



4 Reasons to Renew Your Remote Desktop Manager Subscription



WE ARE NOW OVER 100 EMPLOYEES

Since launching [Remote Desktop Manager](#) (RDM) more than a decade ago, MANY things have changed. We are now over 100 employees (Devolutions used to be only one person), Remote Desktop Manager is used by more than 400,000 users, and our list of products is continually expanding, as we now offer Universal Access and Password Management Solutions.

With this in mind, let's take a look at some of the key benefits of having an RDM subscription. Subscriptions are available in 1-year and 3-year terms, and RDM offers four important benefits for IT pros:

1. Latest Security Updates

These days, nothing is more important than security — to you, and to us. Our cybersecurity team regularly reviews code (both existing and planned), in order to ensure that it meets the highest security standards. Our cybersecurity team also works very closely with our developers to educate them on best practices regarding vulnerabilities and threats.

The threat landscape is always changing — and unfortunately, not for the better. Today's hackers are much more sophisticated than in years past, and they are [increasingly targeting SMBs](#). With a valid RDM subscription, you will automatically benefit from ongoing security updates and improvements so you can stay secure and productive.

2. New Features, Performance Improvements, and Bug Fixes

We are focused on (ok, maybe a little obsessed with) improving RDM's performance, because we want to give you the power and speed you need to control the IT chaos in your world. Each year, we make thousands — yes, thousands — of updates to RDM, which include new features, fixes, improvements, and integrations, and many of these updates are [based on your feedback](#). With a valid RDM subscription, you will always have the latest and greatest version.

By the way, if you would like proof of our commitment to continuous improvement, here is the change history for RDM, as well as our other products. We recommend that you get yourself a nice coffee and get comfortable, because there are A LOT of improvements here (hey, we warned you that we are obsessed!):

- RDM: <https://remotedesktopmanager.com/release-notes>
- DPS: <https://server.devolutions.net/release-notes>
- Wayk: <https://wayk.devolutions.net/wayk-now/release-notes>
- DPH: <https://password.devolutions.net/release-notes>

3. Technical Support

We know that IT pros are busy and have no time to waste trying to find answers or get advice. That is why we have a team of 10 full-time support experts. And when we say “experts” we mean exactly that. Our team

understands RDM (along with our other products) inside and out. That being said, if you're not an IT pro, don't worry: our support team also knows how to explain complex topics, issues, and workflows in a simple and easy-to-understand way.

It is also worth mentioning that while some companies (which we will not name!) make it extremely difficult to get support, we make it EASY to [reach us](#) with multiple support channels. For example, you can:

- Submit a [support ticket](#)
- Post in our [forum](#)
- Send an [email](#)
- [Live chat](#)
- [Call us](#)
- [Tweet us](#)
- Meet us in person (right now because of the pandemic we are not offering this option, but we will once this is over, and we'd love to meet you!)

In case you're curious, I did some number crunching and right now our expert support team is resolving an average of 758 tickets per month. The most popular method of connecting with us is live chat (an average of 517 per month), followed by phone (an average of 127 calls per month).

Keep in mind, though, that you need a valid RDM subscription to get support. Once you have a subscription, you can access support as much as you wish. Our team is very responsive, and do not be surprised if you post in our forum and get a response from our CEO David!

4. Integration with Other Devolutions Products and Third-Party Products

RDM features more than 200 add-ons and integrations. To make sure everything is working properly and securely, you need to be using the latest version — which means having a valid RDM subscription.

This is especially important when using RDM with other Devolutions products, such as Devolutions Password Server (DPS). Unless you are using the latest version of both products, you will encounter incompatibility issues and bugs.

Need Help or Advice?

If you need help renewing your subscription for RDM or any of our other products, or you need advice on which licensing option (i.e. single user, site, country, or global) is best for your needs, please [contact us](#).