



2009 Road Map

Planned Releases

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As we move forward to the end of 2008 and into 2009, Kaseya is preparing to release a tremendous amount of new functionality in its application stack.

What's more, we're going to keep the momentum going and continue to add to that application stack and back it up with a suite of robust services offerings throughout the next year. Our goal is to help our customers increase productivity dramatically and realize outstanding returns on investments in this time of economic uncertainty.

For the past few years Kaseya has been designing and developing applications and services that continue to deliver on our vision of one unified, fully integrated and consistent platform for the management and delivery of IT services. On top of this highly scalable platform Kaseya has built an extensive application stack that, as can be seen in what follows, will continue to grow substantively in the next few years. This document presents a "road map" of upcoming Kaseya product and services releases. We provide this in order to help customers understand our future directions as well as the power and flexibility made possible by a comprehensive management platform for IT services.

Upcoming product innovations include greatly expanded capabilities in the areas of Service Delivery and Management; Business Continuity; Security; Monitoring and Availability; and Virtualization. In addition, Kaseya will support several additional operating systems and devices; greatly increase scalability and other enterprise capabilities; introduce the company's Software-as-a-Service (SaaS) offerings; and introduce several new services designed to increase efficiency and lower costs for MSPs as well as public and private sector IT management customers.

One of the biggest innovations coming in 2009 is not in product functionality, but in the multiple options for how customers can utilize Kaseya. Thanks to the flexibility of our SaaS implementation, we will be able to provide customers three separate means for accessing the products:

- Perpetual License; you host the software
- Perpetual License; Kaseya provides hosting and admin services
- True SaaS subscription model requiring no software license

For ultimate flexibility, customers may mix and match these methods as they see fit. For example, customers may choose to host some Kaseya applications on their own servers, paying a license fee for these. For other applications it may make sense to subscribe to the service in an "on-demand" basis. No license fee need be paid, just the subscription.

Many product offerings will have an equivalent service offering, which will be available in a variety of formats to best suit your needs. You can choose between both SaaS and traditional IT Services options, and within each category between various levels of service according to your unique requirements.

KASEYA NETWORK INFRASTRUCTURE

Web-Server Side: Virtual System Administrator

- Beautiful new Ajax user interface
- New industry standard reporting engine
- New agent to remote user/machine interface
 - “Live Connect”
 - Next-generation remote control capability
 - similar to LogMeIn / Citrix
 - Enhanced chat support
 - Control center for administrator or service desk agent to access everything relating to user or machine
 - CIs
 - Automated processes
 - Remediation procedures
 - Counters / monitors
 - Service request histories
 - And much more
- Machine audit information on a per machine basis
- Computer management for Registry Editor, Command Shell, Event Viewer
- Task manager for process, services, performance and network activity
 - Integrated VOIP/voice for administrator-to-user support
 - New interactive drag & drop file management
- Users-defined patch management
- Expanded non-Microsoft application patching
- New agent procedure automation engine
- Scalability improvements – server & agents
- Monitor-set library expansion
- Monitoring discovery (auto discover SNMP)
 - Systems
 - OS platforms
 - Devices
 - Server software
 - Application software
- New security model: multi-tenant with roles and scopes
- Support for organizations, customers, groups and people
- Expanded branding capabilities
- New system-wide, IT automation scheduler
- Audit replaced by a real-time Discovery engine
 - Supports real-time change
 - Real-time CMDB support
 - History of change forever
 - Deeper discover; utilizing many more discovery techniques

Client Side: Kaseya OS Agents

New operating system support is coming:

- Linux; Generalized
- Unix; HP/UX, Sun Solaris, AIX
- Mobile Agents; Windows, Apple, Symbian
- Specialty Agents
 - Service Agents; allowing multiple agents to exist in tandem
 - Virtual Machine Agents. These are subset of Host-based agents.

Kaseya Data Center Edition

Kaseya is undergoing an architectural transition that will provide for large enterprise data center scalability. Kaseya will continue to provide a mid-market set of editions, including the Service Provider editions and the editions sold to the mid-enterprise market. The Kaseya Mid-Market Editions will use most of the same architecture with the exception of Management tools that will allow the user to:

- Build up a cluster of Kaseya Agent servers that can each support ~ 20,000 Agents; our goal is eventually to support ~ 1,000,000 Agents per cluster
- A new administrative middleware layer for Kaseya supported through a load-balancing cluster of web servers and application servers that can support thousands of users (Administrators) signed on simultaneously
- Central policy management – Providing a way to manage the cluster of Agent servers with their connected agents, one consistent set of policies that are managed across the entire system
- Central reporting / analysis – The data across the Data Center solution can be consolidated into reports and other analytics for “what if” analysis
- Data Center Edition, Centralized Management Tools: A set of systems management tools will control the complete Data Center solution. This will address load balancing, fail-over, and component deployment
- Support for Cloud-based RRD for log data. Used for post-facto reporting, analysis and compliance

SERVICE DELIVERY

Kaseya Service Level Management

CONTRACT MANAGEMENT

Contract Management is a new set of functionality designed to manage the entire Managed Services contract process electronically for Kaseya customers. It is fully integrated into the Services Management end of the business and other Service delivery modules.

