

## Kaseya® Professional Services

Kaseya Professional Services are designed to accelerate IT service delivery, realize a rapid return on investment and reduce total cost of ownership.

### KASEYA PROFESSIONAL SERVICES

Kaseya Professional Services offers a range of resources to provide education and assistance in the implementation and operation of the Kaseya IT Automation Framework™ to achieve maximum success in automating and managing your IT infrastructure and service delivery. The key areas available include:

#### **Education** | Learn to Leverage the Power of Kaseya

Kaseya Educational Services assist organizations by providing comprehensive training programs that teach users how to fully leverage the powerful functionality of Kaseya. These services include free access for every customer to comprehensive fundamental product education via an on-line, self-paced, Computer Based Training and Education workshops which are deep consultative hands-on technical workshops on product features, functionality, management and operations.

#### **Implementation** | Accelerate Kaseya Software Deployment

Kaseya Implementation Services assist organizations in the configuration, set up and deployment of the Kaseya solution. Driven by Customer requirements, Kaseya utilizes a proven implementation and deployment methodology to deliver a solid, best practice based, fully operational, and highly functional Kaseya system that can be rapidly deployed across the entire IT infrastructure.

#### **Consulting** | Utilize Kaseya Experts to Accomplish Strategic IT Goals

Kaseya Consulting Services assist organizations by providing expert resources for IT projects and operations on a short term or long term basis. Kaseya experts develop an understanding of your specific needs and provide the right complement of project management, technical, and development resources to fulfill them.

### KASEYA EDUCATION SERVICES

Kaseya Education Services are designed to provide the training and educational resources required to successfully implement and maximize the capabilities of the Kaseya IT Automation Framework.

#### Online Self-Paced, Computer-Based Training (CBT)

Free online access to the Kaseya Self-Paced Education library that can be viewed at any time and as often as desired. Pre-recorded education tracks include content and materials covering product and business objectives and can be completed and repeated at your own pace. Customers are encouraged to pass the end of session online multiple-choice Test as well as complete the Lab exercise for the session and submit the results to Kaseya.

#### Online Education Workshops

Online Education Workshops are instructor-led training in a public classroom environment covering specific functional areas of the Kaseya product and business objectives. Targeted to engineers and operational managers that want to supplement the training obtained through the Online Self-Paced CBT and/or On-Location Education Workshop options, these courses provide Customers with the benefit of direct access to Kaseya instructors and extensive training content from the comfort and convenience of their office.

#### On-Location Education Workshops

On-Location Education Workshop is an Instructor-led training in a public classroom. Providing deep technical training targeted to engineers and operational managers. This option provides a comprehensive review of all options available across the Kaseya product offering and is designed to optimize interaction between participants in a technical discussion surrounding a successful Kaseya implementation.

\*These on-location classes are only delivered in specific regions.



### Kaseya Professional Services:

- Educational Services
- Implementation Services
- Combine them into implementation Bundles or Success tracks
- Custom Consulting Service

### Education Services:

- Free online self-paced Computer Based Training
- Kaseya Education Workshops
  - Kaseya System Administrator
  - Core Kaseya
  - Advanced Kaseya
  - Kasey Endpoint Security
  - Kaseya Backup
  - Kaseya Desktop Policy Migration/ Desktop Management
  - Kaseya Service Desk User
  - Kaseya Service Desk Administrator
  - Kaseya IT Center Basics
  - Kaseya Antivirus
  - Kaseya Antimalware
  - Kaseya Online backup

### Implementation Services:

- Basic Kaseya Software Installation and Configuration
- Business and Technical Goal Setting
- Detailed Core Feature Review
- Deployment Planning and Execution
- Customization and Documentation
- Agent Configuration & Deployment



## KASEYA IMPLEMENTATION SERVICES

Kaseya Implementation Service offerings provide one-on-one Professional Services focused on delivering a standard and/or advanced implementation of the Kaseya Software within the Customer environment. In concentrated sessions, Kaseya installs, configures and reviews the core product features with the Customer. The choice of time required is based on the level of complexity behind the Kaseya use case and involvement the customer requires from the Kaseya team. Standard Implementation focuses on the out-of-the-box best practices system set-up and configuration. Advanced Implementations take a more customized approach starting with in-depth requirements gathering session evaluating service delivery methods, infrastructure needs and operating goals. A specialized implementation plan is created and executed to meet the specific requirements.

## KASEYA IMPLEMENTATION PACKAGED OPTIONS

### Kaseya Basics Implementation Bundles

Basic bundles are implementation tracks delivered through remote sessions, designed to get your Kaseya environment set up and deployed quickly, effectively and efficiently. Each Kaseya Basics Bundle is targeted towards specific modules and designed to meet the needs of new Kaseya implementations with a low number of endpoints. The basics combine Computer Based Training and education workshops followed by one-on-one consulting with one of our experienced Kaseya Professional Services experts.

### Kaseya Success Track Implementation Services

Kaseya Success Track Services combine a set of professional Services to ensure the the delivery of Kaseya implementation, education and project based Services that align with the overall needs of customers with a growing IT practice. The Success Tracks, based on the complexity and size of the Kaseya deployment, are recommended for new Kaseya customers to get up and running quickly in a consistent, best practice based configuration. By following the course set in these Success Tracks, the Customer is rapidly armed with the knowledge, resources and tools necessary to effectively manage, support, and enhance their IT systems and service delivery using Kaseya. The success tracks combine Computer based training and education workshops followed by one-on-one consulting with one of our experienced Kaseya professional Services experts.

## KASEYA CUSTOM CONSULTING SERVICES

Kaseya Consulting Services are Time & Materials based options that provide one-on-one engagements focused on a customized set of deliverables specific to the needs of the Customer. Kaseya performs a needs assessment with the Customer prior to engaging this Service and delivers a unique project Statement of Work (SOW) to identify and define the Customer specific issues, priorities, tasks, project duration, and costs. These engagements can be for discrete issues requiring as little as ½ day or, for larger multiple day or multiple phase projects. Kaseya Consulting Services can be engaged for both consulting and training requirements. Upon acceptance of the SOW, Kaseya Professional Services will conduct the Services defined in the SOW either remotely or on-site as necessary (3 consecutive days minimum for on-site). Through Kaseya Consulting Services, Kaseya delivers talented professionals with the product and business expertise to address an array of Customer needs in a range of specialized areas. Through these engagements, Kaseya and the Customer discuss topics relevant to the Customer. Examples of Kaseya Consulting Services include: System Upgrades and Migrations, Technology Implementations and Deployments, Consolidations and Relocations, Operations Augmentation, and System and Process Documentation.

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### 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.

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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### Bundle and Success Track Implementation Services:

Get up and running quickly in a consistent, best practice based configuration that combines the delivery of Kaseya education and product-based services. Bundles recommended for low endpoints and Success tracks for growing IT practices.

### Custom Consulting Services:

- Customized training Agenda
- Business and technical goal development
- IT Service Delivery Strategy and planning
- Best Practice development and implementation
- Operational and management method reviews
- Implementation and deployment
- Infrastructure and resource assessment
- System installation and configuration
- Product features discussion and set-up
- Automation development and testing
- Third party integration
- Transitional assistance and migration

### Questions?

Contact Customer Service at (877) 926-0001, contact your Kaseya sales representative, or email [training@kaseya.com](mailto:training@kaseya.com). For additional Kaseya materials, please visit the Kaseya Community where you can find our Forums, Knowledge Base and other Resources.



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