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.

Newest Features

Hudu has released a ton of new features and made some major improvements to existing features:

- ✓ Ability to add users to multiple groups
- ✓ IP address management (IPAM) with Networks, VLANs and VLAN Zones
- ✓ Screen Capture - SOP/Process Generator
- ✓ Hudu Bridge to connect multiple Hudu instances
- ✓ Global (cross-company) views with expanded documentation access
- ✓ Ability to manage group membership from a user's profile
- ✓ Additional AI capabilities with Hudini AI
- ✓ Ability to set prompt rules to provide additional context to Hudini AI
- ✓ Added support for OpenAI, Azure OpenAI and Grok to Hudini AI
- ✓ Expanded flagging capabilities
- ✓ Added sidebar preview for viewing Gold Standard assets
- ✓ Store & relate images
- ✓ New Integrations with Cloudflare, Cisco Meraki, Ubiquiti UniFi, N-able N-central, and Addigy
- ✓ New partner integrations from Level.io, UVExplorer, Zest, SaaSAlerts, CIPP, and Rewst
- ✓ Hudu Assist (for HaloPSA, Syncro, NinjaOne, Autotask, and CW PSA) with advanced search capabilities
- ✓ Customizable idle user timeout for mobile app
- ✓ Ability to enable/disable biometric authentication for mobile app
- ✓ Ability to customize password authentication

✔ Ability to enable/disable mobile access

✔ Management of multiple keys with a single billing account

✔ Added release notes directly in Hudu

✔ Upgraded to ChatGPT Turbo

✔ Added ConnectWise PSA site/location sync

✔ Data table improvements (added bulk management capabilities, default items per page, and enhanced formatting with sortable columns

✔ Alphabet quick-select to companies list

✔ Company favorites added to company list

✔ Asset link fields can now pull from multiple asset layouts

✔ Address field type for asset layouts

✔ Added compare asset differences

✔ Added ability to disable the Hudu browser extension

✔ Expanded admin password generator defaults

✔ View custom assets in mobile app

✔ Add/view photos in mobile app

✔ Enhanced revision history for asset layouts

✔ Magic Dash API scopes

Other Features

✔ Rack management

✔ Customizable and templated asset layouts

✔ Global knowledge base

✔ Client-specific knowledge base

✔ Process/SOPs checklist templates

✔ Process/SOPs management tools

✔ Credential management and sharing

✔ Password generator

✔ OTP generator

✔ Article version comparison

✔ Manage multiple spaces (companies, clients, divisions, etc.)

✔ Expiration tracking (SSL certs, warranties, even birthdays!)

✔ Configurable alerts (email and webhooks)

✔ Customizable lists

✔ Customizable dashboards

✔ Magic dash (API enables automation and customization)

✔ Relationship mapping

✔ Website & SSL tracking

- ✓ Store & relate images/photos
- ✓ Documentation quality rating
- ✓ Security groups, permissions, restrictions
- ✓ Audit trail records
- ✓ Secure share and secure notes
- ✓ Comprehensive search
- ✓ Data import & export
- ✓ Gamification and leaderboard
- ✓ Documentation archive
- ✓ Audit monitoring and history
- ✓ Revision history tracking
- ✓ Personal password vault
- ✓ Quick sharing
- ✓ Customer share portal
- ✓ White label/customize design
- ✓ Variable asset layout fields
- ✓ Phone jump (surface data from incoming calls)
- ✓ Mobile app
- ✓ Mobile adaptive design
- ✓ Browser extensions
- ✓ ConnectWise ScreenConnect helper

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

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 (normal and push-based MFA via DUO included)
- ✓ 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