



# Atera for IT Department Features List

DESIGNED FOR EVERYDAY HEROES, BUILT FOR IT PROFESSIONALS.

	Atera Professional	Atera Expert	Atera Master	Atera Enterprise
<b>Remote Monitoring and Management (RMM )</b>				
Software management automation (Homebrew and Chocolatey)	✓	✓	✓	✓
Patch management	✓	✓	✓	✓
Remote monitoring	✓	✓	✓	✓
IT automation and scripting (Shared Script Library included)	✓	✓	✓	✓
Custom alert profiles	✓	✓	✓	✓
Remote access within Atera	✓	✓	✓	✓
Splashtop	Limited to 2 concurrent sessions	Unlimited concurrent sessions	Unlimited concurrent sessions	Unlimited concurrent sessions
AnyDesk	—	✓	✓	✓
Remote access supported — bring your own license	✓	✓	✓	✓
TeamViewer	✓	✓	✓	✓
ScreenConnect	✓	✓	✓	✓
Network monitoring and scanning (Network Discovery)	\$29 per license	✓	✓	✓
Atera agent (Windows, Mac and Linux)	✓	✓	✓	✓
Asset management	—	Up to 5 custom asset types	Up to 20 custom asset types	Unlimited custom asset types
File sharing (per month)	15GB	50GB	80GB	100GB
<b>Calendar integrations</b>				
Google calendar	✓	✓	✓	✓
Office 365 calendar	✓	✓	✓	✓

## Atera Professional

## Atera Expert

## Atera Master

## Atera Enterprise

### Professional Services Automation (PSA)

Service portal

✓

✓

✓

✓

Smart Helpdesk and ticketing system

✓

✓

✓

✓

Custom support addresses

1

2

Unlimited

Unlimited

SLA management

✓

✓

✓

✓

End-user-chat

—

✓

✓

✓

### Backup and recovery

Disaster Recovery

—

—

✓

✓

High-availability

—

—

✓

✓

### General

Azure AD integration

✓

✓

✓

✓

Azure AD real-time sync

—

—

—

✓

Atera SSO

—

—

—

✓

Basic reports

✓

✓

✓

✓

Advanced reports viewer

—

✓

✓

✓

Advanced reports generator

—

Up to 5 custom reports

Up to 20 custom reports

Unlimited custom reports

Two-factor authentication (2FA)

✓

✓

✓

✓

IT Knowledge base documentation system

✓

✓

✓

✓

Granular roles and permissions management

✓

✓

✓

✓

Detailed audit log

✓

✓

✓

✓

Branding (white label)

✓

✓

✓

✓

Tailored Atera onboarding plan

—

—

—

✓

24/7 Support (email and live chat)

✓

✓

✓

✓

Premium customer support

—

—

—

✓

Mobile App (iOS & Android)

✓

✓

✓

✓







## Atera Professional

## Atera Expert

## Atera Master

## Atera Enterprise

**Add-ons,  
per month starting from :**

	Work From Home	\$5 per endpoint	\$5 per endpoint	\$5 per endpoint	\$5 per endpoint
	Acronis	\$0.07 per GB	\$0.07 per GB	\$0.07 per GB	\$0.07 per GB
	Axcient	\$6 per endpoint	\$6 per endpoint	\$6 per endpoint	\$6 per endpoint
	Domotz	\$10 per network	\$10 per network	\$10 per network	\$10 per network
	Ironscapes	\$4 per mailbox	\$4 per mailbox	\$4 per mailbox	\$4 per mailbox
	ThreatLocker	\$3.85 per endpoint	\$3.85 per endpoint	\$3.85 per endpoint	\$3.85 per endpoint