KASEYA® CLOUD SOLUTION CATALOG 2016 Q2

UPDATED & EFFECTIVE AS OF: May 10, 2016

Overview of the Kaseya Cloud Subscription Solutions

The Kaseya Cloud solutions are designed to meet the needs of professional IT infrastructure management with a unique Subscription licensed bundle offering for Cloud delivery, accompanied by a variety of optional Add-On modules tailored both for specific industries and for the needs of IT professionals.

1. Kaseya Virtual Systems Administrator^{TM} Core Bundle Cloud Offering – Professional Bundle

The Cloud based Kaseya Core Bundle Subscription contains the bundled functionality provided in the master chart below, licensed on a **Per Seat** basis.

In addition, an array of Add-On modules may be purchased a la carte on a **Per-Seat** basis (with the exception of additional Service Desks which are system based) and deployed on Authorized Machines that have a Core Bundle license and Kaseya endpoint Software installed. All of the Cloud offerings are sold on a Subscription basis with a minimum Term of one year.

2. Kaseya Traverse^{TM}

Kaseya Traverse is a SaaS based cloud and network monitoring solution delivered via the Kaseya cloud. It is sold on a standalone basis. Traverse is sold with a base subscription giving access to the core functionality of the product along with additional device packs with different pricing based upon the type of device. The device types are described below with their associated metrics and functionality.

Kaseya Traverse is sold on a subscription basis with a minimum term of one year. The subscription term for each purchase is independent and remains in effect even if other subscriptions for the same item or different items terminate.

3. Kaseya® 365 Command for Microsoft® Online Management

Kaseya 365 Command is a SaaS based Office 365™ Cloud monitoring, management and reporting solution delivered via the Kaseya cloud. It is sold on a standalone basis. 365 Command is sold with a base subscription giving access to the core functionality of the product including the ability to monitor, manage and report on service health, email quota and usage, permissions, subscriptions, licenses and site collections of Office 365™.

4. Kaseya Business Management Solution (BMS^{TM})

Kaseya BMS is a SaaS based Business Management Solution that maximizes your visibility into your business and the services you are providing to your customers. It is our solutions to recognizing revenue, maximizing profits, and monitoring the utilization of your services. We include all the essential areas to run your business including CRM, Service Desk and Ticketing, Project Management, HR, Billing, Inventory, and Reporting. Kaseya BMS is sold on a per user subscription basis with a minimum term of one year.

5. Vorex^{TM} IT Management

Vorex IT Management is a SaaS based IT Management Solution that enables enterprises to automate and manage projects, inventory, time & expenses, billing and reporting. The solution also provides an optional Service Desk and RMM integrations which allow IT to provide helpdesk capabilities to their organization. Vorex IT Management is sold on a per user subscription basis with a minimum term of one year.

Overview of Available Core Bundles Options – Master Chart

Module	Professional
Per Seat Licensing	☑
Multi-Platform Support	☑
Remote Control	☑
Live Connect	☑
Audit & Inventory	☑
Info Center Reporting	☑
Patch Management	☑
Software Deployment and Update: Custom Catalog (Added capacity only)	☑
Monitoring	☑
Policy Management	☑
Discovery	☑
Ticketing	☑
Time Tracking	☑
Agent Procedures	☑
Intel vPro Management	☑
Network Monitor	☑
Directory Services	☑
Desktop Policy Management	☑
Desktop Migration	☑
Service Desk (Unlimited Desks) & Service Billing	♁
Antivirus (Kaspersky)	♁
Data "Backup (Acronis)"	♁
Data (File & Folder) Backup	♁
Software Deployment and Update: Ninite Catalog (Added capacity only)	♁
Antimalware™ (Malwarebytes)	♁
Traverse	♁
365 Command™	♁
Business Management Solution	♁
Vorex IT Management	♁

☑ = **Only Available as Part of Core Bundle**

♁ = **Add-on Module**

Cloud Options and SKU's:

Kaseya Cloud Subscription Core Bundles

Please see the master chart above for the Modules only available as part of the Core Bundle and the Add-On Modules that may be purchased a la carte. Each module and its functionality is described below. Customers should upgrade to the new Core Bundle if they desire additional functionality which is not included in their present Core Bundle and not offered on an a la carte basis. For Customers that upgrade their Core Bundle, the existing Subscription is terminated and a new minimum Subscription Term of 1 year starts upon upgrade with any prepaid amounts from the terminated Subscription applied against the cost of the new Subscription. No Core Bundle downgrades are allowed. System Administrators provide the ability to configure system settings and security including installation, site customization and user security. Unlimited System Administrators are included with each of the Core Bundles described above.

