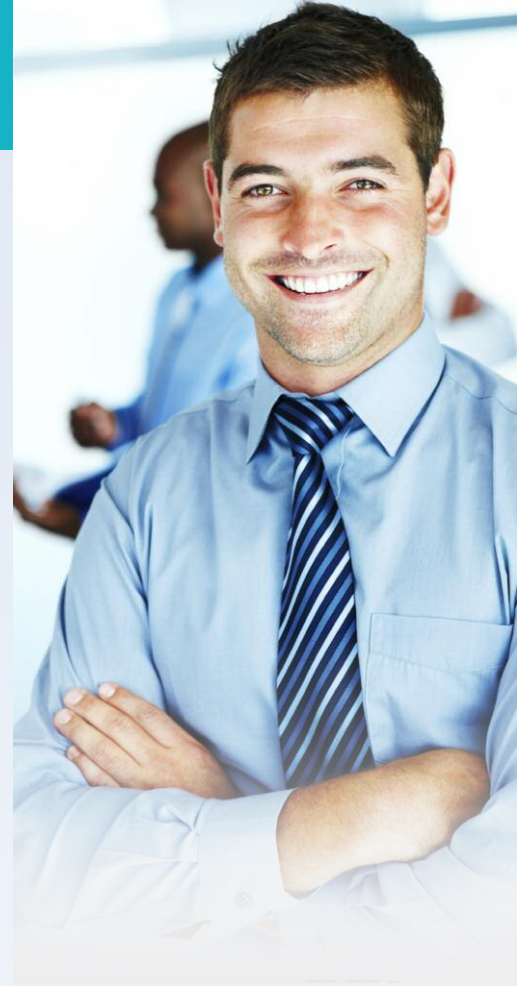


Kaseya
NOC Services Catalog



Whether you are starting your MSP business, struggling to staff appropriately while expanding your business, or looking to provide around-the-clock coverage without breaking your business model. Kaseya NOC Services can help.

Designed to let you scale quickly, Kaseya NOC Services deliver the monitoring and management services you need to extend your existing in-house staff and meet your customer demands.

Even better, you have the flexibility to choose the exact level of service that's right for your business. Enroll your endpoints into one of three service levels on a mix-and-match basis. You can add or remove endpoints or move them from one plan to another at any time.

In addition, you can deploy Kaseya NOC Services 24x7 as a permanent 'virtual' member of your staff or to close temporary gaps in your existing staff coverage. For example, have Kaseya NOC Services take over monitoring when your technicians are sleeping, during vacations, or as backup for power outages in your main office.

Managing your Kaseya NOC Services is easy. You can simply and securely streamline account activation, enrollment and billing, as well as access reports. You are billed at the end of each month based on the number of endpoints enrolled at each service plan level.

NOC Service Levels at a Glance

Level 1: Monitor

Perfect for MSPs who need access to NOC engineers to help ensure the health, availability and performance of IT infrastructure on a 24x7 basis. Count on our services to review alarms, filter for false alarms, and escalate issues to your team. You can customize monitoring thresholds, configuring notification and escalation policies. You maintain complete control over usage, data collection and end user interaction. Highlights of the Monitor service are the following:

- 24x7 monitoring of Microsoft® Windows® servers/workstations/network devices
- Access to Kaseya's best-practice Monitoring Library
- Flexible notification options, including phone, email and text (SMS)
- Troubleshooting and alarm-resolution tips based on Kaseya best practices
- Scheduled and *ad hoc* reports, providing operational and executive summaries

Level 2: Manage

In addition to all the services in the Monitor service level, Kaseya NOC engineers will perform remediation of alarms based on an agreed-upon set of tasks and run lists. In addition, you get access to a Technical Services Desk to assign tasks such as user account creation, adjusting permissions, resetting user passwords, adding printers and printer queues, etc. Following are the highlights of the Manage service:

- All benefits of Monitor-level Kaseya NOC Services
- Remediation of alarms based on mutually agreed workflows and best practices
- Technical Service Desk, through which you can assign routine tasks to the Kaseya NOC engineers

