

Kaseya

Professional Services Program Catalog

2016 Q3



Kaseya Professional Services transform IT possibilities into business outcomes. Our dedicated team offers a wide range of resources to provide education and assistance in implementation and operation of the Kaseya framework achieving maximum success automating and managing your IT infrastructure and service delivery.

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Kaseya Professional Services

Kaseya Professional Services include a comprehensive set of education and consulting Services to help Customers successfully implement and operate their Kaseya system; effectively managing their IT infrastructure and automating their IT service delivery. Our offerings have been designed to accelerate IT solution and service delivery to help Customers realize rapid return on investment and reduce total cost of ownership. Our approach is to have broad and flexible offerings, focusing on delivering Services that give Customers the knowledge and tools required to meet the specific needs and achieve maximum success. Our highly qualified professionals work remotely or on-site as needed to provide the services and real results.

The Kaseya Professional Services are available with Upfront Pricing only.

Services at a Glance

Below is a high-level summary of the Kaseya Professional Services packaged offerings:

- **Bundles**
- **Professional Success Packs**
- **Individual Consulting Offerings**
- **Kaseya University**

Please refer to the relevant section later in the document for full details on the Service offering:

BUNDLES at a Glance

VSA Deployment Quickstart Bundle

CNS-QS-DEP-BUNDLE

Up to 4 hours remote delivery plus 2 student logins to the self-directed education course subscription

Deployment Quickstart bundle combines a set of individual professional services to get the Customer up and running Kaseya quickly using a best practice based implementation approach along with educational materials on key areas on the product, functionality, management and operations.

VSA Professional Quickstart Bundle

CNS-QS-PRO-BUNDLE

Up to 8 hours remote delivery plus 5 student logins to the self-directed education course subscription and 1 KCA seat

Professional Quickstart expands on the Deployment Quickstart combining a set of individual professional services to get the Customer up and running Kaseya quickly using a best practice based implementation approach along with educational materials and certification training on key areas on the product, functionality, management and operations. This bundle includes 1 KCA exam.

BUNDLES at a Glance *continued*

VSA Platinum Quickstart Bundle

CNS-QS-PLT-BUNDLE

Up to 16 Hours remote delivery plus 5 student logins to the self-directed education course subscription, 2 KCA programs

The Platinum Quickstart like the Professional combines a set of individual professional services to get the Customer up and running Kaseya quickly using a best practice based implementation approach along with educational materials and certification training for both technicians and administrators on key areas on the product, functionality, management and operations. This bundle includes 2 KCA exams.

Traverse™ Deployment Quickstart Bundle

CNS-TV-QS-BUNDLE

Up to 24 hours remote delivery plus 5 student logins to the self-directed education course subscription

Traverse Quickstart combines a set of individual professional services to get the Customer up and running Traverse quickly using a best practice based implementation approach along with educational materials on key areas on the product, functionality, management and operations.

Traverse™ Professional Bundle

CNS-TV-PRO-BUNDLE-ON (On-Site Delivery)

Four days On-Site plus 5 student logins to the self-directed education course subscription

Traverse Professional expands on the Quickstart combining a set of individual professional services to get the Customer up and running Traverse quickly using a best practice based implementation approach. The implementation starts with On-Line educational materials on key areas on the product, functionality, management and operations followed by the On-Site implementation and expanded training.

PROFESSIONAL SUCCESS PACKS at a Glance

VSA Anti-Virus (KAV)

CNS-VSASP-KAV

2 Hour Session***

Session focused on Anti-Virus configuration and installation. This Success Pack will quickly answer your questions on Kaseya Anti-Virus (KAV) and get you started deploying.

VSA Anti-Malware (KAM)

CNS-VSASP-KAM

1 Hour Session***

Session focused on Anti-Malware configuration and installation. This Success Pack will quickly answer your questions and get you started deploying.

VSA Backup – KDB

CNS-VSASP-KDB

1 Hour Session***

This Service is focused on getting Kaseya Data Backup basics configured and showing you best practices and how to manage going forward.

VSA Backup – BUDR

CNS-VSASP-BUDR

2 Hour Session***

This Success Pack is focused on getting Kaseya Backup basics configured and showing you best practices and how to manage going forward.

VSA Ticketing

CNS-VSASP-TICKET

1 Hour Session***

You have Kaseya up and running now you need to set up ticketing. This is the configuration session that will get you going quick and seamless.

VSA Patch Management

CNS-VSASP-PATCH

2 Hour Session***

Focused on windows patch management configuration and patch policies. A quick view on how to set this up using best practices recommendations.

PROFESSIONAL SUCCESS PACKS at a Glance *continued*

VSA System Organization

CNS-VSASP-SYSTEM

1 Hour Session***

Overview of how to configure the system organizational structure and security model. Review what is best for your organization and show you how to make it happen.

VSA Software Deployment and Update (KSDU)

CNS-VSASP-KSDU

2 Hour Session***

Success Pack designed to configure Software Deployment and Update automating software updated across your managed domains.

VSA Remote Management

CNS-VSASP-REMOTE

1 Hour Session***

Configuration session designed to show the options available in Kaseya for remote endpoint management. This pack will review the different tools available and discuss which is better in different situations.

VSA Branding

CNS-VSASP-BRAND

1 Hour Session***

Want to learn how to customize the look and feel of Kaseya UI? Maybe a custom header or different color schema? This Success Pack will go through the different options available and how to customize.

