

# A Day in the Life of a Systems Administrator

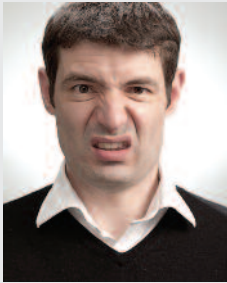
**06:00–07:00** The Day Begins.

Don't miss the  
next episode!  
07:00 – 08:00  
Setting Priorities.

## Before Kaseya

### Buzzzzzzzz!

Your alarm goes off at 6am, and it's the start of another day. You're tempted to hit snooze but the thought of falling behind this early forces you to peel back the covers and emerge from your warm cocoon. Your Blackberry buzzes on the nightstand. It's one of the web servers. A technician just realized it went down shortly after midnight when everyone was asleep. You tick off the hours in your head. Six hours of downtime and you've just identified there was a problem. The web development team is not going to be happy.



There's nothing you can do from the edge of your bed, so you decide to start the coffee and jump in the shower. As the hot water washes over your head and body, all the things you have to do over the course of the day flashes through your mind. A Windows 7 upgrade is scheduled, there are new users to set up, systems to reconfigure and that pesky web server to deal with. And wait, isn't it Patch Tuesday?

It's going to be one of those days.

*"My chirping Blackberry keeps my wife and I up at night, but I can't turn it off!"*

## After Kaseya

### Buzzzzzzzz!

Your alarm goes off at 6am, and it's the start of another day. You're tempted to hit snooze, but before you do, you check your Blackberry, quietly buzzing on the nightstand. It seems that a Web server was dangerously close to failure but was automatically taken off-line just in time and automatically rebooted by Kaseya. After a momentary blip, the web environment is humming along as usual. You close your eyes and savor the extra 15 minutes of sleep.



The smell of roasted coffee wakes you up. Just like your IT environment, your coffee pot runs automatically in the morning. You savor the first sip as you begin to get ready. As the hot water washes over your head and body, all the things you have to do over the course of the day flashes through your mind. A Windows 7 upgrade is scheduled, and you have an important meeting with the CIO about a new business intelligence platform you've been developing for the sales team. And wait, isn't it Patch Tuesday?

It's going to be a great day.

*"I can sleep soundly, knowing that Kaseya is actively monitoring my IT environment and automatically remediating minor issues."*

### Contact Kaseya

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### About Kaseya

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# A Day in the Life of a Systems Administrator

**07:00–08:00** Setting Priorities.

Don't miss the next episode!  
08:00 – 09:00  
Arriving at work.

## Before Kaseya

A Pop-Tart. A breakfast of champions. You sit quietly at the kitchen table scrolling through dozens of emails on your Blackberry while your wife gets the kids ready for school. You read each one before having to quickly determine its priority and assign to your staff of technicians. There are a couple of email issues. A user can't log onto the sales application. Someone "broke the Internet" again. A help request from a customer in Europe says that he was unable to complete a transaction on the website. Your thoughts keep going back to the failed server. If only you were able to head off the problem before it went down.



You send an email to your top technician and ask her how she's troubleshooting the server. She responds by saying she hasn't been able to remote in and diagnose anything just yet. She'll have to wait until she makes it into the office to reboot the system and figure out what went wrong. You respond that you'll be in shortly and the two of you can work together on the issue until the web environment is back up to 100 percent.

*"Are you kidding? I don't have time for a real breakfast."*

## After Kaseya

A bowl of oatmeal with raisins and honey. A breakfast of champions. You sit with your kids and wife at the kitchen table as you casually scroll through dozens of emails on your Blackberry. It's your turn to make the kids' lunches, but that shouldn't be a problem as you can see that issues that cropped up overnight have already been automatically assigned to your technicians. Some, problems, such as a password request and a log-in issue have been automatically resolved by Kaseya or by the users themselves through the Kaseya self-service portal.