- Define, Manage and Store IT Managed Services Contracts
- Create & Manage attached Statements of Work
- Derive or create and attach Service Level Agreements
- Create Service Orders
- References (integrates to) the Service Catalog
- Contract-to-Service in a single step through Service Catalog

SERVICE CATALOG

The service catalog contains the inventory of Managed Services offered by the service provider and allows simple selection during the contract phase and integrated with the Run Book. The concept is analogous to the a "bill of materials" where the finished item is the service to be scheduled and delivered and the Run Book contains the recipe for that service as well as the process to make that service.

- Describes the granular service item
- Automates the service delivery
- Sets up the schedules automatically
- Instantiates the rules for event-triggered processes
- Defines services level to be delivered
- Who can request
- What processes need to be executed
- Costs for service

KASEYA RUN BOOK

A Run Book is widely used in corporate IT. It is generally a physical book containing the definition of IT's best practices procedures to remediate any incident, service request or recurring maintenance in the organization.

- Defines the IT processes invoked by the Service Catalog
- Executes the processes and procedures
- Reports actual vs. planned
- Financial
- Operationally (against Service Level Agreement)
- Use to document and print IT best practices
- Supports ITIL

SERVICE MANAGEMENT

KASEYA ASSET MANAGEMENT

Asset Management is where it all comes together; that is, where assets in service are reconciled to assets purchased. It maintains the legal information relating to maintenance, warranty and service requirements as well as where the asset was purchased, how well it performed and, ultimately, what the organization's ROI.

- Software asset management
- License metering & management
- Configurations
- Image standardization
- Compliance
- Procurement details, including costs
- Lifecycle cost tracking
- Hardware asset management
- Management from
- Acquisition, through to
- Disposal
- Request and approval Requirements
- Procurement details including cost
- Full lifecycle management
- Redeployment and disposal management
- Lifecycle cost tracking
- Integrated with all discovery modules; e.g., the new Discovery module, Advanced Monitoring, Security Information Management, Core Monitoring
- Asset Reconciliation; purchased vs. in-service
- Asset locations and assignment
- Asset groupings
- Service history detail
- TCO reporting

KASEYA CMDB

The CMDB is fully integrated with Service Desk, Asset Management and other parts of the Kaseya infrastructure to provide a centralized change management system. It keeps the reference to the Change Items and their relationships with other parts of the system. CMDB makes it simple to know what a configuration was at any point in time, what changes have been made to it and who did it under what authority.

- User-defined configuration items
- Relationship diagrams and rules
- Configuration management
- Change tracking and history
- Document management
- Integration with discovery and asset management
- Complete Service Desk integration

KASEYA SERVICE DESK

The new Service Desk module is packed full of features. It is a fully programmable, hierarchical service desk complying with ITIL's multiple service definitions. Some of the features are:

- Multiple user-defined services desks
- Service desk templates
- Response templates
- ITIL process-driven
- Workflow
- Escalation rules
- Organization- and role-driven
- Time collection and reporting
- Knowledge base
- Interface to CMDB and other relevant components of the Kaseya infrastructure

FINANCIAL MANAGEMENT FOR IT

Kaseya, in its drive toward ITRP and ITIL compatibility, will work with strategic partners to provision the financial back office system components needed to provide full 360° financial information system reporting

and integration. Kaseya is basing its interface to the financial components on a standard costing model internal to its core system. This will simplify the integration to chosen partners around the globe.