The Kaseya Subscription Core Bundles are sold on a Per Seat basis as indicated below with the following SKU's:

SKU	Description
S-CLD-K3-PRO	Professional Subscription Per Seat

Kaseya Modules Available Only As Part Of A Core Bundle Above

Kaseya Multi-Platform Support™
Multi-Platform Support provides device management for Windows, Mac, Linux, Apple iOS, Android and BlackBerry operation systems. The management controls for these supported operating systems is based on the bundled functionality included in the master chart above.

Kaseya Live Connect and Remote Control™

Live Connect and Remote Control provide single machine access to key system resources, diagnostics and device control including:

- Desktop Access
- Audit Data
- File Manager
- Command Shell
- Registry Editor
- Task Manager
- Event Viewer
- Ticketing
- VPN
- Chat
- Video Chat

Kaseya Audit & Inventory™
Audit & Inventory provides software and hardware audit scan of managed devices with the added ability to extend device inventory with custom attributes and alarms.

Kaseya Info Center™
Info Center provides pre-defined reports and dashboards with built-in scheduling across the entire Kaseya offering.

Kaseya Patch Management^{TM}

Patch Management provides automated Windows patch management based on defined policies and schedules.

Kaseya Software Deployment and Update: Custom Catalog (June 1, 2015 to May 31, 2016 added capacity only, no new or renewal sales)

Software Deployment and Update allows system administrators to centrally upload, deploy, install, and update software to any Windows computer connected to the Kaseya platform.

Kaseya Monitoring^{TM}

Monitoring provides basic monitoring services of agent based and agent-less devices

Kaseya Policy Management^{TM}

Policy Management provides the ability to assign pre-defined and application specific policy templates to organizations and groups of machines.

Kaseya Discovery^{TM}

Discovery provides automated discovery of connected network assets through multiple scanning methods including Domain and IP subnets.

Kaseya Ticketing^{TM}

Ticketing provides a light-weight tracking of issues submitted by users, administrators and monitor events.

Kaseya Time Tracking^{TM}

Time Tracking provides technician time entry and approval against Service Desk tickets and Service Billing work orders.

Kaseya Agent Procedures^{TM}

Agent Procedures provides an endpoint based scripting solution that can process device and OS specific commands with full administrative access.

Kaseya Intel vPro Management^{TM}

Intel vPro Management provides the ability managed the Intel vPro chip on networked Windows devices including activation, power settings, BIOS access and remote control.

Kaseya Network Monitor^{TM}

KNM enables basic monitoring services of agent based and agent-less devices.

Kaseya Directory Services^{TM}

Directory Services provides an ongoing two way sync between Microsoft® Active Directory and the Kaseya server including users and machines. Directory Services also provides Active Directory account specific updates including account password reset and the enabling and disabling of AD accounts.

Kaseya Desktop Policy Management^{TM}

Desktop Policy Management provides Windows based desktop policy deployment and Intel® vPro™ integration.

Kaseya Desktop Migration^{TM}

Desktop Migration provides Windows based desktop setting backup and migration.

Kaseya Add-On Modules Available On An A La Carte Basis

Add-on Modules may only be deployed on Authorized Machines that have a Core Bundle license and Kaseya endpoint Software installed and are licensed on a per seat basis regardless of whether customer also has Named User Administrator licenses.

Kaseya Service Desk™ and Service Billing™

Service Desk provides an integrated multi-desk and automated remediation workflow engine and the full package must be purchased initially and then Application Admins are added on ad hoc basis. This module also includes Service Billing which is a system wide functionality and provides an automated billing engine based on a defined service catalog and billing sets.

SKU	Description
S-CLD-K3-KSD	Service Desk Subscription package includes: • Unlimited Desks • No Application Admins • Service Billing S-CLD-K3-KSB
S-CLD–K3-KSD-ADM	Additional Application Admins Subscription

Kaseya Antivirus™ (Powered by Kaspersky)
Antivirus is licensed on a per seat basis and may be added to any number of seats at Customer's discretion. Antivirus provides a Windows Workstation and Windows Server based virus blocking solution.