As you cut the crust off your third-grader's peanut butter and jelly sandwich, you read a Kaseya-generated report showing you the details of the almost-failed server. It seems that CPU utilization reached 60 percent, and Kaseya automatically shut it down and failed over to another server. It then wiped the task manager, rebooted the system and put it back in production. In another email, a technician has summarized the post-event analysis from Kaseya and determined that a print command kept recurring, over-loading the CPU.

You make a note in your Outlook task bar to check into that further later in the day.

*"I have time to eat a balanced breakfast to give me the energy I need throughout the day."*

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# A Day in the Life of a Systems Administrator

**08:00–09:00** Arriving at work.

Don't miss the next episode!  
09:00 – 10:00  
Staff Meeting.

## Before Kaseya

You walk into the office, and it's chaos. Your team is still scrambling to address all the help desk requests generated as a result of the downed web server. It seems that the event trickled down and caused all sorts of failed operations from failed customer transactions to performance issues. It's all hands on deck, and everything else is a secondary priority.



You quickly find the technician who is working on the actual server in the data center. She's been able to reboot the system and has successfully accessed the event logs. The two of you start to sort through the data. After a few minutes, you realize you need to gather your team and settle on priorities for the rest of the day—including the Windows 7 upgrade—before that morning's staff meeting.

You leave the technician, and head back to the office. Before you can gather everyone, it's a few minutes before 9 am, and you all have to head to the main conference room.

*"I feel like I'm always putting out fires and making decisions on the fly."*

## After Kaseya

You walk into the office, and it's controlled chaos. Your team is efficiently running around making sure the IT environment is running smoothly. The help desk technicians are busy troubleshooting the tickets that were assigned to them earlier. Administrators are running diagnostics on distributed machines.



For your part, you do what you do every morning. You log into the Kaseya dashboard and proactively check the Exchange server to make sure email is running smoothly as communication across the company depends on the performance of the Exchange environment. Sure you have alerts set up to ping you if anything goes down, but you like to monitor performance manually through Kaseya. The dashboard provides complete transparency into each Exchange server, giving you all the information you need to accurately determine network performance. Everything looks good, so you continue to check in with the team to see if anyone has any issues.

Everyone knows their roles and responsibilities, and all are looking forward to the Windows 7 upgrade scheduled that afternoon.

It's a few minutes before 9 am, and everyone heads to the main conference room for a staff meeting.

*"I'm able to set actionable goals for my staff, so everyone knows their roles and responsibilities."*

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# A Day in the Life of a Systems Administrator

09:00–10:00 Staff Meeting.

Don't miss the next episode!  
10:00 – 11:00  
Patch Tuesday.

## Before Kaseya

A marketing coordinator in Hartford was named Employee of the Month. The Miami office won a big new account. There's a new process for requesting time off. The summer party is going to be next Friday in Golden Gate Park, and you need to bring the potato salad. Got it. When can we all get back to real work? There are a ton of things to do.



You look around the room at the operations staff. They're all here, and you're missing a golden opportunity to conduct regular maintenance on their idle computers. You always hate knocking people off their machines over the course of the day, but you have a job to do. You just wish it didn't involve pissing people off. And now, the perfect time to get on their machines without disrupting them is lost as your team is stuck in this inane meeting.

Suddenly, you notice everyone looking at you. The CEO clears his throat and asks if the web site is back to normal. You hem and haw for a few seconds before saying that your team is still looking into it and you'll let everyone know when the server is back up. The CEO sighs and makes a comment about how he hopes no transactions were lost. You look down at your shoes as he continues with the meeting. It seems that the finance team will be having a team-building event next week and receipts are due a day early. Great!

*"Sure I'm glued to my Blackberry. How can I not be?"*

## After Kaseya

A marketing coordinator in Hartford was named Employee of the Month. The Miami office won a big new account. The summer party is going to be next Friday in Golden Gate Park, and you need to bring the potato salad. You quietly take notes, knowing that every piece of company news is going to affect you and your staff in some way. New users will have to be set up in Miami to handle demand, the employee portal will need to be updated with the new time off forms and now you need to make a Costco run on the way to work on Friday.