Level 3: Manage+

This level of service is designed for MSPs who want their IT team to focus on high-value customer engagements. Besides delivering all the services in the Manage level, this service allows you to offload other common tasks. Manage+ service highlights include:

- All benefits of Manage-level Kaseya NOC Services
- Kaseya Patch Management
- Kaseya Antivirus and Anti-malware Management
- Kaseya Backup Management

NOC Service Level Features Overview

Kaseya NOC Services Feature List	Level 1 Monitor	Level 2 Manage	Level 3 Manage+
Monitoring			
Kaseya's Best Practice Monitor Set	✓	✓	✓
Customization of Monitor Set (if needed)	✓	✓	✓
24x7 Monitoring & Verification	✓	✓	✓
Critical Service Monitoring (Server only)	✓	✓	✓
Event Log Monitoring	✓	✓	✓
Backup Monitoring	✓	✓	✓
Antivirus Monitoring	✓	✓	✓
Ticketing & Workflow	✓	✓	✓
Suggested Troubleshooting Tips	✓	✓	✓
Escalations and Notifications	✓	✓	✓
Reporting	✓	✓	✓
Kaseya VSA Monitoring	✓	✓	✓
Server Health Checks		✓	✓
Remediation			
Triage, Troubleshooting & Resolution of Alarms		✓	✓
Technical Services			
Technical Service Desk*		✓	✓
Module Management			
Kaseya Patch Management			✓
Kaseya Backup Management			✓
Kaseya Antivirus & Anti-malware Management			✓

*Based on service level and endpoints enrolled. Limits apply.

NOC Service Levels in Detail

Level 1: Monitor

NOC Monitoring Service includes: 24x7 monitoring of Windows servers/Workstations and Network Infrastructure devices using the Kaseya Monitoring Library; flexible notifications including phone, email and text (SMS); suggested alarm resolution; and scheduled and ad-hoc reports, providing operational and executive summaries.

Following actions are taken by NOC Team:

- **Deployment on Kaseya VSA**

- Kaseya VSA's Monitoring Library
- Kaseya VSA's Agent Templates
- Kaseya VSA's Standard Views and Reports

- **VSA Configuration**

Configure enrolled endpoints with appropriate monitoring configuration to provide 24/7 monitoring and alarm condition verification

- **Validation and verification**

Provide 24/7 filtering of actionable alarms vs. transient/false alarms. Notify actionable items after classification and prioritization

- **Reporting**

NOC team will provide a number of standard reports in the Kaseya VSA Reports module including Executive Summary, Aggregate Table, Patch Management, Inventory, Logs and Ticketing

NOC team monitors the following:

- **Agent Status – Online / Offline**

- **Windows Service State – Server OS and Server Applications**

- **Performance Counters – CPU, memory usage, disk space**

- **Windows Event Logs**

- Application, System
- Security
- Directory Service
- DNS Server
- 3rd-party Antivirus/Anti-malware and backup monitoring via Windows event logs

Service Level Objectives

	Response time based on priority*		
	Critical	High	Normal
Initial response from NOC	15 min	1 hour	8 hours

*Response time for 98% of cases

Level 2: Manage

In addition to all the services in the Monitor service level, Kaseya NOC engineers will perform remediation of alarms based on an agreed-upon set of tasks and runlists. You also get access to Technical Service Desk requests that allow you to assign routine tasks to Kaseya NOC. Following are the service highlights:

Following actions are taken by NOC Team:

■ Deployment on Kaseya VSA

- Kaseya VSA's Monitoring Library
- Kaseya VSA's Agent Templates
- Kaseya VSA's Standard Views and Reports

■ VSA Configuration

Configure enrolled endpoints with appropriate monitoring configuration to provide 24/7 monitoring and alarm condition verification

■ Validation and verification

Provide 24/7 filtering of actionable alarms vs. transient/false alarms.

■ Reporting

NOC team will provide a number of standard reports in the Kaseya VSA Reports module including Executive Summary, Aggregate Table, Patch Management, Inventory, Logs and Ticketing

NOC team monitors the following:

■ Agent Status – Online / Offline

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■ Windows Event Logs

- Application, System
- Security
- Directory Service
- DNS Server
- 3rd-party Antivirus/Anti-malware and backup monitoring via Windows event logs

Triage, Troubleshoot and Resolve

The goal of the Triage and Troubleshooting service is to remediate 75% of all actionable alarms received by the Kaseya NOC Team. Following is the list of alarms Kaseya NOC remediates.