VSA Policy Management

CNS-VSASP-POLICY

2 Hour Session***

Ready to stop using agent templates and more automation, then Policy Management Service Pack is for you. This Success Pack will review Policy Management and how to configure for consistent agent deployment.

VSA Classic Monitoring

CNS-VSASP-CMON

2 Hour Session***

Dedicated to the basics of classic monitoring and introducing the Content available within the VSA. Quickly get basic monitoring configured and running in your environment.

PROFESSIONAL SUCCESS PACKS at a Glance *continued*

VSA Info Center

CNS-VSASP-INFO

2 Hour Session***

Focused on Info Center overview and basics on how to create custom reports. Designed to make sense of Info Center and gain immediate return on investment getting the information you need for your customers or your management.

VSA API Overview

CNS-VSASP-API

2 Hour Session***

Intended for the VSA Customer that wants to utilize/integrate the data from Kaseya via Kaseya's API.

Traverse™ NCM Configuration

CNS-TVSP-NCM

1 Hour Session***

Learn how to backup and restore configurations for routers, switches, firewalls and other network devices. This 1 Hour Session provides you the configurations needed to get the basics configured for a couple of pilot devices.

Traverse™ Netflow Initial Deployment

CNS-TVSP-NFLOW

2 Hour Session***

This Success Pack is intended for the first time deployment of Netflow. Kaseya will complete the initial deployment with you on a pilot group of devices enabling you with the tools needed to successfully roll out to your entire infrastructure.

AuthAnvil™ VSA Deployment

CNS-AUTHSP-VSA

1 Hour Session***

Intended for the AuthAnvil Customer using both VSA and AuthAnvil On-Premise or On-Demand who want to integrate the two applications.

AuthAnvil™ Upgrade

CNS-AUTHSP-UPGD

1 Hour Session***

Intended for the AuthAnvil On-Premise Customer who is on a version 5.0 or older focused on upgrading their instance to the most recent version and configuration of automatic backups.

PROFESSIONAL SUCCESS PACKS at a Glance *continued*

AuthAnvil™ Windows Credential Provider Deployment

CNS-AUTHSP-WCP

1 Hour Session***

Intended for the AuthAnvil On-Demand or On-Premise Customer that need or wants to protect Windows Desktops / Servers / Workstations.

AuthAnvil™ AD DirSync

CNS-AUTHSP-AD

1 Hour Session***

Intended for the AuthAnvil On-Demand or On-Premise Customer who is going to use the DirSync functionality to gather users from Active Directory and automatically provision them in the product for 2FA.

*** NOTE: All Success Pack services remotely delivered

INDIVIDUAL CONSULTING OFFERINGS at a Glance

VSA Success Track KNMi

CNS-ST-KNMI-OF

8 Hours remotely delivered

Configuration and knowledge transfer on the integrated KNM module focusing on best practices, management methods and automation. Intended for existing Customers looking to realize the full functionality of KNMi.

VSA Service Desk Quickstart

CNS-QS-SD

6 Hours remotely delivered

Service Desk Quickstart configures the SD using the template workflow as shown in the catalogue. This template has a very productive yet simplified workflow that is a great introduction to the service desk module, its features and utilization.

VSA Deployment Quickstart Consulting

CNS-QS-DEPLOY

4 Hours remotely delivered

Deployment Quickstart Consulting is intended for the Sub-150 endpoint Customers only. The service focuses on configuring the basic VSA system requirements required for successful discovery and deployment of the agent efficiently. *This is not a bundle and does not include University. Intended for the existing customers who need a basic refresher.*

VSA Professional Quickstart Consulting

CNS-QS-PRO

8 Hours remotely delivered

Configuration and knowledge transfer on the core features of the product covering best practices, management methods, implementation and deployment plans, and automation. Does not include any add-on modules and does not include University. *This is not a bundle and does not include University. Intended for the existing customers who need a more in-depth refresher.*

VSA Platinum Quickstart Consulting

CNS-QS-PLT

16 Hours remotely delivered

Configuration and knowledge transfer on the core features of the product covering best practices, management methods, implementation and deployment plans, and automation. Includes Add-on modules. *This is not a bundle and does not include University. Intended for the existing customers who need an advanced refresher.*

INDIVIDUAL CONSULTING OFFERINGS at a Glance *continued*

VSA Configuration HealthCheck

CNS-HLTHCHK

A thorough review of the configuration of the VSA Core modules. Findings are presented in a very detailed report including best practice recommendations. This HealthCheck includes a high level review on the SQL and Application Servers only (CPU, RAM etc.) but does not go into configuration details on the servers themselves.

Traverse™ Introduction

CNS-TV-INTRO

4 hours remote delivery

Traverse Introduction focuses on Customers who have set up a Trial instance and have already learned how to discover their devices and deploy monitors. This introduction expands that knowledge into setting thresholds and day-to-day maintenance. This is not intended to cover all of Traverse and is only an Introduction.

Traverse™ Quickstart Consulting

CNS-TV-QS

24 hours remote delivery

Traverse Quickstart combines a set of individual professional services to get the Customer up and running Traverse quickly using a best practice based implementation approach.

Traverse™ Professional Bundle

CNS-TV-PRO-ON

Four days (32 hours) On-Site delivery

Traverse Professional expands on the Quickstart combining a set of individual professional services to get the Customer up and running Traverse quickly using a best practice based implementation approach.

Traverse™ Signature Creation

CNS-TV-SIGNATURE

Traverse supports wide range of IT Infrastructure devices and applications out-of-the-box for automatic test discovery but there might be that one special device that is not available and you need to have a new signature created.