The CEO then hands the meeting off to you, and you update the company on the work your staff has been doing. You mention the server hiccup from the night before but assure everyone that no downtime was recorded. Someone asks about the new business intelligence application you've been working on, and you respond with a few teasers about the new functionality. And then, you remind everyone that the Windows 7 update will be taking place that afternoon and that a training presentation will be available on the employee portal. A cheer goes up. People really do not like Vista.

The meeting continues. It seems that the finance team will be having a team-building event and receipts are due a day early. What fun for them!

*"I can relax because I know I'm covered, even when I'm away from my desk."*

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# A Day in the Life of a Systems Administrator

**14:00–15:00** Disrupting Users.

Don't miss the next episode!  
15:00 – 16:00  
Malware Infection.

## Before Kaseya

Despite the distractions, you continue to pour over the Windows Readiness spreadsheet, making sure every system is ready for that afternoon's upgrade. Just when you start to get a handle of what your team needs to do, you get an email from the finance department telling you that the Adobe Acrobat procurement request from this morning came through. Less than 30 seconds later, the user who made the request hits reply all and says that she needs the software immediately for a project that is on deadline. You sigh, drop what you are doing and head to the third floor where the user sits.



You walk into a war zone. Stacks of paper are piled high on the user's desk. Folders are scattered on the floor. The user, a mid-level marketing manager, is bent over her laptop, filling in a spreadsheet on her screen. She flinches when you tap her on her shoulder but pushes silently away from her desk, giving up her computer. She stands directly behind you, breathing down your neck as you go to Adobe's web site, enter in a license key and download the application. As the status bar slowly climbs, the tension mounts. She stands above you rocking anxiously, making you afraid to turn around and make eye contact. At the 35 percent mark, you suggest she go get a coffee because it might take a few more minutes. She ignores you and makes a snide comment about some people having "real" work to do.

*"I hate interrupting their work, but what choice do I have?"*

## After Kaseya

It's 2pm, and it's time for your weekly meeting with the CIO. The meetings mainly serve as a status report, giving you an opportunity to tout the work your staff does and to ask for additional resources. But the valuable face time also allows you to pitch new projects that could lead to operational efficiencies, and a new business intelligence platform is your latest pet project. You convinced the CIO and the Director of Sales that distributed employees need a reliable way to access sales leads and status from the road where they spend most of their time, and last month you got the go-ahead to investigate several cloud options. You're here today to present your findings and to affirm that the remote management capabilities in Kaseya are powerful and reliable enough to enable widespread remote computing. Instead of logging into the sales software from their desks, the sales force will be able to do that remotely from their laptop, smartphone or tablet through a secure Web portal.



The meeting goes well. On your way out of the conference room, the Director of Sales pulls you aside and thanks you for thinking of the sales team and how IT can contribute to their goals. He thinks that the extra time spent out in the field will improve sales figures by at least 15 percent—and he has you to thank.

*"I can perform maintenance and optimize users machines without them even being aware of it."*

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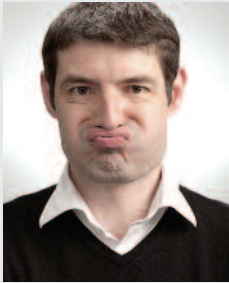
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**15:00–16:00 Malware Infection.**

Don't miss the next episode!  
16:00 – 17:00  
Equipment Audit.

## Before Kaseya

Just when you think the day couldn't get any worse, a user calls and says that he thinks he "broke the Internet." It would be funny if you weren't the one he was calling. Apparently, the user was looking at the latest sales reports, and suddenly, his screen turned blue and a message says that there is a fatal error. You log into your remote management tool and attempt to build a bridge to the infected computer, but it's too far gone, and you can't make a connection. It's more exercise as you head back down to the dreaded third floor.