- Endpoint Offline
- Disk Space Alerts
- Backup Failure Alerts
- High memory/CPU utilization
- Group Policy Failures
- The file system structure on the disk is corrupt and unusable
- Exchange database dismounted
- Windows Automatic Service stoppages

Technical Service Desk

The Kaseya NOC Team will accept inbound, email-based service requests from MSP on endpoints enrolled for Manage or Manage + NOC service. This service is intended to offload routine tasks to Kaseya's NOC team. This is not a helpdesk service for MSPs' end customers.

Technical Service Desk Request Limits | Level 2 - Manage

Endpoints Enrolled	Requests per month
0-100	10
101-500	20
501 and above	40

Service Level Objectives

	Response time based on priority*		
	Critical	High	Normal
Start of Remediation by Kaseya NOC	15 min	1 hour	8 hours
Triage and Troubleshooting Response (Virtual Management)	30 min	2 hours	12 hours

*Response time for 98% of cases

Level 3: Manage+

In addition to all the services in the Manage service level, Manage+ provides the following:

Technical Service Desk

The Kaseya NOC Team will accept inbound, email-based service requests from MSP on endpoints enrolled for Manage or Manage+ NOC service. This service is intended to offload routine tasks to Kaseya’s NOC team. This is not a helpdesk service for MSPs’ end customers.

- **A higher number of requests per month**

Endpoints Enrolled	Requests per month
0-100	50
101-500	100
501 and above	200

Kaseya Patch Management

The Kaseya NOC Team helps ensure your customer environments are patched to your specifications using the Kaseya Patch Management module. Simply create a patch policy, apply it to your endpoints, and then approve/deny the patches you want deployed. Our team manages your policy with a goal of 100% compliance. Please refer to the Patch Management Section for details.

Antivirus/Anti-malware Administration using KAV/KAM features

Endpoint Security Administration is designed to provide assistance with daily operations to monitor failures and threats detected using standard Kaseya VSA features. Kaseya NOC team will be available 24x7 to assist on Endpoint Security issues as part of Manage Plus. Please refer to the Endpoint Security section for details.

Kaseya Backup management

The NOC team will assist with the Backup Alert Set Configuration, Monitoring Backups, Troubleshooting and resolution of Backup Failures.

Service Level Objectives

	Response time based on priority*		
	Critical	High	Normal
Start of Remediation by Kaseya NOC	15 min	1 hour	8 hours
Triage and Troubleshooting Response (Virtual Management)	30 min	2 hours	12 hours

*Response time for 98% of cases

Service Components in Detail

Technical Service Desk

The Kaseya NOC Team will accept inbound, email-based service requests from an MSP on endpoints enrolled for Manage or Manage+ NOC service. This service is intended for your technician and enables offloading of routine tasks to Kaseya's NOC team. This is not a helpdesk service for MSPs' end customers. Following is the list of requests accepted and handled by NOC team:

- User Account Creation
- Disable User Account
- Create Network Share
- Adjust Permissions on Existing Share
- File and Folder Security Set Up and Configuration
- Reset User Password
- Add Printer and Print Queues
- Email Mailbox Set Up and Configuration
- Create Exchange Distribution List
- Configure Exchange Mail Forwarding
- Configure Mailbox Permissions
- Change Administrator Password
- Rename Domain Computer
- User Profile Migration
- Disk Defragmentation
- Data Transfer Assistance
- AD & Offsite Replication Assistance
- Create or Delete DHCP Scope or Superscope
- Change Existing DHCP Scope Properties
- Create a Multicast Scope
- Configure DHCP Reservations and Exclusions

Manage and Manage+ Services for Workstations

The Kaseya NOC Team performs proactive maintenance on workstations based on a recurring schedule within defined maintenance windows. Best practice scripts are configured and imported to support the maintenance activities. Maintenance service delivery is monitored and remediation actions are taken to resolve failures.