This is intended for that special signature and allows you to fast track the device creation.

INDIVIDUAL CONSULTING OFFERINGS at a Glance *continued*

Traverse™ HealthCheck

CNS-TV-HLTHCHK

A thorough review of the configuration of Traverse installed components. Findings are presented in a detailed report including best practice recommendations. This HealthCheck includes a high level review on the BVE Server and deployed DGE's or DGE-x's. Know where you are and how you can get more from Traverse.

MSPAssist SD Integration

CNS-MSPASSIST

MSPAssist SD integration focuses on the MSPAssist integration and installation. Customer must already have an configured and live instance of Connectwise or Autotask.

BMS/Vorex Quickstart

CNS-BMS-PRO

CNS-VOREX-PRO

BMS/Vorex Quickstart focuses on configuration and knowledge transfer for BMS and/or Vorex to get the Customer up quickly using the product. This packages intent is to get the customer started successfully so that they can then run with managing their business.

KASEYA UNIVERSITY at a Glance

Kaseya University Learning Center (VSA Administrator)**

EDU-ADMIN-3MO

EDU-ADMIN-3MO-RENEW

Kaseya University's Learning Center subscription for Administrators charged with quickly implementing the VSA. The curriculum provides access to the Technician Enablement and Kaseya Certified Administrator learning paths.

Kaseya University Learning Center (VSA Company)**

EDU-COMPANY-3MO

EDU-COMPANY-3MO-RENEW

Kaseya University's Learning Center subscription for Companies who have multiple Administrators and Technicians who need to learn VSA. The company level subscription allows up to 5 concurrent student logins. Each log in will enable the Public Technician Enablement and the Kaseya Certified Administrator learning curriculum. The Company subscription also allows transfer of a login to another user within the subscription period for a small fee. Annual subscriptions available.

Kaseya University VSA Quickstart

EDU-QS

The Kaseya University Quickstart is a self-directed, three month subscription to learning materials focused on jumpstarting the Kaseya VSA deployment. Includes lessons on basic foundation, remote access, patch management, proactive monitoring, and reporting. Does not include certification.

Kaseya University VSA Foundations

EDU-FNDS

The Kaseya University Foundations is a self-directed, three month subscription to learning materials focused on jumpstarting the Kaseya VSA deployment. Included lessons on basic foundation focused on deploying agents. Does not include Certification.

Kaseya University Learning Center (Traverse)

EDU-TRAVERSE-3MO

Kaseya University's Learning Center subscription for Technicians who are new to Traverse and charged with monitoring their environment with the tools provided. This is a student-based subscription, sold in a 3 month package. The Traverse Learning Center program is Self-paced and intended primarily for the Traverse Administrators.

** Includes one Certification Test per student

KASEYA UNIVERSITY at a Glance *continued*

Kaseya University Instructor-led VSA Bootcamp (On-Location)**

EDU-CORE-BTCMP

The Kaseya University Fundamentals Bootcamp is a traditional 5-day, Instructor-led live training program for VSA Administrators. Intended for the customers who want to bring the training in-house.

*** Includes one Certification Test per student*

Services in Detail

BUNDLES

VSA Deployment Quickstart Bundle (Remote Delivery)

CNS-QS-DEP-BUNDLE *(No SOW required)*

VSA Deployment Quickstart is our packaged Services offering targeted at new Kaseya implementations for Launchpad and small Professional Edition customers. The goal of this Quick-Start is to accelerate Customers IT Service delivery by having highly qualified Kaseya Engineers undertake the task of configuring basic setup of the Kaseya VSA. It includes a combination of self-directed education course subscription for 3 months covering product basics and up to 4 hours deployment implementation services. VSA Deployment Quick-Start is **Remotely Delivered** to be utilized within **30 days** of the date of invoice.

The following represents the bundled Services and bulleted included items with the offering (additional details on the services found further down in catalog):

Bundled Services

- EDU-FNDS – 3 month self-directed education course subscription for 2 student logins
- CNS-QS-DEPLOY – Standard Solution Package Install and deployment implementation services

VSA Professional Quickstart Bundle (Remote Delivery)

CNS-QS-PRO-BUNDLE *(No SOW required)*

VSA Professional Quickstart is our packaged Services offering targeted at new Kaseya implementations for Professional Edition customers. The goal of this Quickstart is to equip the Customer's technical staff with knowledge/expertise required to effectively configure and manage their Kaseya environment to meet the requirements of the business. It includes a combination of self-directed education course subscription for 3 months covering product basics, 1 seat to Kaseya Certified Administrator and 8 hours deployment implementation services. Kaseya Professional Quickstart **Remotely Delivered** for up to 8 hours to be utilized within 90 days of the date of invoice.

The following represents the bundled Services and bulleted included items with the offering (additional descriptions of these services shown further down in catalog):

Bundled Services

- EDU-QS – 3 month self-directed education course subscription for 5 logins
- EDU-ADMIN-3MO – Three-month subscription to Kaseya Certified Administrator (KCA) certification education, including testing for one KCA candidate
- CNS-QS-PRO – Standard Solution Package Install and deployment implementation services

BUNDLES *continued*

VSA Platinum Quickstart Bundle (Remote Delivery)

CNS-QS-PLT-BUNDLE *(No SOW required)*

VSA Platinum Quickstart is for large deployments or for those customers that are looking to deploy enhanced features of Kaseya. Like the Professional Quickstart, this service combines a set of individual professional services based on implementation best practices along with education materials on key areas of product functionality, management and operations. The goal of this Quickstart is to equip the Customer's technical staff with knowledge/expertise required to effectively configure and manage their Kaseya environment to meet the requirements of the business. This Quickstart is **Remotely Delivered** for a total of 16 hours.