You reboot the computer and launch the anti-virus solution. A scan reveals that the system is heavily infected with dozens of innocuous but performance-sapping adware programs, and it's bad code in some of the software that crashed the system. You set up the uninstaller and tell the user to reboot when it's done. On your way to the elevator, you just hope that the malware didn't spread to other systems through the corporate network.

Back at your desk, you pull up the Internet browsing history of the infected computer. The former systems administrator had a tracking tool installed on everyone's machines and after a few clicks, you see that the user was downloading music from a file sharing service based in Russia. No wonder the system crashed.

***"I'm always fighting security threats and spending hours cleaning up and restoring infected computers."***

## After Kaseya

Still high from the kudos from the Director of Sales you settle into your seat back at your desk. As always, the first thing you do is to check the Kaseya dashboard. A malware infection was identified and quarantined a few minutes ago by the Kaseya AntiMalware module. You click the event and full details are readily available, giving you the system information (hardware, OS, software licenses, location), user information (department, authorizations, browser history) and malware data (type of software, how it infected the system). According to Kaseya, the threat looks pretty innocuous but bad code almost crashed the computer. Luckily, Kaseya identified the threat, quarantined the system automatically uninstalled the software. You didn't have to do a thing. Well, almost. You make a note to re-think the Internet policy with management staff. It seems that the user was downloading pirated music from a file sharing service based in Russia. For now, you add the URL to the banned list, preventing anyone on the corporate network from visiting the site.



***"I prefer the proactive approach – to prevent attacks before they infect the network."***

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# A Day in the Life of a Systems Administrator

**16:00–17:00 Equipment Audit.**

Don't miss the next episode!  
17:00–18:00  
The Home Stretch.

## Before Kaseya

Just when you get back to work, the user whose computer was infected by malware gives you a call. Some bookmarks are missing from his browser bar, the desktop “looks funny” and a spreadsheet he was updating when the laptop crashed reverted back to a previous version, resulting in four hours of lost work. Seems like yet another trip to the third floor is in order.



You reinstall the operating system and restore the user's settings. You also have to reset passwords and application authorizations, basically rebuilding the laptop from a set of crude software images. It's a long, tedious process, but you smile while secretly wanting to ask if it was worth downloading the pirated music.

Hoping to multi-task, you check your Blackberry between installation processes and see that you've received an email from the CFO requesting an equipment audit for next quarter's budget. The thought of walking around the building, checking systems off a list and manually updating a spreadsheet makes you cringe. Besides, it would take days to complete the audit and by then the budget would be finalized. You diplomatically explain the work involved and the cost-prohibitive nature of the request. You pause momentarily before pressing send, knowing that you have once again disappointed the management team.

*“I have to manually restore settings on infected computers — this takes hours, even days.”*

## After Kaseya

With the malware infection taken care of by Kaseya, you decide to do some coding for the new business intelligence portal you're building for the sales team. Your day used to be filled by manually updating computers, resetting passwords and troubleshooting configuration errors, but after deploying Kaseya you are able to work on more rewarding projects that actually challenge you.



After 20 minutes of focused coding, you get an email from the CFO requesting an equipment audit for next quarter's budget. You switch over to Kaseya and cross-check a list of serial numbers with replacement cycle and warranty information, compiling a list of equipment that needs to be replaced in the next three months. At the same time, Kaseya runs a report of server disk space and capacity planning based on updates about the business you get from the CTO during your weekly meetings. You press “Send Report” and a spreadsheet is exported and sent via email to the CFO. The whole process takes less than 10 minutes, so you go back to developing the business intelligence portal—a fun project that is why you got into IT in the first place: building viable business tools that make people's lives and jobs easier.

*“I build agent procedures that automate the restore process, getting systems up and running quickly.”*

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# A Day in the Life of a Systems Administrator

**17:00–18:00 The Home Stretch.**

Don't miss the  
next episode!  
18:00 – 19:00  
Windows 7 Update.

