

Kaseya® IT Services

Delivering quality IT Services involves three important elements: people, process and technology.

People

People are your most valuable asset. You strive to employ people with the knowledge, expertise and experience to position your organization as a trusted technology advisor. And, the most valuable asset to your people is time. Time to focus on quality IT service delivery while continuing to expand your business.

Process

Process involves the scaling of resources. The efficient management of time, the effective use of technology and implementing a business strategy that ensures profitability.

Technology

Technology enables a proactive; preventative IT management strategy that helps to improve productivity, expand visibility, provide consistency and automate the IT service delivery process.

When these three elements are all working together, the results are clear. Quality and profitable IT service delivery!

How can Kaseya IT Services help?

The Kaseya Virtual Engineer

Augment your staff to deliver reliable and efficient IT services

As a visionary IT Service Provider, you have deployed Kaseya's leading IT management technology and now strive to align the people and process elements you need to meet your business objectives.



The technology is in place and now all you need is more people and more time!

The process of scaling and utilization of resources is a difficult task yet crucial to developing an efficient and sustainable business model. If only you could clone your technicians and immediately increase your resources.

Now you can!

With a Kaseya Virtual Engineer you can immediately employ trained and professional resources to assist with the day-to-day monitoring and resolution issues 24 hours a day, 365 days a year! This gives you the time to focus on strategic growth and a proactive, preventative approach to IT service delivery.

What tasks does your Kaseya Virtual Engineer perform?

Virtual Monitoring - Your first line of defense

Your Kaseya Virtual Engineer will perform 24x7x365 monitoring and asset inventory management to ensure the health, availability and performance of your IT infrastructures. They will review alarms, filter for false alarms, escalate issues and suggest resolutions. This gives you the time to prioritize your workload, reliably meet aggressive service level agreements in a cost-efficient manner and assure the availability of mission-critical applications.

Virtual Management - A proactive approach

Your Kaseya Virtual Engineer will apply a proactive approach to managing and resolving IT issues before they have critical impact to your business. In addition to monitoring, your Kaseya Virtual Engineer conducts routine tasks such as patch management and maintenance, and then takes the next step to remediation of monitoring alarms encountered.



Employ a Kaseya Virtual Engineer and see the results:

- Implement best practice IT service delivery
- Maximize the usage of your technical resources and focus your staff on higher-level support and services rather than monitoring alarms or patches
- Maintain complete control over usage, data collection and end user interaction.
- Triage and remediate alarms generated via monitoring
- Eliminate the "noise"
- Deliver 24x7 IT services without 24x7 IT costs
- Extend your ability to provide a full range of IT service capabilities
- Meet and exceed user service level expectations
- Enhance bottom-line profitability
- Scale immediately without hiring staff or adding overhead


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Kaseya Virtual Engineer Task List (Servers)	Virtual Monitoring	Virtual Management
Monitoring		
24x7 Monitoring & Verification	X	X
Server Availability Monitoring	X	X
Critical Service Monitoring	X	X
Event Log Monitoring	X	X
Backup Log Monitoring	X	X
Anti-Virus Log Monitoring	X	X
Response Time Monitoring	X	X
Performance Monitoring	X	X
Suggested Troubleshooting Tips	X	X
Escalations and Notifications	X	X
Alarm Remediation		
Triage, Troubleshooting & Resolution of Alarms		X
Automation		
Server Health Checks		X
Patch Management		
Patch Policy Configuration	O	X
Patch Deployment	O	X
Patch Troubleshooting & Remediation	O	X
Module Management		
Endpoint Security	O	O
Backup	O	O

Kaseya Virtual Engineer Task List (Workstations)	Virtual Monitoring	Virtual Management
Monitoring		
24x7 Monitoring & Verification		X
Event Log Monitoring		X
Backup Log Monitoring		X
Anti-Virus Log Monitoring		X
Suggested Troubleshooting Tips		X
Patch Management		
Patch Policy Configuration		X
Patch Deployment		X
Patch Troubleshooting & Remediation		X
Automation		
Scheduled Machine Maintenance		X
Module Management		
Endpoint Security		O
Backup		O

O = Optional X = Included

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya's 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.

To learn more, please visit www.kaseya.com

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Kaseya Virtual Engineer Administration

Managing your Kaseya Virtual Engineer is easy! Consider them part of your staff. Through a secure web-based customer portal you can streamline account activation, enrollment and billing. The portal gives you the ability to define your service levels, access reports and collaborate with your Kaseya Virtual Engineer.

You can customize the services by setting monitoring thresholds, configuring notification and escalation policies and securing credential information for remediation services.

All work performed by your Kaseya Virtual Engineer is conducted in the background, and you maintain complete control over usage, data collection and end user interaction.

"The thing I like most about Kaseya's IT services is that it's really an extension of our business. They're there 24-7...365. Watching over all the monitoring, all the noise that's being created and suppressing the issues... resolving the issues on the fly without having to hire staff. They're providing us the proactive care we need. They're providing that proactive side where I don't have to hire that proactive team here for IT Guru."

Joe Axne
President, IT-Guru, llc



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