BUSINESS CONTINUITY

BACKUP AND DISASTER RECOVERY 3.0

- Incremental forever backup options
- Synthetic full backups
- Automatic image virtualization recovery
- VSS support
- Dynamic disk restoration
- Encryption options for backup images
- Windows 2008 Server 64-Bit support

BACKUP AND DISASTER RECOVERY 4.0

- Throttling for backing up to local servers and for offsite replication
- MS Exchange recovery of individual mailboxes
- MS SQL recovery of individual databases
- Enhanced visibility and control of offsite replication
- Integration with Kaseya Virtual Private Data Center
- Backup to image, decompose to VM, launch VM for near real-time business continuity

USER STATE MANAGEMENT 2.0

- Backup, restore and migration
- My Documents, PST files
- Point-in-time restore and migration
- Power audits
- Enhanced Vista migration
- Expanded configuration views

USER STATE MANAGEMENT 3.0

- Additional policy support for MS Outlook, MS Internet Explorer & Mozilla Firefox
- Automated local policy management
- Expanded visibility on individual machine settings
- OS X support

KASEYA ONLINE BACKUP

- File based internet backup to managed data center or SP's own data center
- Point in time restore: choose date/time to restore to from available set/files
- Backup information available anywhere via browser
- Backup image repository in the Cloud
- Self-service backup now and restore
- VM instance repository in the Cloud
- Synchronize local directories to the Cloud

KASEYA BUSINESS CONTINUITY SUITE

- Mount back-up in the Cloud
- Mount VM in the Cloud
- Decompose backup image into VM and launch as VM in Kaseya Virtual Private Data Center (see below)
- Combines some functionality from Back Up and Disaster Recovery as well as Virtual Machine Management

SECURITY

KASEYA ENDPOINT SECURITY 2.0

- Anti-virus, anti-spyware, rootkit detection
- Embedded anti-spam technology
- Servers, workstations and Exchange mailbox protection
- AVG 8.0 file server edition technology
- Advanced threat handling and reporting
- Centralized management

KASEYA ENDPOINT SECURITY 3.0

- Disk protection/encryption using TrueCrypt technology
- Centralized management
- Anti-spam engine
- Removable device protection; USB

KASEYA SECURITY INFORMATION MANAGEMENT

This is our first Open Source Project. Kaseya is working to wrap in a Kaseya Security Information Module (SIM) the following Open Source utilities:

- Arpwatch, for MAC Anomaly Detection.
- POf, for passive OS detection and OS change analysis
- PADS, used for service anomaly detection.
- Nessus, for vulnerability assessment and for cross correlation (IDS vs. Security Scanner)
- Snort, for IDS, also used for cross correlation with Nessus.
- Spade, for statistical packet anomaly detection and used to gain knowledge about attacks without signature
- tcptrack, for session data information which can provide useful information for attack correlation
- ntop, for building an network information database from which we can provide aberrant behavior anomaly detection including access level control
- Nagios. Rich host and service monitoring
- Osiris, for host integrity monitoring and change control feeding our new CMDB

- OCS-NG, as a cross-platform inventory solution which will provide a feed into asset management solution
- OSSEC, for host-based intrusion detection, doing log analysis, integrity checking, Windows registry monitoring, rootkit detection and more

This suite will give Kaseya a full network security information management framework focused on network traffic, intrusion detection, edge device management, passive access level control and more.

KASEYA POLICY MANAGEMENT

The Kaseya Policy Management module enables the provider of IT services to radically change the way multiple, separate domains are managed for Group Policy, Local Policy and Directory Object management. The management of one to hundreds, even thousands, of domains will be accomplished through one pane of glass greatly improving productivity of IT operations. Some features:

- Manage multiple, unique Active Directory domains as if they were one
- Create GPOs and other AD objects using the MS snap-in on a centralized domain controller where each customer/subsidiary/domain/sub-domain is represented by an OU.
- Deploy to, manage and import GPOs and other AD objects from remote locations
- Manage, import and deploy through the Kaseya UI
- Includes password management
- Extends application deployment
- Adds true, comprehensive policy management to the Kaseya framework
- Report on distributed domain activities
- Future versions to include LDAP and Open Directory

MONITORING AND AVAILABILITY

Advanced Availability Monitoring

AVM provides a complete suite of active, availability monitors that test key resources across the infrastructure to ensure that all devices are ready to respond to end user requests.

These tests are all performed with agent-less technology, which eliminates the risk associated with loading monitoring software on target systems.

AVM provides a real-time of reporting on resource availability throughout the technology infrastructure. Combining end user perspective tests (such as URL monitoring) with element level monitoring (i.e., process or interface monitoring), gives the Kaseya remediation engine and the IT staff information needed to quickly identify problems and potential outage locations.

Specific Tests and Features Include:

SCHEDULED AVAILABILITY TESTS

- ICMP response
- SNMP response
- Standard TCP/IP services (HTTP, SMTP, etc.)
- Specified TCP/IP ports with regular expression matching
- Windows service availability
- Windows process availability
- Linux/Unix process availability
- URL availability
- Nagios plug-in support

DEPENDENCY TRACKING

- Intelligently suppress tests and alerts based on layer 3 network dependencies

EVENT GENERATION

- Generate events based on availability issues

REPORTING

- Ping issues
- SNMP issues
- SLA reporting

Advanced Performance Monitoring

Performance Monitoring provides high-speed collection, historical graphing and real-time threshold analysis for any available metric in the IT environment.

