



Continuous Remote Monitoring & Management (cRMM)

“Continuous, AI-Powered Remote Monitoring & Management for
GxP Environments”



INTRODUCTION

Managing IT assets in regulated environments is complex: constant changes, security risks, audits, and overhead. Traditional methods often lag behind real-time needs and compliance demands. Many organizations try to qualify infrastructure after changes, struggle with patching, endpoint security, and visibility across servers/workstations/network devices.

Continuous Remote Monitoring & Management (cRMM) by xLM transforms this space. It's a platform for GxP and non-GxP IT asset oversight, combining AI intelligence, security, and automation. cRMM ensures remote observability, proactive response, constant compliance, and reduced manual effort for IT operations.

Continuous Remote Monitoring & Management (cRMM) by xLM turns IT asset oversight into a proactive, secure, and compliant capability.

For life sciences and regulated industries, where every server, workstation, and network component may affect product quality, data integrity, or patient safety, cRMM ensures you are monitoring not just what you must but what matters.



VISION FOR cRMM



cRMM is meant to be that backbone always-on, always-secure, always compliant, yet flexible and scalable across sizes and types of IT environments.

We envision a future where:

- IT infrastructure is continuously monitored, not just occasionally audited.
- Threats and failures are identified before they disrupt operations.
- All endpoints, servers and network components are managed under unified visibility.
- Compliance (especially GxP) is maintained through systems that are qualified, validated, and auditable by design.



OUR PROCESS

► Asset Inventory & Discovery

Automated asset discovery (servers/workstations/network), continuous inventory updates.

► Monitoring & Alerting

Real-time monitoring of device health, usage metrics, performance; alert thresholds customized for each asset type.

► Automation & Issue Resolution

Automated script execution, patch management, endpoint protection, remote troubleshooting.

► Dashboards & Visibility

Unified dashboards showing system inventory, agent health, compliance status, ticket and alert status in real time.

► Security & Compliance

Intrusion detection, audit logging, validation, alignment with GxP standards; strong security protocols; regulatory compliance as part of every cycle.

► Integration & Scalability

Built on a platform (Atera), integrates with ITSM, remote tools, scalable agent-based architecture; continuously validated across environments.

INTELLIGENT FEATURES

- **Real-Time Infrastructure Observability**
Continuous monitoring of servers, workstations, network components; alerting on health, performance metrics.
- **Proactive Automation & Issue Resolution**
Automated actions (patching, scripting, defense) to resolve issues before they impact operations.
- **Security & Compliance Built-In**
Endpoint protection, intrusion detection, audit logging, and compliance with GxP standards are embedded.
- **Customizable Dashboards & Alerts**
Tailored dashboards for agent health, system inventory, compliance, with role-based alerts.
- **Integration & Remote Administration**
Works with remote tools (AnyDesk, TeamViewer, etc.), integrates with ITSM systems; remote management/scripting.



VALUE MATRIX

Aspect	Traditional IT Asset / Remote Management	cRMM by xLM	Value / Impact
Downtime & Description	Reactive fixes; delays in detection; manual escalation	Proactive alerts, automated resolution; minimized downtime	Higher uptime; fewer business disruptions
Security Risk Management	Patches delayed; limited visibility; manual compliance logs	Automated patching, intrusion detection, continuous audit logging	Lower risk of breaches; more confidence in compliance
IT Resource Utilization	High manual effort; repeated work; firefighting	Automation frees up staff; scripting and endpoint tools reduce load	More efficient use of skilled resources; lower labor cost
Compliance & Auditing	Audit prep expensive; evidence assembled reactively	Always-on audit trails; GxP-compliant. Remote access & logs valid	Less audit stress; faster readiness
Infrastructure Visibility	Fragmented views; outdated inventories	Up-to-date inventory; dashboards, role-based visibility	Better decision making; faster root cause resolution
Scaling Costs & Complexity	Scaling tools manually; risk increases	Scalable platform; agent-based deployment; remote admin	Easier growth; lower overhead for expansion

ABOUT US

xLM is a trusted managed application provider enabling FDA-regulated organizations to modernize compliance, quality, and IT operations.

With decades of domain expertise and a technology-first mindset, xLM helps companies scale digital transformation without compromising on validation, traceability, or audit-readiness.

Our Other Applications

➤ Continuous Intelligent Validation (cIV)

➤ Continuous Predictive Maintenance (cPdM)

➤ Continuous Environmental Monitoring System (cEMS)

➤ Continuous Temperature Mapping (cTM)



Our stack incorporates intelligent and responsible AI into all our managed services. From Predictive Analytics to Software Validation, our apps are pre-built with best practices so that they can be deployed within days or hours.



Intelligent Application Provider

All our apps are delivered as managed apps. We do the heavy lifting so that you can focus on building your business



Intelligent and Responsible AI

Through our partnership with IBM, all our AI centric apps are delivered with cLCG (Continuous Life Cycle Governance)



White Glove Service

Our team does more than 95% of the heavy lifting. All we need from you are approvals



Extensive App Portfolio

xLM leverages its robust partner ecosystem to deliver over 15 managed apps and it is growing



Delivered Validated

All our managed apps are delivered “validated”



21 CFR Part 11/Annex 11/FDA CSA Compliant

Ensures all our managed services are compliant out of the box



High Data Integrity Assurance

Our services guarantee accurate, reliable and resilient data across all our managed apps

[Get Started](#)

