



Feature Summary

100% Focused on Your Needs

The success of your IT services hinge on the ability to deliver fast and consistent service to customers and end-users. With Hudu, you get a documentation solution focused solely on the needs of MSPs and IT Professionals, with features and tools designed to help technicians quickly and reliably assist customers.

Core Features

- ✓ Asset Management with customizable and templated asset layouts
- ✓ Relationship mapping
- ✓ Process/SOP Management
- ✓ Knowledge Base Articles, both Universal and Client Specific
- ✓ Password/Credential Management and Sharing
- ✓ IP address management (IPAM) with Networks, VLANs and VLAN Zones
- ✓ Rack Management
- ✓ Photo Management, including creating image relationships
- ✓ AI capabilities with Hudini AI
- ✓ Audit trail and revision monitoring and history
- ✓ Advanced Flagging Capabilities
- ✓ SOP/Process and KB Article Generator with Screen Capture (through Browser Extension)
- ✓ Expiration tracking (SSL certs, warranties, etc.)
- ✓ Configurable alerts (email and webhooks)
- ✓ Customizable client dashboards, including Magic Dash
- ✓ Website & SSL tracking
- ✓ Documentation quality rating
- ✓ Granular permissions and security groups
- ✓ Secure note sharing
- ✓ Gamification and leaderboard
- ✓ Customer/external share portal
- ✓ Hudu Bridge to connect multiple Hudu instances
- ✓ Connected fields to link integration data
- ✓ Workflow to flag a record when created or updated

External Options/External Apps/Other

- ✓ Hudu Assist (for HaloPSA, Syncro, NinjaOne, Autotask, and CW PSA)
- ✓ ConnectWise ScreenConnect Helper
- ✓ Mobile App (for iOS and Android)
- ✓ Browser extensions (for Firefox, Chrome, Vivaldi, Brave, Microsoft Edge)

Additional Feature Highlights

- ✓ Ability to add users to multiple groups and manage from group or user profile
- ✓ Global (cross-company) views with expanded documentation access
- ✓ Customizable lists
- ✓ Ability to customize password authentication
- ✓ Compare asset differences
- ✓ Process/SOPs checklist templates
- ✓ Article version comparison
- ✓ Manage multiple spaces (companies, clients, divisions, etc.)
- ✓ Comprehensive search
- ✓ Data import & export
- ✓ Documentation archive
- ✓ Personal password vault
- ✓ White label/customize design
- ✓ Variable asset layout fields
- ✓ Phone jump (surface data from incoming calls)
- ✓ Mobile adaptive design
- ✓ Ability to enable/disable mobile access
- ✓ Customizable idle user timeout for mobile app
- ✓ Added ability to disable the Hudu browser extension
- ✓ JIT provisioning
- ✓ Password folder API
- ✓ Ability to edit screen capture images



Integrations

Hudu integrates with leading MSP management tools. See our full list of integrations and additional details [here](#).

- ✓ PSA & RMM
- ✓ Productivity & Alerting
- ✓ Monitoring & SAML
- ✓ Open REST API (Swagger) for custom integrations
- ✓ And more

Security

Here are some of the ways we stay committed to security. To understand Hudu's complete security profile, please visit our Trust Center [here](#).

- ✓ Multi-factor authentication
- ✓ Single sign-on (SSO)
- ✓ IP access controls
- ✓ User security roles and groups
- ✓ SOC 2 Type 2 compliant
- ✓ GDPR compliant
- ✓ HIPAA compliant
- ✓ PCI DSS compliant

Partnering with Hudu

Hudu is the #1 independent IT Documentation company, focused entirely on MSPs and IT Professionals and their needs. Here are some of the ways we make it easy and enjoyable to work with us.

- ✓ No contracts
- ✓ Free trial
- ✓ Month-to-month pricing option
- ✓ Option to self-host
- ✓ Outstanding in-house support; consistent 95%+ satisfaction rating
- ✓ Frequent release deployment
- ✓ Easy-to-use self-serve billing portal