## Before Kaseya

It's five o'clock, and it's time to get serious if you want to make it home in time for dinner. Unfortunately, you haven't even started the Windows 7 upgrade, and you still have to complete that morning's patch updates. You gather your staff and everyone gives an update on the machines they were assigned to update. It turns out that nearly every system was updated with minimal issues, but it took your team nearly all day. You need to send a patch report to the CTO by the end of the day, so you volunteer for that thankless task and send the rest of the team off to get systems prepared for the Windows 7 upgrade. You take off in different directions with plans to meet up in an hour for a status update. As you send the report you hope that every machine truly was updated and that nothing fell through the cracks. It's a manual process, and mistakes have been known to happen.



*"It's kind of a reactionary IT systems management strategy. I'm never really sure of the status of systems."*

## After Kaseya

It's five o'clock and it's time to reflect on all you've accomplished over the course of the day: the server that almost failed overnight is back up and running, Microsoft patches have been installed on everyone's systems, you set up a new laptop for a new employee, someone installed Adobe Acrobat on their system through the self-service portal, you had a nice meeting with the CTO, you worked on the BI portal, an equipment audit was sent to the CFO and you were able to take your team out to a nice lunch at TGIF. It was a good day.



Daydream over, you print out the migration readiness report that you ran earlier in the day. According to Kaseya, 15 systems are ready for the upgrade to Windows 7 but two need additional memory. Kaseya's Readiness Report even outlines the cost it would take to bring the two non-ready systems up to par, calculating the cost of the hardware update and time required. An email is automatically sent to the finance department, and the approval comes back within minutes. You then create and assign the ticket to a subordinate. You start to pack up and hit "Execute" on your way out the door at quarter to six.

*"I can provide consistent IT services and support – I know the health status of each and every system."*

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# A Day in the Life of a Systems Administrator

**18:00–19:00 Windows 7 Update.**

Don't miss the  
next episode!  
19:00 – 20:00  
Update Continued.

## Before Kaseya

The office has emptied out, and you're alone save for a few late-working souls hunched over their computers trying to finish up for the day. You're a sorry bunch. Everyone else has left, likely on their way to meet up with family or friends for a home cooked dinner or night out. Regardless, they're doing what they want to be doing—not facilitating a massive OS migration to Windows 7.



With clipboard in hand, you physically walk from cube to cube making sure each computer has been left on by its user. Of course, no one paid much attention to you in this morning's meeting, and forgot to leave their systems on. No matter. You need the exercise. Almost 45 minutes later, your rounds are done. The computers are all turned on and ready to receive the update. Unfortunately, your back and pointer finger are killing you after bending over to turn on each machine.

*"I have to physically check to see if every computer is on so it can receive the update!"*

## After Kaseya

"Love Shack" by The B-52s blares on the car radio as you head to the gym. You halt at a four-way stop and smile as you wave through an elderly woman. After changing into shorts and a "Kaseya: Our Automation, Your Liberation" T-shirt, you warm up on the treadmill, watching Seinfeld reruns on a TV hanging from the ceiling. Half an hour later, you check your Blackberry for an update on the Windows 7 upgrade. According to Kaseya, the agent procedure you customized kicked in right at 6 o'clock, and the upgrade is in progress. Nearly all 17 systems have finished updating and have been rebooted. Performance metrics look good. Upgrade successful. It's now time to work on your glutes.



*"I can update and reboot every machine while I'm working out at the gym or... wherever."*

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# A Day in the Life of a Systems Administrator

**19:00–20:00 Update Continued.**

Don't miss the  
next episode!  
20:00 – 21:00  
Fries with that?

## Before Kaseya

It's time to install Windows 7. Luckily, all 17 systems are in the same cube farm, so your staff fans out across the room to manually download and install the operating system. You challenge your team to a race. The last person to fully update their assigned computers has to buy the first round of drinks the next time you all go out.