The following represents the bundled Services and bulleted included items with the offering (additional descriptions of these services shown further down in catalog):

Bundled Services

- EDU-QS – 3 month Self-directed education course subscription for 5 logins
- EDU-ADMIN-3MO – Three-month subscription to Kaseya Certified Administrator (KCA) certification education, including testing for TWO KCA candidates
- CNS-QS-PLT – Enhanced configuration and agent deployment

Traverse™ Quickstart Bundle (Remote Delivery)

CNS-TV-QS-BUNDLE *(No SOW required)*

Traverse Quickstart is our pre-packaged bundle geared toward the smaller less complex new deployments or for existing Customers who need assistance on specific configuration tasks. Kaseya Traverse includes 24 hours of services **Remotely Delivered**.

Initial Deployment

The engagement will be focused on the initial deployment and the following key tasks:

- Installation
- Mapping Services & Configuration
- Provisioning (Auto Discovery)
 - Servers
 - Network devices
 - Applications
- Views
- Build a Standard report
- Dashboard
- Containers
- Network Topology

Note: Customer must install, and have operational the Traverse Server with all necessary software pre-requisites prior to project commencement (if applicable). No DB software is required, Traverse ships with an imbedded MySQL database.

The following represents the bundled Services and bulleted included items with the offering (additional descriptions of these services shown further down in catalog):

Bundled Services

- EDU-TRAVERSE – 3 month Self-directed education course subscription for 5 logins
- CNS-TV-QS – Quickstart Traverse Consulting – Remote Delivery

BUNDLES *continued*

Traverse™ Professional Bundle (On-Site Delivery)

CNS-TV-PRO-BUNDLE-ON (No SOW required)

Traverse Professional is for the larger complex new implementations. This service is delivered On-Site for 4 Consecutive days. Kaseya will perform a needs assessment with the Customer prior to the On-Site during the introduction call to ensure the 4 days On-Site address the Customer specific priorities and tasks.

Note: All travel related expenses are the responsibility of the Customer. Airfare and Hotel estimated costs to be submitted for approval to Customer prior to booking.

This statement of work will encompass at a minimum the following elements:

- Installation of the product
- Mapping Services & Configuration
- Provisioning (Auto Discovery)
 - Servers
 - Network devices
 - Applications
- Views
- Build a Standard report
- Dashboard
- Containers
- Network Topology
- Administrator & User Basic Training
(1 day devoted to Training for team)

Note: Customer must install, and have operational the Traverse Server with all necessary software pre-requisites prior to project commencement (if applicable). No DB software is required, Traverse ships with an imbedded MySQL database.

The following represents the bundled Services and bulleted included items with the offering (additional descriptions of these services shown further down in catalog):

Bundled Services

- EDU-TRAVERSE-3MO – 3 month Self-directed education course subscription for 5 logins
 - CNS-TV-PRO-ON – Professional Traverse Consulting - On-Site delivery
-

SUCCESS PACKS

VSA Anti-Virus (Remote Delivery)

CNS-VSASP-KAV (No SOW required)

VSA Anti-Virus is our pre-packaged Success Pack focused on configuration of Kaseya Anti-virus (KAV) covering the basics of the module, applying the changes and deploying to at least one endpoint. VSA Anti-Virus includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment and the following key tasks:

- Configuring KAV options
 - Configuring Installation Options
 - Defining and Assigning a Profile
- Installing KAV Client
 - Installation Hurdles (conflicts)
 - Scheduling Installations and Virus Scans
 - Environmental Conflicts and Credentials
- Updates & Licenses
 - Updating Security Software
 - Update Virus Definitions
 - Install Verification
 - Re-allocating and Tracking used licenses
 - Acquiring Licenses and Management
- Security Status
 - Dashboard creation and use
 - Force Reboot Options
 - Defining and applying Alarm Sets

VSA Anti-Malware (Remote Delivery)

CNS-VSASP-KAM (No SOW required)

VSA Anti-Malware is our pre-packaged Success Pack focused on configuration of Kaseya Anti-Malware (KAM) covering the basics of the module, applying the changes and deploying to at least one endpoint. VSA Anti-Malware includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment (one endpoint) and the following key tasks:

- Configuring KAM options
 - Configuring Installation Options
 - Defining and Assigning Profiles
 - Machine based profile configuration
- Installing KAM Client
 - Installation Hurdles (conflicts)
 - Scheduling Installations and Malware Scans
 - Environmental Conflicts and Credentials
 - Reboot, Install and Uninstall
- Updates & Licenses
 - Updating Malware Software
 - Update Definitions
 - Install Verification
 - Re-allocating and Tracking used licenses
 - Acquiring Licenses and Management
- Security Status
 - Dashboard creation and use
 - Access threat detections

SUCCESS PACKS *continued*

VSA Backup – KDB (Remote Delivery)

CNS-VSASP-KDB (No SOW required)

VSA Backup – KDB is our pre-packaged Success Pack focused on getting VSA Data Backup – KDB initially configured on one workstation and one server (if applicable) and covers the basics of the module. VSA Backup includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment (one workstation and one server) and the following key tasks:

- Configure
 - Install Data Backup Client
 - Create Profile
 - Create Private Storage Server Optional
 - Create Alert
- Backup / Restore
 - Schedule Backup / Backup Now
 - Apply Storage Server
 - Apply Profile /File Selection/both
 - Restore
- Manage / Troubleshooting
 - Check Status
 - Review Logs
 - Storage Summary

VSA Backup – BUDR (Remote Delivery)

CNS-VSASP-BUDR (No SOW required)

VSA Backup – BUDR is our pre-packaged Success Pack focused on getting VSA Data Backup and Disaster Recovery module initially configured on one workstation (if applicable) and one server (if applicable) and covers the basics of the module. VSA Backup – BUDR includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment (one workstation and one Server) and the following key tasks:

- Configure
 - Install/Remove
 - Image Location
 - Image Password
 - Backup Alerts
 - Compression/Max File Size/Max Log Age
- Schedule
 - Schedule Volume
 - Schedule Folder
 - Set Folder options
 - Pre/Post procedures
- Recovery
 - (Overview Only – will not be implemented)
 - Explore Volume/Folder
 - Image to VM
 - CD Recovery/Universal Restore
- Offsite Replication
 - Local Server/Offsite Server
 - Schedule transfer
 - Offsite alert
- Manage/Troubleshooting
 - Backup Status
 - Backup Sets
 - Backup Logs
 - Retention

SUCCESS PACKS *continued*

VSA Ticketing (Remote Delivery)

CNS-VSASP-TICKET (No SOW required)

VSA Ticketing is our pre-packaged Success Pack focused on configuration of Ticketing covering the basics of the module and applying the changes. VSA Ticketing includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on the following key tasks:

- Email Reader
- Email Mapping
- Due Date Policy
- Assignee Policy
- Access Policies
- Machine role and creation of ticket via live connect
- Sorting, Searching and showing/hiding custom fields

VSA Patch Management (Remote Delivery)

CNS-VSASP-PATCH (No SOW required)

VSA Patch Management is our pre-packaged Success Pack focused on configuration of Patch Management covering the basics of the module and applying the changes. VSA Patch Management includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment to a pilot group of machines (up to 5) and the following key tasks:

- Management of Machines
- Managing Updates
- Patching Policies
- Windows Auto Update
- Reboot Action
- File Source
- Patch Alerting
- Office Source
- Patch Parameters

VSA System Organization (Remote Delivery)

CNS-VSASP-SYSTEM (No SOW required)

VSA System Organization is our pre-packaged Success Pack providing an overview of how to configure the system organizational structure and security model. VSA System Organization includes 1 hour of services **Remotely Delivered**.

VSA Software Deployment and Update – KSDU (Remote Delivery)

CNS-VSASP-KSDU (No SOW required)

VSA KSDU is our pre-packaged Success Pack focused on getting VSA Software Deployment and Update initially configured covering the basics of the module. VSA Software Deployment and Update includes 2 hours of services **Remotely Delivered**.

The Services Pack will be focused on the initial deployment to a pilot group of machines (up to 5) and the following key tasks:

- Software Catalogs
- Machine Profiles
- Audits and Deployment Scheduling

NOTE: The Ninite catalog (if required) is licensed separately and must be purchased through Ninite. If purchased, will be included in the 2 hours of services.

SUCCESS PACKS *continued*

VSA Remote Management (Remote Delivery)

CNS-VSASP-REMOTE (No SOW required)

VSA Remote Management is our pre-packaged Success Pack focused on the different ways to manage remote machines within the VSA. VSA Remote Management includes 1 hour of services **Remotely Delivered**.

The Services Pack will be focused on the following key tasks:

- Remote Control
- Sending messages
- Private Session
- Files/Processes Available
- RDP

VSA Branding (Remote Delivery)

CNS-VSASP-BRAND (No SOW required)

VSA Branding is our pre-packaged Success Pack focused on Branding options available within the VSA.

VSA Branding includes 1 hour of services **Remotely Delivered**.

The Services Pack will be focused on the following key tasks:

- Color Scheme
- Local Settings
- Site Customization
- Live Connect

VSA Policy Management (Remote Delivery)

CNS-VSASP-POLICY (No SOW required)

VSA Policy Management is our pre-packaged Success Pack focused on Policy Management and automation. VSA Policy Management includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment to a pilot group of machines (up to 5) and the following key tasks:

- Policy folder structures
- Global Org policy assignments
- Policy objects and features
- Policy status grid filters
- Managed Credentials features

VSA Classic Monitoring (Remote Delivery)

CNS-VSASP-CMON (No SOW required)

VSA Classic Monitoring is our pre-packaged Success Pack focused on Classic Monitoring and the Content Solution Pack. VSA Classic Monitoring includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment to a pilot group of machines (up to 5) and the following key tasks:

- Install and Review Content Solution Pack
- Review and Configure Log Parsing (if applicable)
- Create Monitor Sets and Event Sets
- External Monitoring
- Apply Monitor Sets and Event Sets to the correct Policies
(policies should already be created)

SUCCESS PACKS *continued*

VSA Info Center (Remote Delivery)

CNS-VSASP-INFO (No SOW required)

VSA Info Center is our pre-packaged Success Pack focused on Info Center Reporting. VSA Info Center includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on and the following key tasks:

- Overview of how configuration and design of reports work
- Report Templates
- Report Parts
- Name Value Parts
- Customization
- Dashboards