COLLECTION

- Scheduled collection and storage of SNMP OID values
- Agentless JMX performance monitoring for Java and Java EE (J2EE) applications
- Pre-loaded MIBs and new local MIBs
- Support for Nagios and Cacti performance collection scripts
- Support for custom performance collection plug-ins

THRESHOLDS

- Ability to set multiple threshold levels on a specific metric
- Ability to generate events/alerts based on thresholds with unique severities

GRAPHING & REPORTING

- Graphing of trend over time: hourly, weekly, monthly, yearly
- Other performance reports

Network Visualization (Geography & Topology)

Network monitoring capabilities include dependency mapping, Layer 3 topology visualization, and Google Maps mash-up.

MAPPING & TOPOLOGY

- Flash-based map of layer 3 network topology
- Icon based device representation of Linux and Windows devices
- Search capability to locate specific devices

GOOGLE MAPS MASH UP

- Interface between Google Maps and any WAN connections
- Color-coded status indication for nodes and connections between different locations
- Customized severity settings for color coded status indicators

VIRTUALIZATION

KASEYA VIRTUALIZATION MANAGEMENT

Virtualization management has been designed to integrate with other elements of the Kaseya infrastructure, including monitoring, asset management, etc., allowing virtual machines to be accounted for, moved, copied, started, stopped and monitored for performance.

- VM performance monitoring
 - VM to host
 - Host to VM
- Host visibility
- VM audit & registration
- Balance Sheet – VM requirements to host capability
- VM management
 - Start/stop
 - Deploy
 - Reallocate
 - Backup/restore
 - Delete
 - Conversion
 - Physical to VM
 - VM to physical
- Track copies and moves

KASEYA VIRTUAL PRIVATE DATA CENTER MANAGEMENT

The virtual private data center is in the design phase. The concept is to allow IT service providers to put together data centers from spare capacity in their data centers and manage that data center in a more agile fashion. Anticipating more than one of these data centers per IT service provider, our plan to facilitate management through the Kaseya console will be of great benefit to the Kaseya customer.

- Agile data center deployment and management
- Virtualizing your IT infrastructure with a remote management layer
- Utilize spare computing resources across your data-center in an organized, virtualized manner
- Bill and track data center usage
- Build out your own cloud
- Supports multiple hypervisors

SAAS

Beginning in Q4 of 2008 and throughout the first quarter of 2009, Kaseya will release a series of new and revolutionary SaaS solutions to address the specific needs and requirements of a cross-section of Service Provider, Private and Public sector markets. The Kaseya SaaS offerings will be available on a pay-as-you-go subscription basis through a streamlined web-based fulfillment. Each offering will also include services that range from simple Administrative tasks to full IT Managed Service Delivery for Servers and Workstation.

KASEYA STRATUS

- Full Kaseya Virtual Systems Administrator and Add-on functionality
- A full cloud-implementation; SaaS delivery
- Subscription pricing

KASEYA ON-DEMAND

These services are intended to provide occasional users with on-off use of some of the SaaS components as simple, subset solutions of the full Kaseya system for the automation of certain types of tasks. For example:

- Asset Management
- Patch Management
- Business Continuity services
- Application deployment
- System availability and performance monitoring
- Endpoint security
- Remote access
- Desktop standards and migration
- IT Asset Loss Prevention services
- OS Migration Services

KASEYA EXPRESS

One-click dashboard driven functionality includes:

- Hardware and software inventory
- Patch deployment
- Remote computer access
- Computer performance monitoring
- Trouble tickets
- Reporting

KASEYA REMOTE

This service is similar to other competing products but provides a simple solution for the occasional IT servicer to access machines through a human on a browser to a machine interface. It integrates simple remote access and trouble ticketing.

- PC remote control
- Integrated Ticketing

IT SERVICES

Kaseya is continuously improving its programs to help IT service providers make their managed services business more efficient and more robust. Kaseya is expanding its IT Services offerings (formerly Out-tasking) to include additional service levels and flexible à la carte options.

Kaseya's expanded IT Services offerings help MSPs offer their customers reliable, robust and automated 24x7 IT management and monitoring services without adding staff or doling out overtime. Available in three new service levels, Kaseya augments managed service offerings, allowing staff to focus on more strategic, revenue-generating projects.

