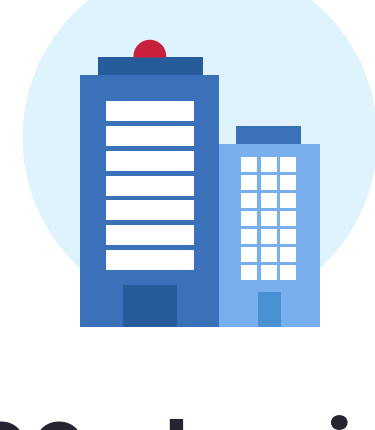


# 2020

## A Year in Review

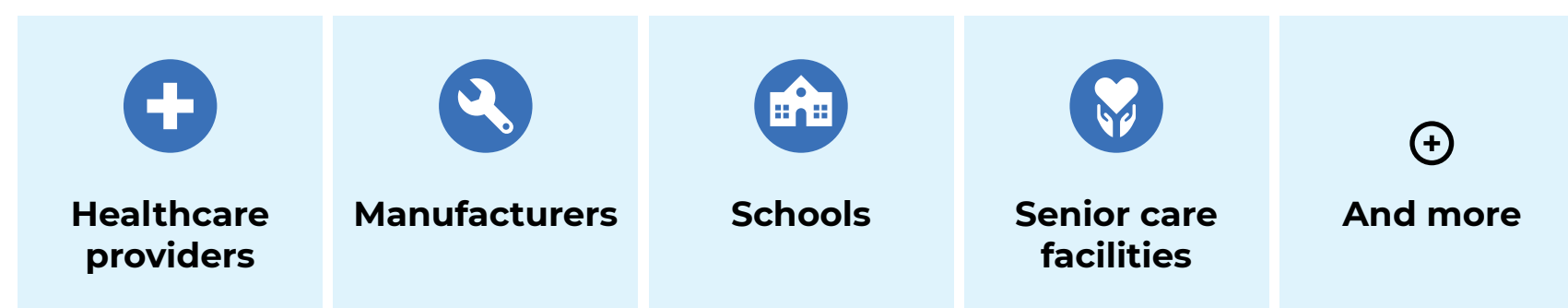
During such a challenging year, we've never been more proud to be part of such a strong and resilient community dedicated to supporting others.

### OUR MSP PARTNERS KEPT



**100,000+ businesses up and running throughout the pandemic**

Including



In a year when so much was asked of MSPs and IT professionals, they stepped up and delivered. They are among the unsung heroes of 2020, and we feel extremely privileged to support them.

### A BIG "THANK YOU" TO OUR



**5,000+ partners**

Who have chosen NinjaRMM, and who are making a positive impact in their communities all over the world.

### WITH THEIR INSPIRATION AND SUPPORT WE LAUNCHED



**30+ major new features & quality improvements**

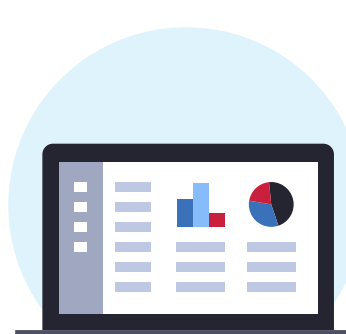
Including 7 of our partners' 10 most-requested features (with the remaining 3 coming in 2021).



**New Ninja Data Protection**

Now partners can deploy and manage fast, fully-integrated file and folder backup directly from their NinjaRMM portal. Already deployed on over 6,000 workstations and servers.

### NINJARMM IS NOW INSTALLED ON



**Over 1.5 million devices**

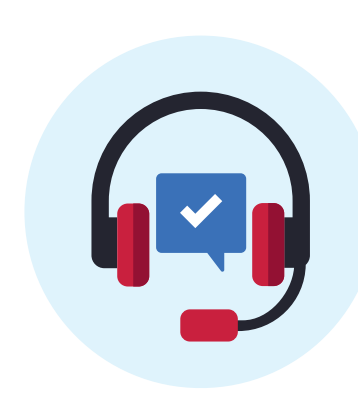
And in 2020, our partners protected those devices by using Ninja to install more than 80 million Windows updates and third-party patches.

### WE RECEIVED AMAZING FEEDBACK



**#1-rated RMM on G2**

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



**97% CSAT score**

Our support team solved 29,500 tickets with a 32-minute median first response time.

### WE ALSO INTRODUCED



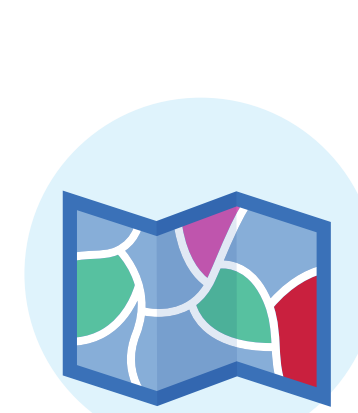
**New Partner Program**

MSPs and VARs can now expand their business and earn recurring revenue by reselling NinjaRMM.



**MSP Live Chats**

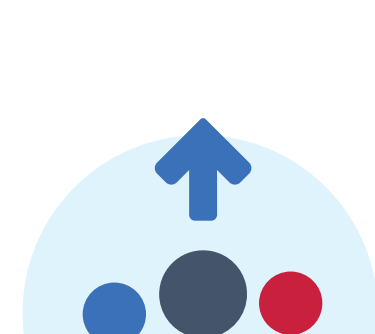
More than 1,700 have registered for our bi-weekly series of virtual events that connects MSPs with peers and top channel experts.



**Public roadmap**

Where partners can track planned features in addition to submitting and voting on new feature requests.

### THROUGH IT ALL, THE NINJA TEAM CONTINUES TO GROW



**200 team members**

With a major increase in engineering and new positions opening up across all departments and locations, worldwide.

And we're excited to continue growing with and supporting our partners in the year ahead. We've got big things in store, so stay tuned!