VSA API (Remote Delivery)

CNS-VSASP-API (No SOW required)

The Kaseya API is a portal that will open up the data and processes in Kaseya. Using the API, you can extract data to create your own reports, manage machines, and add incidents & other data elements into Kaseya and/or third party applications. This service is designed to give you the best opportunity to understand the Kaseya API and get started using it. VSA API includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on the initial deployment and the following key tasks:

- What API information and actions are available
- Authentication
- Kaseya Monitoring and Agents
- Service Desk
(Can be substituted if Service Desk is not activated)
- How to use the API to extract data.
- Bulk data and reporting
- Error Handling
- How to get started using the API
- Q & A

Traverse™ Network Configuration Manager (Remote Delivery)

CNS-TVSP-NCM (No SOW required)

Traverse NCM Configuration is our pre-packaged Success Pack focused on the Network Configuration Manager and the configuration. Traverse NCM Configuration includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on and deploy to a pilot group of devices (up to 5) for the following key tasks:

- Overview of Module
- Backup Configurations
- Restore Configurations

Traverse™ Netflow Initial Deployment (Remote Delivery)

CNS-TVSP-NFLOW (No SOW required)

Traverse Netflow Initial Deployment is our pre-packaged Success Pack focused on the Netflow. Traverse NetFlow Configuration includes 2 hours of services **Remotely Delivered**.

The Success Pack will be focused on and deploy to a pilot group of devices (up to 5) for the following key tasks:

- Overview of Process
- Initial Deployment

SUCCESS PACKS *continued*

AuthAnvil™ VSA Deployment

CNS-AUTHSP-VSA (No SOW required)

AuthAnvil VSA Deployment is our pre-packaged Success pack focused on the customer who has both VSA and AuthAnvil who want to integrate the applications. This package includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on the following key items:

- Overview on the module
- Enabling and Configuration of the 2FA on the VSA login
- Integrate with SSO
- Integration with Password Server (*Not Available In Saas Or AuthAnvil On-Demand*)

Customer Requirements

- Installed AuthAnvil On-Premise Server v5.5 or greater or AuthAnvil On-Demand Server
- Kaseya VSA On-Premise R9.1 or newer
- Kaseya SaaS Instance with AuthAnvil Module enabled

NOTE: Password Server not available on SaaS or AuthAnvil On-Demand

AuthAnvil™ Upgrade

CNS-AUTHSP-UPGD (No SOW required)

AuthAnvil Upgrade is our pre-packaged Success pack focused on existing installations of AuthAnvil On-Premise not on a current version. This package includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on the following key items:

- Upgrade to most recent AuthAnvil On-Premise version
- Installation of SSO and configuration with 2FA
- Configuration of Automated Backups

Customer Requirements

- Installed AuthAnvil On-Premise Server v5 or older
- Third party issued SSL certificate installed in IIS

SUCCESS PACKS *continued*

AuthAnvil™ Windows Credential Provider Deployment

CNS-AUTHSP-WCP *(No SOW required)*

AuthAnvil Windows Credential Provider deployment (WCP) is our pre-packaged Success pack focused on installing Windows Credential Provider and explaining how it can be used in their environment. This package is intended for customers that need or want to increase protection on Windows Desktops / Servers / Workstations. This package includes 1 hour of services **Remotely Delivered**.

The Success Pack will be focused on the following key items:

- Installation and Configuration of Windows Credential Provider
- VSA deployment (if applicable)

Customer Requirements

- Installed AuthAnvil On-Premise Server v5.5 or older
- Or a configured AuthAnvil On-Demand Server
- Supported Windows system (Server 2008r2 – 2012r2, Windows 7, Windows 10)

AuthAnvil™ Active Directory Sync

CNS-AUTHSP-AD *(No SOW required)*

Intended for the AuthAnvil customer who is going to use Active Directory sync functionality to gather users from Active Directory and automatically provision them in the product for 2FA. This package includes 1 hour of services **Remotely Delivered**.

Customer Requirements

- Installed AuthAnvil On-Premise Server v5 or older
- Or Configured AuthAnvil On-Demand Server
- If AuthAnvil On-Premise (AAoP), Domain Controller with bi-directional traffic enabled on Port 443
- If AuthAnvil On-Demand (AAoD), Domain Controller or Member server with bi-directional traffic enabled on Port 443
- If AuthAnvil On-Demand (AAoD), Domain Controller or Member to have Microsoft .NET v4.6 installed

INDIVIDUAL CONSULTING OFFERINGS

VSA Network Monitoring - KNMi (Remote Delivery)

CNS-ST-KNMI-OF (No SOW required)

VSA Network Monitoring - KNMi is our packaged Services offering targeted at existing Kaseya Customers looking to take advantage of integrated KNM. This success track is focused on providing the customer's technical staff with knowledge/expertise required to effectively configure and manage Integrated KNM to meet the requirements of the business. This service is **Remotely Delivered** for a total of 8 hours.

Kaseya Professional Services will discuss and assist Customer in the configuration of the following features of the product:

- Network Discovery
- Configure Server Gateways
- Install Gateways for remote networks
- Configure Credentials
- NOC
- Dashboards
- Device Templates
- Report Templates
- SNMP Monitoring and Trap configuration

Content will include covering best practices, management methods, implementation and deployment plans, and overall automation.