Kaseya Monitor (level 1)

24x7 Monitoring & Asset Management
Services including:

- Asset inventory management
- 24x7 monitoring & triage
- Server availability monitoring
- Critical service monitoring
- Event log monitoring
- Backup log monitoring
- Anti-virus log monitoring
- Response time monitoring
- Performance monitoring
- Automatic suggested remediation

Kaseya Automate (level 2)

Automate tasks and provide remediation services.
Includes all of Monitor (level 1) services plus:

- Full monitoring remediation
- Patch management
- Patch policy configuration
- Patch testing
- Patch deployment
- Automation
- Scheduled machine maintenance (defrag, temp file cleanup, etc.)

Kaseya Manage (level 3)

Fully manage each endpoint including remediation of alarms, AV/AS & backup management. Includes all of the Monitor (level 1) and Automate (level 2) services plus:

- Maintenance requests
- Patch troubleshooting & remediation
- Automation
- Custom script creation
- Software deployment services
- AV/AS Administration
- AV/AS configuration*
- AV/AS definition management*
- Anti-virus removal / remediation*
- Backup Administration
- Backup job management**
- Backup log review**
- Backup troubleshooting & remediation**
- Kaseya Endpoint Security
- Kaseya User State Management

* Supported AV/AS products only
(KES & TBD list of products)

** Supported Backup products only
(BUDR & TBD list of products)

IT SERVICES

KASEYA GENERAL HELPDESK

24x7 Tier 1 & Tier 2 IT Support Desk

- POC or direct contact
- Portal, email & phone based
- Region-specific support with native language resources
- OS Support
 - Windows Server 2003 / 2008
 - Windows XP / Vista
 - OS X
- Common application support
 - Office
 - Outlook
 - Visio
 - Acrobat
 - AV/AS (KES & TBD list of products)
 - Internet Explorer
 - Firefox
- Hardware
 - Dell
 - HP
 - IBM
- PC & Network
 - Network connectivity
 - Printers & printing
 - User password reset
 - Folder permissions
- Single point of contact for 3rd party applications
 - We will work with application vendors to support any application that does not fall into our core competency.

KASEYA MANAGED BACKUP & DISASTER RECOVERY

- Onsite turnkey solution
 - Storage server w/ backup software pre-loaded
 - Flexible central management—Customer staff or Kaseya staff
- Off-site server image replication
 - Replicate server images off-site
 - Turn on virtual instance server images in the event of a disaster and access system remotely
- Online file backup
 - Data backup directly to off-site data center
 - Access data anywhere via web for flexible DR
 - Protect mobile user data

KASEYA MANAGED VIRTUAL DATA CENTER

Take advantage of our scale and technology to offer your clients a computing cloud without building your own data center.

- Virtualize client systems on Kaseya's cloud infrastructure
- Kaseya provides resources you need to build out your virtualization offering without building up
- Agile data center deployment and management
- Kaseya managed uptime & availability; guaranteed uptime to your clients!
- Bill and track data center usage
- Supports multiple hypervisors

KASEYA VIRTUAL SMART-HANDS

- IT project services performed remotely
- Bolster resources without hiring additional project staff (good for overflow tasks)
- Hourly rates or flat fee service pricing
- Area of expertise including but not limited to:
 - Windows OS
 - Exchange
 - SQL
 - AV/AS
 - Router Configuration
 - Firewall Configuration

KASEYA SYSTEM ADMINISTRATION

The Kaseya System Administration program (SysAdmin for short) is a suite of services designed to take the administration and operation of the Kaseya software out of the hands of the MSP and into the hands of Kaseya experts. This program provides:

- Day-to-Day backend operations of the licensed Kaseya product
- Implementation of best practices for monitoring, patching, anti-virus and backup

OTHER SERVICES

Kaseya has been staffing up on the product services end of the business. A new Level 1 and Level 2 support center has been established in our Bangalore facilities to provide electronic, 24/7 customer support on the Kaseya systems. These resources are supported by increased capacity in all countries in which we operate. The local country-based resources work in tandem with the centralized support resources which can be backed up by our operational-side NOC and Help Desk employees. We expect 2009 to be a year in which the Kaseya customer will see a significant improvement in support capacity from Kaseya.

Due to expressed demand, Kaseya is also exploring the possibility of adding a premium support service which would allow those customers in the program immediate access to a dedicated support team 24/7 with a named support account manager.

PLANNED TIMETABLE

While we are not offering a specific timetable for products and services described herein. It is our expectation that you will begin to see many of them over the next few quarters, with a continuous pace of releases occurring thereafter.

St Helier • Lausanne • San Francisco • Washington DC • Miami • Tampa • Los Angeles • Sao Paulo
Seattle • Sydney • Singapore • Hong Kong • Bangalore • London • Amsterdam • Paris