The following services are provided by the NOC Team:

- Configure workstations to perform maintenance activities
- Monitor and resolve failures coming from proactive maintenance scripts
- Provide service reporting including a number of standard reports in the Kaseya VSA Reports module such as Executive Summary, Aggregate Table, Patch Management, Inventory, Logs and Ticketing
- Technical service desk which provides email support for standard and/or special project requests
- Temp File Clean Up: The Kaseya NOC Team runs a batch process that deletes temporary files and folders under the Documents and Settings folder on the System Drive. The process also deletes all temporary internet files under the Documents and Settings folder on the system drive.
- Disk Defrag Analyze: The Kaseya NOC Team runs a series of processes that uses the standard Microsoft Windows-based disk defragmentation utility. The process performs a disk defrag on the system disk.

Continued

Maintenance Script Execution Schedule

	Response time based on priority	
	Critical	Normal
KNOC.WDC-Batch	Tues 12pm (local agent time), skip if offline	8 hours*
KNOC Check Disk Analyze	Wed 12pm (local agent time), skip if offline	28 days
KNOC.Win Defrag.Analyze.Step1	Thurs 12pm (local agent time), skip if offline	28 days

*Response time for 98% of cases

Patch Management

Don't have a patch policy? Don't worry! The Kaseya NOC Team deploys a standard policy for you consisting of the Microsoft Security Patches (all levels). These are applied automatically and the machines are rebooted all within their defined maintenance windows

Microsoft Security Patches are defined as follows:

- **Security Update** - Critical (High Priority)
- **Security Update** - Important (High Priority)
- **Security Update** - Moderate (High Priority)
- **Security Update** - Low (High Priority)
- **Security Update** - Non-rated (High Priority)

Guidelines

For newly released Security Updates automatically approved (Microsoft Security Patches):

- Updates are installed within two maintenance windows of patch release. This ensures that we have at least two typical maintenance periods to install updates: one to install the update and a second if there are any errors that need to be resolved after the first attempt.

For newly released updates approved by the Customer:

- Updates are installed within two maintenance windows of patch approval. Approval occurs when the Customer approves the patch within their Kserver. This ensures that we have at least two typical maintenance periods to install updates: one to install the update and a second if there are any errors that need to be resolved after the attempt.

For newly added machines that are missing past patches:

- You can use the Initial Update function of the Kaseya Patch Management module to apply updates OR request the Kaseya NOC Team to do so. Send a request to remediation@kaseya.com.
- If the request is not made and the Customer does not use the Initial Update option, an Automatic Update is scheduled.

Backup and Disaster Recovery Management Service

The Kaseya NOC Team is available 24/7 to assist with the Backup Alert Set Configuration, Monitoring Backups, Troubleshooting and resolution of Backup Failures.

What we do:

- Provide notification to you that remediation actions are being taken by the Kaseya NOC Team
- Use reasonable efforts to troubleshoot and resolve failed backup jobs using Kaseya VSA
- Monitor backup job failures using standard Kaseya VSA features
- Provide complete analysis and actions taken by the Kaseya NOC Team, fully documented in the ticket escalation. This may include closed as well open actionable items.

Antivirus/Anti-malware Administration using KAV/KAM features

The Kaseya NOC Team is available 24/7 to assist in monitoring failures and threats detected using standard Kaseya VSA features. Endpoint Security Administration is designed to provide assistance with daily operations.

What we do:

- Definition update failures using Kaseya VSA Tools
- Scheduled scan failures using Kaseya VSA Tools
- Installation and configuration issues are triaged using reasonable efforts
- Provide complete analysis and actions taken by the Kaseya NOC Team, fully documented in the ticket escalation. This may include closed as well open actionable items escalated to the Customer
- Monitoring of failed updates, failed scheduled scans, virus/threats detected
- Tickets related to these issues are treated as "NORMAL" priority

Reporting

A number of reports are available with NOC services. Reports can be created for a pre-defined schedule. Ad-hoc reporting can also be created based on your request.

