

DT RMM

Understanding Your Device Monitoring & Management Agent

Your device is enrolled in DT RMM — Degarmo Technologies' remote monitoring and management platform. This guide explains what that means for you: what the agent does, how it keeps your device healthy, and how to get support.

24/7

Device monitoring while you work

<15 min

Average IT response time for alerts

100%

Patch compliance target maintained

WHAT IS DT RMM

Your Device Health Is Monitored Around the Clock

DT RMM keeps your computer running safely and efficiently — without interrupting your work.

WHAT IS DT RMM?

DT RMM is a lightweight software agent installed on your device by Degarmo Technologies. It continuously monitors your device health, applies security patches automatically, and allows our team to provide fast remote support when something goes wrong — all without requiring you to do anything.

WHAT THE AGENT DOES — AT A GLANCE

Device Health Monitoring

Tracks CPU usage, memory, disk space, and system performance in real time. If your device develops a problem, we know before it causes an outage.

Antivirus Status Verification

Continuously confirms your antivirus is active, updated, and running. If it lapses, we receive an alert and act immediately.

Automated Patch Management

Installs approved Windows and third-party software updates on a schedule — keeping your device protected without disrupting your day.

Remote Support Access

Allows our technicians to connect securely to your device to resolve issues quickly — with your knowledge and often without any action from you.

The Agent Runs Quietly in the Background

You will not normally see DT RMM while you work. It operates silently, using minimal system resources. Most users are unaware it is running — until they need help and our team is already on it.

ALERTS & PATCH MANAGEMENT

How We Keep Your Device Healthy

When something needs attention, we handle it — most of the time before you even notice.

HOW ALERTS WORK

DT RMM monitors hundreds of device health indicators. When a threshold is exceeded — high disk usage, a failing drive, an offline security tool — an alert is generated and routed to our team. Here is what happens next:

Stage	What Happens
Alert Generated	DT RMM detects an issue and creates an alert in our management console automatically
Triage	Our team reviews the alert, assesses severity, and determines if auto-remediation can fix it
Auto-Remediate or Escalate	Many issues are resolved automatically (service restart, cache clear). Others escalate to a technician
Resolution & Documentation	Issue is resolved and documented. You are notified if any action is needed from you

PATCH MANAGEMENT — WHAT YOU SHOULD KNOW

When Patches Are Applied

Patches are scheduled during off-hours or low-usage windows whenever possible. If a restart is required, you will be notified with a grace period to save your work.

Why Patches Matter

Unpatched software is the #1 way attackers gain access to business devices. Keeping your device patched is one of the most important security controls we manage on your behalf.

What Gets Patched

Windows OS updates, Microsoft Office, browsers, and approved third-party software. Only tested, approved updates are deployed — never rushed patches.

Emergency Patches

If a critical vulnerability is disclosed (zero-day), we may push an emergency patch outside the normal window. You will be notified if a restart is required urgently.

REMOTE SUPPORT

How We Connect to Your Device for Support

DT RMM enables fast, secure remote sessions — so most issues are resolved without a desk visit.

HOW REMOTE SUPPORT SESSIONS WORK

When you submit a support ticket or our monitoring detects an issue requiring hands-on attention, a technician may initiate a remote support session through DT RMM. Here is how that works:

You Are Always Notified

Our technician will notify you before connecting — via phone, email, or your helpdesk ticket. We will never connect to your device without your knowledge.

You Can See Everything

During a remote session, you can see exactly what the technician is doing on your screen in real time. Nothing happens invisibly.

Sessions Are Logged

All remote sessions are logged with timestamps, technician ID, and a record of actions taken. This log is available for audit and review.

You Can End the Session

If at any point you want to end a remote session, simply close the session window or notify the technician. Your control is always preserved.

Verify Before You Allow — Always

Degarmo Technologies will only initiate remote sessions in response to a ticket you submitted or an alert our monitoring generated. If you receive an unexpected call or message asking for remote access, contact us directly to verify before allowing anything.

HOW TO SUBMIT A SUPPORT TICKET

- ■ Email your support request to the address provided by your administrator
- ■ Call the Degarmo Technologies support line during business hours
- ■ Visit degarmo.tech and use the contact form

PRIVACY & YOUR RIGHTS

What We Can See — and What We Cannot

DT RMM is a management tool, not surveillance. Here is exactly what data we access.

WHAT DT RMM CAN ACCESS

System Performance Data

CPU/memory/disk metrics, running processes list, Windows event logs, device uptime, and hardware health indicators.

Network Configuration

IP address, network adapter details, and connectivity status — used to diagnose connectivity issues.

Software Inventory

Installed applications and their version numbers — used to identify unpatched software and ensure compliance.

Security Tool Status

Antivirus state, Windows Firewall status, encryption status — used to verify your device meets security policy.

WHAT DT RMM CANNOT ACCESS

Your Personal Files

DT RMM does not read, copy, or transmit the contents of your documents, emails, photos, or any personal data.

Your Screen (Without a Session)

Screen access only occurs during an active, disclosed remote support session — never in the background.

Browser History

Your browsing history, saved passwords, and web activity are completely outside the scope of DT RMM monitoring.

Application Content

We can see that an application is running but cannot see the data inside it — your files, messages, or work remain private.

Questions About Your Device?

If you have a question about DT RMM, notice something unusual on your device, or want to verify a remote session request, contact Degarmo Technologies directly.

- Same-day support available
- All sessions logged and transparent
- Your privacy is always protected

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