Ned upgrades all six of his computers at the same time, conducting each step in the process—downloading, installing, rebooting, monitoring—congruently. Shana does each system individually, working through the step-by-step checklist you gave her for each computer. You? You just want to get done quickly, so you can go home to your wife and kids.

At the 35-minute mark, Ned signals he's done. You go over and check but notice that one of his desktops isn't rebooting. He has to do it again. You stop by Shana and see that she's having trouble reconfiguring the settings on one of her laptops.

"Where are the IE shortcuts saved?" she asks.

You remind her that she was supposed to have copied them to the server before starting the upgrade. They're likely lost now, and is something you'll have to address in the morning.

You're in the home stretch of this horrendous day, but the work keeps piling up and the clock keeps ticking.

*"It seems that I'm always working.  
I have no personal life!"*

## After Kaseya

Dinner with the family is a pleasant affair. Your wife gets home a few minutes after you arrive, and the two of you decide to make dinner together. She boils the rice and makes the salad while you season and barbeque the chicken. Your children sit at the kitchen table doing homework. Half-a-bottle of wine later, the dishes are cleared and you settle into the couch to watch some TV.



*"Kaseya has given me my life back.  
I have time for family, recreation,  
even a real vacation!"*

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20:00–21:00 Want fries with that?

Don't miss the next episode!  
21:00 – 22:00  
Kid's Bedtime.

## Before Kaseya

Ned is having trouble. The final desktop is not rebooting. You tell Ned and Shana to head home; you're going to have to re-install Windows 7 on this last computer.



Suddenly, your Blackberry explodes. It's a salesman in the Singapore office who you immediately recognize as a "needy" user. He's calling from a cab on his way to an important presentation, and he can't access the address of the potential client because he can't log into Salesforce.com. He wants you to stop what you are doing and fix the wireless connection from 4,000 miles away. Not possible, you say as you head into your office, but you can access the information for him. You log in to Salesforce with your administrator credentials and call up the information.

However, suddenly, there is a commotion over the phone line as you hear horns blowing and the salesman converse in Chinese to the taxi driver. Finally, it gets quiet and you relay the information. There's no thank you as he hangs up and you head back to the Windows 7 upgrade. "Do you want fries with that?" you mutter, feeling very underappreciated.

Thankfully, the system took the upgrade. The system is working a little slow but fast enough and you're ready to head home. But no! You forgot to set up the nightly backup. You log into your data protection solution, make sure the media is loaded properly and press a few buttons.

"I hope that goes through tonight," you think to yourself as the elevator doors close behind you.

*"I try my best. I just don't have the tools to keep users happy."*

## After Kaseya

Bruno is just about to say something snarky on "Dancing with the Stars" when your Blackberry pings. It looks like your favorite salesman in the Singapore office is having trouble logging onto Salesforce.com. He was able to create a ticket, knowing that a technician such as yourself would be able to quickly assist him. And, it's a good thing. The ticket is marked "911" indicating that it's an emergency and you need to address the issue quickly.



You pull out your laptop and log into Kaseya. A few clicks later, and you've taken control of the user's computer and reconfigured the wireless connection. In a matter of minutes, the salesman has the information he needs and you close your laptop just in time to see Carrie Ann give the Karate Kid seven points for his routine.

*"I have the tools to resolve users issues quickly, efficiently and most importantly – remotely."*

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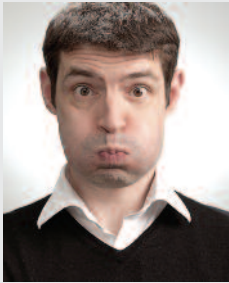
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**21:00–22:00 Kids' Bedtime.**

Don't miss the  
next episode!  
22:00 – 23:00  
The Talk.

