

# Kaseya consolidates IT Systems Management for city government.

Search for AV product leads to complete management solution—and all the benefits that come with it

Working for the Town of St. Marys in Ontario sometimes feels like working on an island. While most municipalities work in conjunction with an upper-tier county government level to provide basic services to residents, St. Marys, one of three separated town-sized municipalities in Canada, provides these services without county oversight or budget. With the exception of grants from the federal and provincial governments, every service—from fire, water and parks and recreation to library services, municipal museums and senior services—must be completely funded by local tax revenues.

With their neighbor's tax revenue at stake and without that county fall-back option, the town's employees must come up with operational efficiencies in an effort to streamline government. The IT department is no different, having to provide efficient, yet powerful IT services and support to hundreds of employees spread out in 16 offices across the town. And in many cases, the IT department enables additional operational efficiencies by ensuring that systems are always available to users. That way, services can continue uninterrupted with little disruption—despite the tight budget constraints.

It wasn't always so, according to Jed Kelly, IT Manager for the Town of St. Marys. For years, the town was plagued by malware that infected at least one machine each month, disrupting users and requiring IT resources to clean up and restore the affected systems. The town's existing anti-virus solution seemed to always be one step behind the malicious attacks, identifying the malware but often only after real damage was done. Downtime was unavoidable, so it seemed.

One day, a high-performance workstation that ran the town's critical CAD software went down. Once again, the anti-virus solution failed to catch malware before it infected the system, causing the workstation to fail. Kelly ended up having to use free tools off the Internet to clean up and restore the system, and the CAD technician lost an entire day of productivity during the restoration.

"It was a tipping point," Kelly said. "Our AV product was essentially worthless. I was tired of cleaning up infected systems. It cost me time, it cost the operations staff productivity and it cost taxpayers money."

## From AV to Complete IT Systems Management

The day after the CAD workstation failure, Kelly decided to look for a new anti-virus solution, investigating a few products on the Internet and others that were recommended by counterparts in other municipalities. In the middle of the process, Kelly paid a visit to Stratford, a neighboring town in Ontario, to look at the city's landfill management solution the town was researching.

During the demonstration, Kelly noticed that Stratford's IT administrators were using management software from Kaseya to roll out, monitor and maintain the landfill solution. He asked a few questions, received a quick demonstration and decided, right then and there, that Kaseya was the answer to his management pain. Given St. Mary's highly-distributed users and budget constraints, Kelly figured he could use Kaseya to provide high-level IT services and support to remote systems without breaking the bank.

"We went looking for an AV solution and came back with a complete IT systems management solution that not only protects us from malware, it consolidated all disparate management functions in a single solution," Kelly said. "I couldn't believe that something like Kaseya existed and couldn't wait to see it in action."



## Kaseya Customer

Town of St. Marys  
Ontario, Canada  
[www.townofstmarys.com](http://www.townofstmarys.com)

## Industry

Government

## Business Challenge

- Provide government services to residents as cost-effectively as possible
- Provide IT services to town employees using distributed systems spread out over 16 sites across town
- Secure increasingly at-risk systems from malware in an attempt to stem the flood of infected systems and downtime

## Solution

- Kaseya IT Automation Framework

## Key Benefits

- Able to continue to provide users with cost-effective government services through efficient IT services and support
- Proactive and remote IT management strategy ensures availability and increases performance of the town's 85 distributed workstations
- Manage growing infrastructure and provide more robust IT services without hiring additional IT administrators, generating at least \$60,000 per year in savings or roughly the cost of an administrator's salary
- Not a single system has been infected by malware since deploying Kaseya, saving thousands of dollars in hardware and lost productivity



[www.kaseya.com](http://www.kaseya.com)

Back in St. Marys, Kelly installed Kaseya right out of the box. At the touch of a button, Kelly could see into and control the town's 85 workstations and laptops from the consolidated Kaseya IT Management dashboard.

### A Proactive, Preventative Approach to IT Systems Management

The Town of St. Marys is now able to monitor, maintain, update and secure all its distributed systems across 16 remote sites scattered across the town on a single pane of glass. In addition to tracking the computers and providing proactive, preventative maintenance, Kelly and his two administrators are able to immediately take control of a user's computer and remotely resolve help desk issues without additional configuration.

The automation inherent in Kaseya is key. Kelly is able to automate repetitive tasks such as issuing a security patch, downloading new software or applying a new IT policy on multiple computers at once. He just has to maintain a list of groups of systems—whether they are organized by operating system or department—and he's able to conduct the operations on all machines at once, saving his staff hours of repetition.

By consolidating disparate management functions from software deployment to virus protection, the Town of St. Marys is able to standardize IT services and support for all its distributed machines. Whether a laptop logs in from town hall, the water department or from the coffee shop next door, the IT department is able to ensure they are all up to date, available and running smoothly.

"They say that an ounce of prevention is worth a pound of cure. Well, they're right," Kelly said. "By using Kaseya to prevent issues from occurring and systems from crashing, we're able to provide a stable compute environment for our users who are then able to get more work done over the course of the day."

### More Efficient IT Services Save Taxpayer Dollars

As a result of the IT efficiencies achieved through a proactive, preventative approach to IT systems management, the Town of St. Marys is able to provide residents with cost-effective government services. Town employees have reliable access to their systems at all times and from anywhere. Since deploying Kaseya, the town has not had a single instance of malware infecting a system, saving the town several thousand dollars per year in hardware and lost productivity, while improving civic reputation among residents.

In addition, the ability to provide better, more robust IT services without hiring additional staff saves taxpayers up to \$60,000 per year—or roughly the cost of an additional administrator's salary.

***"As a small, independent town with limited support from the upper tiers of government, taxpayers foot a greater portion of the bill for basic services from fire protection to water services," Kelly said. "Kaseya helps us give taxpayers more bang for their buck by allowing a smaller IT staff to provide greater, more robust services to more, distributed systems."***

### About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

For a free 30 day trial visit [www.kaseya.com/download](http://www.kaseya.com/download)

Contact Kaseya: [www.kaseya.com](http://www.kaseya.com) | [sales@kaseya.com](mailto:sales@kaseya.com)

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### System Recovery From Theft

While the Town of St. Marys found Kaseya during its search for a solution that would protect its systems from malware, the solution also helps protect its systems from theft.

Early in 2011, a laptop was stolen. Refusing to give up on its recovery, Kelly set an alarm to alert him if the system ever came up in the Kaseya dashboard. Sure enough, as Kelly was watching late-night TV in his pajamas, an email popped up on his Blackberry, alerting him to that very fact. Without getting up from his chair, Kelly was able to remote into the system without the user aware, and the next day a network support technician helped Kelly create a series of scripts that would automatically capture video from the computer's webcam, screenshots and user information whenever the machine was turned on.

For several weeks, Kelly logged in every morning to view new images that were captured overnight. It became a ritual with him and the other administrators as they enjoyed their morning coffee. The team was able to eventually collect enough evidence to identify the user and location, and eventually, the police were able to get a warrant and recover the stolen property.

The complete visibility and control that Kaseya provided the Town of St. Marys led to the recovery of the stolen laptop which saved taxpayers \$1,500 in hardware costs and \$500 in support and services. And by working through Kaseya in the background without the user aware, the thief had absolutely no clue he was being watched the whole time.