Notes:

- Configuration/Training/Implementation of any add-on module(s) is NOT included in the services. If Service Desk integration is required, a custom statement of work must be completed and sold separately.
- Customer must install, and have operational the Kaseya Server (if applicable) with necessary Windows Server OS, and SQL Server with the latest service packs, prior to project commencement.

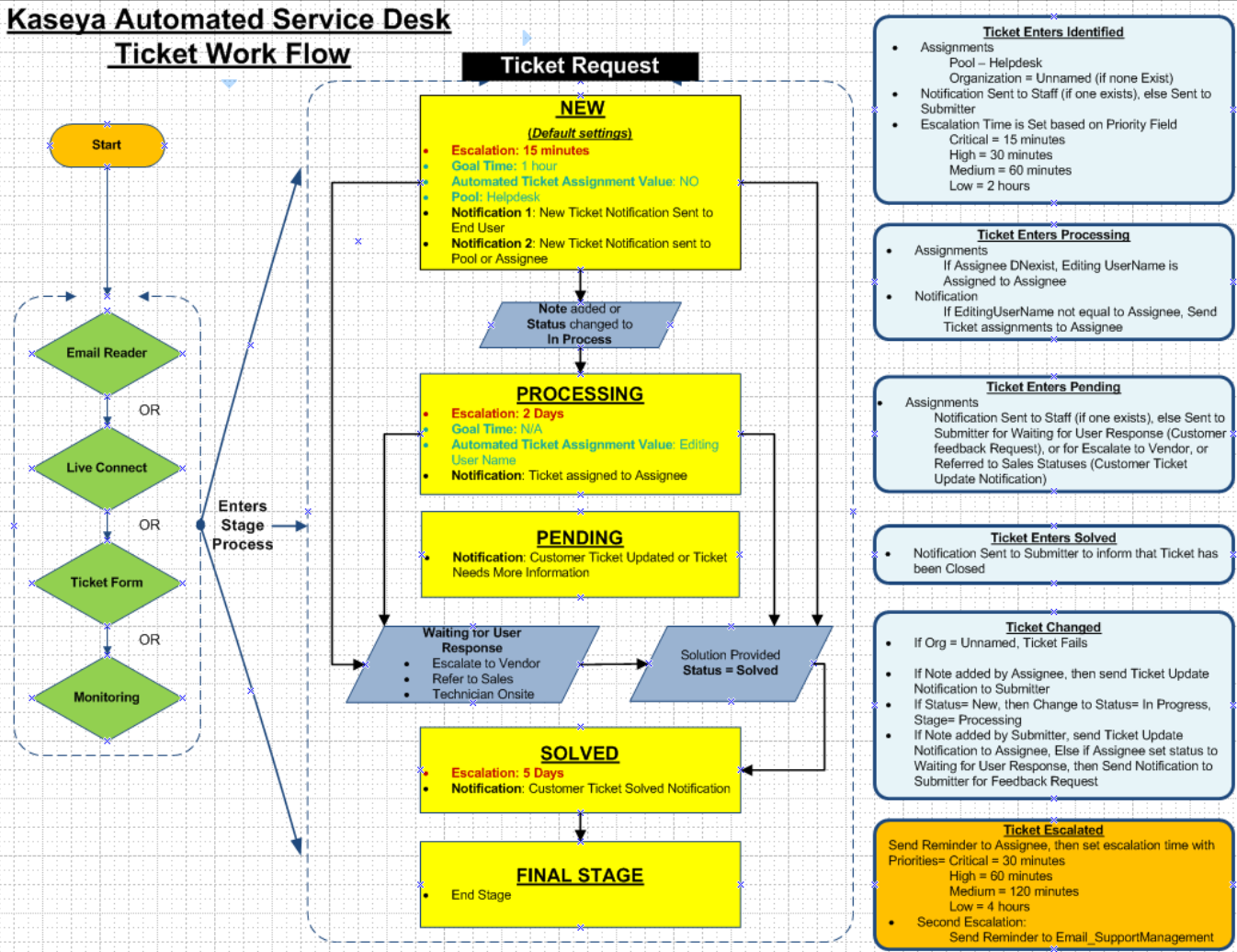
INDIVIDUAL CONSULTING OFFERINGS *continued*

VSA Service Desk Quickstart (Remote Delivery)

CNS-QS-SD (No SOW required)

VSA Service Desk Quickstart has been designed for Customers, where the pre-configured desk as shown below will suffice the requirements. This track includes one-on-one implementation Service consulting, led by an experienced Kaseya Professional Services Consultant, to get the Customer Kaseya Service Desk installed and the desk shown in this catalog configured. Kaseya SD Quick-Start is **Remotely Delivered** for a total of 6 hours.

Note: For Customers where the out of the box pre-configured desk implementation will not meet the requirements i.e. they need changes to be made to desk “workflow”/Server Side Procedures supplied out of the box to support the desk “workflow”, a custom implementation is required – requiring scoping and driven by a Statement of Work (SOW).



INDIVIDUAL CONSULTING OFFERINGS *continued*

VSA Configuration HealthCheck (Remote Delivery)

CNS-HLTHCHK (No SOW required)

VSA Configuration HealthCheck consists of a highly qualified Kaseya Professional Services Consultant conducting a thorough technical review of customer's Kaseya environment, configuration and related processes. Kaseya Professional Services will draft a detailed HealthCheck report, documenting our findings and making recommendations on customer's current setup with our best practices guidelines.