## Before Kaseya

A thousand things run through your mind as you drive home in the dark, distracted and tired. Your wife gives you a kiss as you walk in the front door and points to the fridge where she left a plate of leftovers. Your stomach is growling but



you head straight to your son's bedroom so you can spend a few minutes with him before he falls asleep. His eyes close before you're finished with his bedtime story, so you give him a kiss on the forehead and turn out the light.

The cold tuna casserole goes down heavy as you sit alone at the kitchen table, your mind blank and unemotional.

*"I thought technology was supposed to make life better."*

## After Kaseya

Turns out it was Colonel Mustard in the billiards room with the candlestick. You had two out of three and were on your way to a glorious win at Clue until your son announces he has the trifecta. Yes, he says things like trifecta.



It's bedtime, so you send the kids off to brush their teeth and put on their pajamas while your wife heads upstairs to "take off her face." As everyone scatters, you sneak a look at your Blackberry and see that Kaseya has sent out the Windows 7 upgrade report. Sixteen of the systems were successfully updated hours ago, but the seventeenth won't reboot properly. A ticket was automatically created, and you see that the technician on call is already working on remediating the issue. You send a text message thanking him for addressing it so quickly, and knowing that it will get done, shut off your ringer and head upstairs to tuck in your son.

A short bedtime story later, you're in your own bed, a Kindle in your hands, relaxing and winding down from the day.

*"Kaseya's technology has made my life so much better – I actually have a life outside of work now."*

### Contact Kaseya

[www.kaseya.com](http://www.kaseya.com) | [facebook.com/KaseyaFan](https://facebook.com/KaseyaFan)

### 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.

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# A Day in the Life of a Systems Administrator

**22:00–23:00 The Talk.**

Don't miss the  
next episode!  
23:00 – 24:00  
Glorious Sleep.

## Before Kaseya

You finally crawl into bed next to your wife who is reading a magazine. She asks how your day went, and, not knowing where to begin, tell her that it was fine. After a few seconds of silence you unload, complaining that the CFO is threatening to cut the IT budget because of cost overruns and overtime. Things are already tight and there's simply not enough hours in the day to get everything done. You need more budget, not less, you complain.



"Maybe it's time we went on vacation," your wife suggests.

Alas, you can't afford to be out of the office when layoffs are likely coming. Things are only going to get worse.

*"There's got to be a way to be more efficient – budgets can't take all of this overtime."*

## After Kaseya

Your wife crawls into bed next to you and asks how your day went. "Fantastic," comes your response as you tell her about the meeting you had with the CIO and Director of Sales about the new business intelligence platform you are developing. Even though the company is making some cutbacks, you've been assured that IT will be untouched because the CFO understands that technology is creating all sorts of operational efficiencies that are making the business run more smoothly. The management team has your back.



"Maybe it's time we went on vacation," your wife suggests.

An image of the two of you on the beach in Mexico, tan and smiling, a Pina Colada in your hands, flashes through your mind.

*"I'm actually saving the company money by creating operational efficiencies."*

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# A Day in the Life of a Systems Administrator

**23:00–24:00 Glorious Sleep.**

## Before Kaseya

You continue to toss and turn as your mind works overtime. How will the Windows 7 upgrade be viewed in the morning? Will all the updated systems boot up properly? What about the patches? Did the backups complete successfully?



Will I be able to recover data if I need to? What truly is my role in the organization? It's going to be another restless night of sleep, and there's no hope that things are going to get better tomorrow.

*"There's no escape – I'm even dreaming about work – when I'm lucky enough to actually fall asleep."*

## After Kaseya

Your Blackberry buzzes, and you roll over to check your email. Kaseya just sent an alert that the nightly backups have kicked in and everything is going smoothly. You'll get the full report in the morning, but in the meantime, you're looking forward to a good night's sleep.



You turn off the lights, give your wife a kiss on the forehead and fall into a deep sleep, dreaming of Cabo. You can't wait to get back to work in the morning.

*"Kaseya let's me sleep like a baby. Nearly every issue can be handled while I dream the night away."*

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