



Feature Summary

100% Focused on Your Needs

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

New in 2024

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

- ✓ Ability to add users to multiple groups
- ✓ Ability to manage group membership from user profile
- ✓ IP address management (IPAM)
- ✓ Rack management
- ✓ Customizable lists
- ✓ Store & relate images
- ✓ Article version comparison
- ✓ 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 on 1 billing account
- ✓ Added release notes directly in Hudu
- ✓ Upgraded to ChatGPT Turbo
- ✓ Added ConnectWise PSA site/location sync
- ✓ New Integrations with Cisco Meraki, Ubiquiti UniFi, N-able N-central, and Addigy
- ✓ New partner integrations from Level.io, SaaSAlerts, CIPP, and Rewst
- ✓ Overhauled Auvik, NinjaOne and Connectwise PSA integrations
- ✓ Overhauled Mobile App
- ✓ Overhauled Browser extension
- ✓ Hudu Assist (for HaloPSA, Syncro, NinjaOne, Autotask, and CW PSA) with advanced search capabilities
- ✓ Data table overhaul (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
- ✓ Added 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
- ✓ Enhanced AI capabilities
- ✓ Added support for Azure OpenAI

Other Features

- ✓ 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
- ✓ Manage multiple spaces (companies, clients, divisions, etc.)
- ✓ Expiration tracking (SSL certs, warranties, even birthdays!)
- ✓ Configurable alerts (email and webhooks)
- ✓ 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](#).

- ✓ 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 only independent IT Documentation company focused entirely on MSPs and their needs. Here are some of the ways we make it easy and enjoyable to work with us.

- ✓ Option to self-host
- ✓ Free trial
- ✓ Friendly in-house Support; consistent 95%+ satisfaction rating
- ✓ Regular feature releases
- ✓ Month-to-month pricing option, no contracts
- ✓ Easy-to-use self-serve billing portal