The specific reports available include:

- **KITS Enrollment - All Active - An Aggregate Table report:** Includes detail of all endpoints actively enrolled in some supported service level
- **KITS Enrollment - All Pending Deployment - An Aggregate Table report:** Includes detail of any endpoints pending enrollment
- **KITS Removal - Remove from NOC Services - An Aggregate Table report:** Includes detail of any endpoints scheduled to be removed from service
- **KITS Patching - Installed Patches - L2 Endpoints - A Patch Management report:** Includes detail of any patches installed on machines in Virtual Engineer service

Continued

- **KITS Patching - Missing Patches - L2 Endpoints - A Patch Management report:** Includes detail of any patches missing on machines in Virtual Engineer service
- **KITS Escalation Report - A Ticketing report:** Includes detail for all ticket escalations created by the Kaseya NOC Team on your KServer
- **KITS Exec Summary - L1 Servers - An Executive Summary report:** Includes monitor data review of endpoints in Virtual Monitoring Service
- **KITS Enrollment - Active L1 Servers - An Aggregate Table report:** Includes detail of all servers actively enrolled in Virtual Monitoring Service
- **KITS - Active L1 Servers - An Inventory report:** Includes detail of servers enrolled in Virtual Monitoring Service. The report includes a count and the endpoint name used for billing
- **KITS Event Log Frequency - Top 5 of Last 3 Days:** A report that identifies the top 5 errors, warnings or informational events over the last 3 days. Includes event log frequency detail for all NOC enrolled endpoints
- **KITS Escalation Report - A Ticketing report:** Includes detail for all ticket escalations created by the Kaseya NOC Team on your KServer

How the Program Works

Kaseya has developed a highly collaborative process ensuring that the correct customizations are applied and the possible service configurations are implemented to the Customer's requirements. This is multi-step process starting with a formal on-boarding followed by a pilot program thus providing the necessary elements for achieving success.

Once you select your program, we get started!

OnBoarding:

The on-boarding phase covers the time from your order acceptance until the service starts. During this time the following tasks are completed:

- Setup an formal on-boarding call
- Introduction call with Technical Account Manager
- Explain to you about the process we follow
- Understand your requirements
- Understand customization, workflow and ticketing requirements
- Customer provides us with the list of endpoints to be enrolled for NOC Services
- Configure Customer's VSA for NOC services
- Enroll endpoints for NOC services
- Complete deployment
- Send Service Start notification to Customer

Pilot Program

A paid pilot program is available for NOC services. For the pilot program, you can enroll a subset of your endpoints in the program. This will help you understand the way the service works and fine-tune any requirements to meet your business needs. During the pilot there are 4-5 review meetings scheduled. The aim of the review meetings is to understand the gaps in your understanding and expectations, filling any possible gaps. You, as the Customer, are expected to attend all 4-5 review meetings to ensure a successful pilot program.

Operating System and Language Support

Monitor, Manage and Manage+:

Microsoft Windows Server 2003 SP2, 2003 R2 SP2, 2008, 2008 R2, 2012, 2012 R2

Microsoft Windows XP SP3, Vista, 7, 8, 8.1, 10

Patch Management:

Microsoft Windows Server 2008, 2008 R2, 2012, 2012 R2

Microsoft Windows Vista, 7, 8, 8.1, 10

Language Support:

Current NOC services is provided only in English and on English Operating Systems

Product SKUs

Service	SKU
Monitor - Server	NOC-MOSM
Monitor - Workstation	NOC-MOWI
Manage - Server	NOC-MASM
Manage - Workstation	NOC - MAWI
Manage Plus - Server	NOC-MASM-PL
Manage Plus - Workstation	NOC-MAWI-PL
Patch Management	NOC-PTCH

Terms and Conditions

Kaseya will use commercially reasonable efforts to provide the Services and to meet the Hours of Availability, Response Times and Service Levels based on available staffing; provided, however, that Customer acknowledges and agrees that not all issues can be resolved, a particular outcome cannot be guaranteed, Hours of Availability, Response Times and Service Levels may vary. The purchase and use of all Software and Services is subject to the Agreement as defined in <http://www.kaseya.com/legal.aspx>. Use of the Software or Services indicates Customer's acceptance of the Agreement. Capitalized terms not otherwise defined herein shall have the meaning set forth in the Agreement.

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to mid-sized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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