

Integrated Solution vs. Point Solution

Integrated Solution vs Point Solution: Disparate Management Functionality on a Single Pane of Glass

The craftsman creed states that you should always use the best tool for the job. You wouldn't rev up a chainsaw to build a rocking chair, and you wouldn't cut your half-acre lawn with nothing but a weed wacker. Nor should you deploy an inferior IT systems management tool to manage your organization's distributed servers, workstations and laptops. Best of breed point solutions would claim to be an IT systems administrator's best bet for delivering powerful IT services and support to multiple systems. But, they'd be wrong.

Sure, point solutions are dedicated tools that aim to do exactly as advertised. They are typically lightweight and don't require a lot of memory, take up hard drive space or sap bandwidth. They simply do one thing, and they usually do it well.

The problem, however, is that an ad hoc management strategy forces you to deploy multiple point products that each do one aspect of your management responsibilities. You likely would be forced to use one tool to issue patches while a separate tool provides remote access. Yet another piece of software manages your help desk, and you use something else to conduct backups and security scans. One set of tools works with your Windows machines while another is required for your Macs. And on and on as reliable yet disparate tools work individually—and often in direct contrast—from each other.

As robust as these tools may be (and their functionality is still very much up to debate), they likely overlap each other and cause unnecessary complexity. Nothing is consistent, and there's no single view into your IT environment. Any integration is manual, building repetitive steps in your processes, creating stress for your administrators and opening the door to potential human error. As a result, basic maintenance and remediation takes longer, and systems fail more often and aren't running optimally. Suddenly, your insistence on using a best-of-breed, ad hoc management strategy is looking less and less like a good idea.

Integrated IT Systems Management Platform

An integrated solution is another matter. By consolidating disparate management functions from remote access and monitoring to patch management and antivirus on a single platform, administrators can automate much of their IT systems management efforts and create powerful IT efficiencies throughout your service delivery strategy. In this way, integrated solutions are greater than the sum of their parts.

Imagine building an agent procedure that activates Wake on LAN to boot up a machine, run a virus scan and then shut it back down again. Imagine a service desk ticket that has relevant hardware, configuration and user information automatically embedded in it. Imagine hitting a button and getting a full hardware audit of known machines—sorted by platform, operating system, machine type or physical location. Imagine a self-service portal where users can run automated procedures that download authorized applications, create tickets or make procurement requests.

Well, with most integrated solutions, you don't have to. Disparate management functions are integrated directly within the framework of the solution, eliminating the repetition and manual configuration required of best-of-breed tool sets. No longer do you have to tab between open windows on your desktop. An integrated solution will consolidate dashboards on a single pane of glass, allowing you to conduct powerful management tasks with ease and with the peace of mind that everything is automatically being orchestrated in the background.

The Case for Functionality

Instead of a decentralized, inconsistent management strategy powered by a cornucopia of management tools that weren't designed with each other in mind, an integrated management solution standardizes IT services and support

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on a single platform with consistent IT policy enforcement—regardless of hardware platform, operating system, business use or location. This integration enables automation, eliminates repetition, reduces manual configuration and standardizes management. As a result, all systems are managed consistently and are ensured of being managed robustly and working optimally and securely.

The Case for Complexity and Cost

While individual point products are light-weight, the sum of multiple point products causes all sorts of performance and bandwidth problems. Configuring disparate tools is complex, and functionality is often redundant, wasting IT, staffing and training resources. In addition to operational cost savings, licensing for integration can be cheaper. For example, Kaseya's Anti-Virus and Anti-Malware modules are cheaper than Symantec's Anti-Virus solution—and you get malware protection as a bonus.

The Bottom Line

Bear with us as we lay out another analogy. You can go to Circuit City and buy the best home stereo, subwoofer, HD TV and DVD player that money can buy. But then you'd have to bring it home, set it all up, hope they work well together and then use four different remote controls to use it all. It's more trouble than it's worth.

The alternative is to go out and buy the best integrated entertainment system where the disparate parts have been designed specifically to work together. It's easy to set up, and you have one remote control. Even the babysitter will be able to start a Disney movie without needing an IEEE certification, and you still get powerful performance from your entertainment center choice.

Sounds like an easy decision. Integrated is the way to go.

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Contact Kaseya Today

Remote access and remote control of managed devices needs to be integrated within a single management framework, allowing you to conduct powerful maintenance on distributed machines without putting the firm at risk and without disrupting users. Kaseya provides this level of integration, consolidating remote systems management on a single pane of glass.

Contact Kaseya today for more information and to request a live demo of our powerful IT Systems Management solution.

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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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