

Kaseya Hosting Service customers are provided with an assigned team of Kaseya systems administrators who serve as the single point of contact and supply the following services:

Maintenance

- Kaseya Backup (DB and User Files on the K-Server)
- Database Maintenance (Indexes, SQL Logs, Defragmentation)
- Review and resolution of Kaseya Logs errors.

Performance Monitoring

- Monitor key Kaseya performance data and alert upon any critical conditions.

SaaSAdmin Support

- Customer Portal for access to dedicated communication with the SaaS Support Team.

Kaseya Software Updates

- Evaluation and impact analysis of new Kaseya product releases with customer environment.
- Provide execution plan for updates.

Branding

- Assist with the branding of the Kaseya user interface as directed by the customer and within the branding capabilities of the Kaseya product.

Security Configuration

- Assist with the configuration and management of Administrator accounts and roles.

Regardless of the size of your business you can experience the rewards in operational productivity and increased profitability through IT automation. By implementing a comprehensive and integrated solution with the power, flexibility and scalability to meet your needs today and expand as your business grows, IT automation enables a pro-active approach to improved operations and customer satisfaction.

When implementing an IT Automation solution, there are three primary considerations; the ease of the implementation and configuration process, the resource requirements of ongoing management and administration and the initial and reoccurring costs.

The Kaseya Hosting Service provides the ideal solution for IT professionals looking to reduce service delivery costs, improve customer satisfaction and increase profitability through scalable use of resources. The immediate return on investment is measured by:

- Instant implementation
- A fully managed and optimized environment
- Reduced resource requirements in
 - Hardware
 - Software
 - People

Implementation, Management & Administration Immediate Results and Ensured Operational Efficiency

By implementing the Kaseya Hosting Service, you can rest assured that your IT Automation environment is up and running immediately. For ongoing maintenance and administration, Kaseya SaaSAdmin acts as the administrator of the Kaseya Server, and provides ongoing expertise in operating the Kaseya Server environment. This allows you to focus on your strategic IT initiatives and experience immediate results while SaaSAdmin serves as the "guardian" of the Kaseya Server, ensuring optimal operation at all times. Through Kaseya integration leadership and knowledge, SaaSAdmin addresses the core operational elements common to all Kaseya Server environments.

Controlling Costs Measurable Return on Investment

The cost savings associated with the Kaseya Hosting Service is easily measured by the investment in hardware and human resources required to support your Kaseya implementation.

Cost Factors to Consider:

- Personnel Resources to Install, Learn, Configure and Maintain Kaseya
- Scalability of Server Infrastructure, Storage and Bandwidth
- Ongoing Server Maintenance and Upgrades
- Capital Hardware Expense versus a "Pay-As-You-Go" Service Plan

"We needed more control and our own IT Automation solution without the hassle, resources and hardware costs of implementing the system on our own. The Kaseya Hosting Service combined with the expert and knowledgeable Kaseya Support staff has given us the peace of mind that our system is taken care of and that backups are being performed. As a result, we are now able to focus our technical resources on customer priorities instead of our own."

- Joseph A. Axne, Owner, IT-Guru, LLC

The Kaseya Commitment

Assured Availability and Maximum Accessibility

The Kaseya Hosting Service Uptime Commitment ensures 99.5% availability* – This commitment is backed by a comprehensive Kaseya Service Level Agreement (SLA) which outlines the service level details and reflects our dedication to maximum accessibility.

* The Kaseya Uptime Commitment is subject to the terms and conditions as defined in the Kaseya Hosting Service SLA.

About Kaseya

Kaseya is the leading global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework™ allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

For a free 30 day trial visit www.kaseya.com/download

Contact Kaseya: www.kaseya.com sales@kaseya.com



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Technology

Powerful, Flexible and Secure

The grid architecture of the Terremark® Enterprise Cloud™ provides complete physical redundancy to eliminate downtime due to hardware failure. In fact, the system can even move applications across physical devices live and with no service interruption. And automated resource balancing provides continuous monitoring and optimization to ensure peak performance.

The Enterprise Cloud is a highly secure platform, certified as PCI DSS Compliant and built on a service delivery infrastructure that meets SAS 70 Type II requirements, essential for companies subject to information security regulations like Sarbanes-Oxley, HIPAA and GLBA.

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