SKU	Description
S-CLD-K3-KAV-W	Antivirus Subscription - Workstations
S-CLD-K3-KAV-S	Antivirus Subscription – File Servers

Kaseya Data Backup™
Data Backup provides remote file and folder backup for Windows and Mac machines. Data Backup is licensed on a per Server and per Workstation seat basis and may be added to any number of seats at Customer's discretion and has an additional charge based on the storage space used by Customer. The Data Backup SKU's are:

SKU	Description
S- CLD–K3-KDB-S	Data Backup Server Seats Subscription
S- CLD–K3-KDB-W	Data Backup Workstation Seats Subscription

Kaseya Backup™ (Powered by Acronis)

Kaseya Backup is added on a Subscription per server or per workstation basis to any number of servers or workstations at Customer's discretion. Backup provides full Windows Workstation and Server image backup, offsite replication and disaster recovery. Kaseya Backup is not a Maintenance Eligible Component. The Backup SKU's are:

SKU	Description
S-CLD-K3-BUDR-S	Backup Server Subscription
S-CLD-K3-BUDR-W	Backup Workstation Subscription

Kaseya Software Deployment and Update™: Ninite Catalog (June 1, 2015 to May 31, 2016 added capacity only, no new or renewal sales)

Software Deployment and Update is licensed on a Subscription per seat basis and may be added to any number of seats at Customer's discretion and provides a profile based solution for automating the distribution and installation of software applications to remote workstations, laptops and servers. Once deployed, a License seat may only be removed from an Authorized Machine after 30 days of inactivity at which point the seat is automatically put in the available license pool.

SKU	Description
S-CLD-K3-KSDU	Software Deployment and Update Subscription: Ninite Catalog Seats

Kaseya Antimalware™ (Powered by Malwarebytes)

Antimalware is licensed on a per seat basis and may be added to any number of seats at Customer's discretion. Antimalware provides a malware blocking solution for Windows Workstations.

SKU	Description
S-CLD-K3-KAM	Antimalware Subscription

Kaseya Traverse™

Kaseya Traverse can be purchased and deployed on a standalone basis. Kaseya Traverse is only available on a subscription basis. Purchases of Traverse include the Traverse Base package, a number of Traverse Device Monitoring licenses, and optional licenses for network configuration management.

Kaseya Traverse Base package includes the following modules / features:

- Traverse BVE Administration and Visualization Engine (in SaaS)
- One Data Gathering Engine (DGE) for Storage & Analysis (in SaaS)
- Unlimited Data Gathering Engine Extensions (DGEx) deployed within local customer networks
- Panorama Topology Discovery & Mapping Module
- NetFlow Data Collection/Analysis Module

Due to the hosted nature of the BVE and DGE, there are a number of limitations in a Cloud instance of Traverse compared to an on-premise deployment:

- Plug-in actions and monitors are not supported. This does not affect the ability to use EDF/ISM APIs against the local DGE extensions which can be used to monitor custom applications.
- Integration with third party applications that utilize the plug-in framework – namely Active Directory and CRM/ticketing systems cannot be supported due to the aforementioned limitation.
- While URL transaction tests run from the DGE extension, the initial script creation connects to the target website from the BVE. That means user will be able to create a script against a website that is publicly accessible.

The Kaseya Traverse Core & DGE SKUs:

SKU	Description
S-CLD-TV-BASE	Kaseya Traverse Base package. Does not include any device monitoring licenses – Annual Subscription

SKU	Description
S-CLD-TV-DGE	Traverse Additional Data Gathering Engine. One DGE is included with Traverse Core. Additional DGE recommended for over 1,000 standard or 10,000 simple devices, or depending on special requirements – Annual Subscription
S-CLD-TV-DGE-NC	Traverse Additional Data Gathering Engine. One DGE is included with Traverse Core. Additional DGE is provided at no charge and recommended for over 1,000 Standard or 10,000 Simple devices – No Charge

The Kaseya Traverse Device Monitoring SKUs:

The Kaseya Traverse Device Monitoring SKU's provide monitoring capabilities for devices that will be managed under a Traverse instance:

SKU	Description
S-CLD-TV-DP-SPL	Traverse Simple Device Monitoring. Limited to monitoring up to 10 metrics per device. Suitable for simple devices such as printer, wireless access point, etc. – Annual Subscription
S-CLD-TV-DP-STD	Traverse Standard Device Monitoring. Provides ability to monitor system and network performance. Suitable for servers and network routers, switches, firewalls, etc. – Annual Subscription
S-CLD-TV-DP-HYP	Traverse Hypervisor Device Monitoring. Provides specialized monitoring capabilities for Hypervisors such as VMware, Xen and Hyper-V – Annual Subscription
S-CLD-TV-DP-APP	Traverse Application Monitoring. Provides capability to monitor enterprise applications such as Exchange, SQL Server, Oracle, web/mail server, etc. – Annual Subscription

The Kaseya Traverse SME Edition:

The Kaseya Traverse SME Edition is a limited version that includes an integrated Business Visibility Engine (BVE) and Data Gathering Engine (DGE) that allows monitoring of up to 5000 metrics. This edition cannot be expanded to support additional DGE or metrics, and may not be combined with any Device Monitoring SKUs. It is possible to upgrade from the SME version to full version through an one-time upcharge:

SKU	Description
S-ONP-TV-SME	Kaseya Traverse SME Edition. Includes license to monitor up to 5000 metrics – Annual Subscription
S-ONP-TV-SME-UPG	Convert Traverse SME Edition to full version. Includes license for 100 Standard Device Monitoring (S-ONP-TV-DP-STD) - One Time Fee

The Kaseya Traverse Optional SKUs:

The Kaseya Traverse Optional SKU's provide additional monitoring and management capabilities for devices licensed under the Traverse Device Monitoring SKUs:

SKU	Description
S-CLD-TV-DP-NCM	Traverse Network Configuration Management. Provides for backup and restoration of configuration settings for supported network devices. This is an Add-On to a device monitoring SKU and can be combined with Traverse SME Edition – Annual Subscription

Kaseya® Office 365™ Cloud Monitoring & Management

Kaseya 365 Command is sold on a subscription basis that is billed monthly to a credit card on file. There is no commitment. Customers also have the option of paying by annual invoice with a minimum term of one year.

A free trial to the Kaseya Office 365 Cloud Monitoring & Management application is available at 365Command.com.

The Kaseya® Office 365™ Cloud Monitoring & Management SKU is:

SKU	Description
S-CLD-365C-COR	Kaseya Office 365 Cloud Monitoring & Management core– Annual Subscription

Kaseya® Business Management Solution (BMS™)

Kaseya BMS can only be sold in a SaaS subscription model. Customers have the option of paying monthly or on an annual term for a discount.

It includes:

- CRM
- Service Desk and Ticketing
- Project Management
- HR
- Billing
- Inventory
- Reporting
- QuickBooks integration
- RMM Integration

The Kaseya® BMS SKU's are:

SKU	Description
S-CLD-BMS-COR	Kaseya BMS– Annual Subscription
S-CLD-BMS-COR-M	Kaseya BMS– Monthly Subscription

Vorex™ IT Management

Vorex IT Management is sold only as an annual SaaS subscription. Customers have the option to pay monthly or annually.

The Vorex SKU's are:

SKU	Description
S-CLD-VRX-PRF	Vorex IT Management Professional Edition Subscription per User including the following features: CRM, Project Management, Billing, HR, Reporting, and RMM integration.
S-CLD-VRX-PLT	Vorex IT Management Platinum Edition Subscription per User including the following features: CRM, Project Management, Billing HR, Reporting, RMM Intgration, Service Desk, Inventory Management, and Quickbooks Integration.

Purchasing Details

Kaseya cloud solutions are configured based on the functionality selected above. Based on the Customer's requirements, the Software is available with Upfront Pricing or with Installments under an Installment Schedule with no cancellation rights.

No Separate Maintenance Agreement Required

Maintenance is not applicable as Cloud Updates will be automatically applied for Cloud Customers.

Minimum Subscriptions

A minimum Subscription of 1 Named User Administrator or 150 Seats is required for any Core Bundle.

There is no minimum subscription for Traverse.

Auto renewal and Termination

The initial Subscription Term for each purchase is on your invoice. Upon the expiration of the initial Term, each Subscription will automatically renew for successive renewal terms equal in duration to the initial Term. Either party may terminate any Subscription, effective only upon the expiration of the then current term, by notifying the other party in writing at least thirty (30) days prior to the expiration date of the current Term.

General Terms and Conditions

1. **Agreement.** The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" End User License Agreement and Terms of Service ("EULATOS") as updated from time to time by Kaseya at http://www.kaseya.com/legal.aspx. If Customer does not agree with the Agreement, please do not install, use or purchase any Software or Services from Kaseya. Continued use of the Software or Services indicates Customer's acceptance of the Agreement including the latest version of the applicable EULATOS set forth at http://www.kaseya.com/legal. Capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement.

2. **Territory.** Customer must use and deploy the Software and Services only in the Territory corresponding to the price list under which Customer acquires the applicable SKU. Please contact your Kaseya sales representative for pricing details.

3. **Support and Maintenance.** Standard Kaseya Support is included for Cloud Customers with a current paid Core Bundle Subscription and/or Kaseya Traverse. For details regarding Kaseya's Support, please see the Kaseya Support Policy. Maintenance is not applicable for as Cloud Updates will be automatically applied for Cloud Customers.