GUARDIAN PLUS

# Ten questions to ask every RMM and PSA vendor

Including us. If a vendor cannot answer one of these crisply, that is itself the answer.

Comparison charts are written by whoever wins them. These ten questions are the ones that actually separate the products in this category, because they cannot be answered by a feature checkbox. Bring the list to every call on your shortlist and write the answers down in the vendor's own words. Where our own answer is a no, we say so.

## 1. When your AI takes an action, what stops it doing something destructive?

Every vendor now ships an assistant. The question is what happens the first time it is wrong at 3 am on a domain controller.

What a good answer sounds like: a named list of approval modes, a floor that unattended mode cannot cross, and the exact command shown before it runs.

*Guardian Plus: three approval modes per conversation (approve every step, approve the plan once, unattended); destructive commands stop for a human either way; you see risk and command first and can skip, reorder, redirect or stop mid-run.*

## 2. Which AI vendor are you sending my data to?

Command output, ticket contents and monitoring data are the most sensitive things you hold about a client. The answer is often in a sub-processor list rather than the sales deck.

What a good answer sounds like: a specific model host, a data-retention statement, and whether you can run the models yourself.

*Guardian Plus: none. Open-weight models on infrastructure we run, or your own. There is no OpenAI, Anthropic or Azure OpenAI account anywhere in the product.*

## 3. Can a technician connect to a machine without being shown its password?

If the answer is no, every remote session is a credential disclosure, and your audit trail cannot say who actually knew the password.

What a good answer sounds like: credentials injected server-side from the vault, with the reveal recorded separately from the use.

*Guardian Plus: yes. Credentials come out of the vault and are injected into the session; the plaintext never reaches the browser. This only works because the vault and the remote access are the same product.*

## 4. Is the device list in your service desk live, or synced overnight?

A nightly sync is the reason two products disagree about how many machines a client has, and the reason someone reconciles a spreadsheet every month.

What a good answer sounds like: the desk reads the monitoring platform’s device records directly, with nothing duplicated.

*Guardian Plus: live. We retired the sync that mirrored devices between products. There is nothing duplicated, so there is nothing to drift.*

## 5. What inbound firewall rules does the agent need?

Every inbound rule on an endpoint is a rule your client’s security questionnaire will ask about, and one your firewall team has to maintain.

What a good answer sounds like: none on a managed endpoint; any listener named, optional and scoped to hardware you choose.

*Guardian Plus: none. The agent dials out over TLS and keeps one socket open. A collector for agentless devices and an SNMP trap receiver are optional and scoped.*

## 6. What exactly is in your audit trail, and can it be edited?

An audit trail that application code can rewrite is a log, not evidence.

What a good answer sounds like: which events are append-only, how that is enforced, and an honest statement of what it is not.

*Guardian Plus: sign-ins cannot be altered or deleted through any interface; service desk history is append-only, enforced by the database; credential reveals record who, when, from where and which permission allowed it. It is append-only, not hash-chained; we will not call it tamper-proof.*

## 7. Is my data in a shared instance?

Multi-tenant SaaS is normal in this category and usually fine, until a client with a regulator asks where their data lives and who else is in the database.

What a good answer sounds like: a clear tenancy model and whether single-tenant is an option or the only option.

*Guardian Plus: no. Single-tenant per customer, always: self-hosted, or hosted by us on infrastructure dedicated to you. There is no multi-tenant mode to opt out of.*

## 8. Can I generate my recurring agreement invoices automatically?

For many MSPs this is the centre of month-end. It deserves a plain answer.

What a good answer sounds like: yes with the workflow shown, or an honest not-yet with a date.

*Guardian Plus: not today. Time against tickets becomes invoices at the contract rate and pushes to QuickBooks Online; automated recurring agreement billing is on the roadmap. If it is your month-end, weigh it heavily.*

## 9. What does it cost to move off you?

The honest cost of leaving tells you more about a vendor than the cost of joining.

What a good answer sounds like: what exports, in what format, and what cannot be taken.

*Guardian Plus: your data sits in your own single-tenant database; the audit trail and documentation export. You cannot take one module elsewhere: they run on the shared platform. That is the trade, and it should be a conscious choice.*

## 10. Is there a bulk importer for my documentation?

Nobody re-keys thousands of articles by hand. This one shapes the migration timeline more than the decision.

What a good answer sounds like: a named importer for your current tool, or a services offer with a price.

*Guardian Plus: not yet. If you are migrating a large documentation estate, this shapes the timeline; raise it on the first call.*

## Put those ten questions to us

Bring the list to a walkthrough at https://get.guardianplus.ai/demo, and bring the same list to everyone else on your shortlist. It is a better use of an hour than a feature matrix. Or put the agent on one machine at https://get.guardianplus.ai/trial and watch it discover itself.