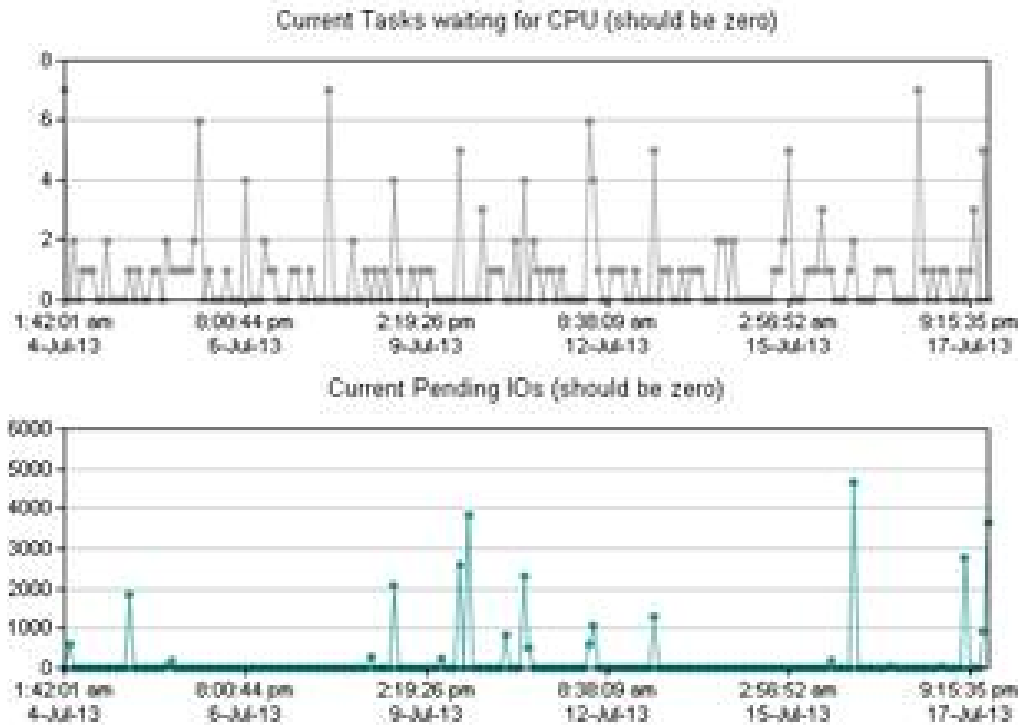
Configuration Review includes the following Kaseya Modules:

- System
- Agent
- Remote Control
- Monitoring
- Patch Management
- Info Center
- Agent procedures
- Audit
- Policy Management
- Kaseya Network Monitor
- Service Desk
- Desktop Policy and Migration
- Mobile Device Management
- Online Backup
- Kaseya Endpoint Security
- Kaseya Software Deployment
- Discovery
- Ticketing (if applicable)

Once completed, Kaseya Professional Services will send the report to Customer and review the findings with them.

Sample section of Configuration Health-Check report:

The current tasks waiting for CPU and Current Pending IO are higher than recommended but during the business day platform responsiveness was acceptable but should be monitored in case considerable platform slowdown is exhibited:

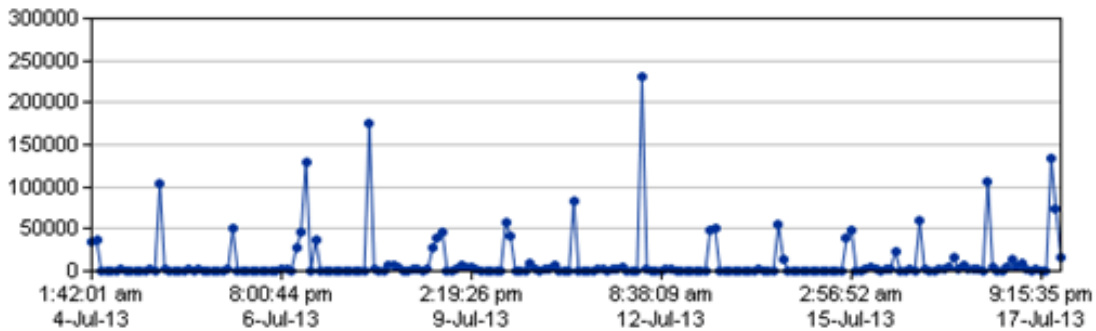


INDIVIDUAL CONSULTING OFFERINGS *continued*

General Recommendations

- During Health Check spikes were noticed due to high volume of event log entries being uploaded in into server. Event log settings for all workstations are configured to collect logs for all event log categories which may increase the database size, Kaseya recommends configuring only the required categories.

Event log entries received in last five minutes



Event log entries received in last five minutes	695
Event log entries received in last hour	430394

The below list shows of all the machineIDs and the different event log sources and makes a general count of each one per machineID and per source in the one day. This can give you a general idea if there are certain entries that need to be looked into if the numbers are high.

displayName	source	
esc-admin2.servers	Print	1802
esc-al-makahl.esc.desktops	APNMCP	1003
esc-al-schulte1.esc.desktops	APNMCP	1043
esc-sqlserver.servers	MSSQLSERVER	4413
sdj-netmon.servers	Microsoft-Windows-DistributedCOM	5009

Event Log on 15th july

INDIVIDUAL CONSULTING OFFERINGS *continued*

VSA Deployment Quickstart Consulting (Remote Delivery)

CNS-QS-DEPLOY (No SOW required)

VSA Deployment Quickstart Consulting is our offering targeted at VSA implementations where the total endpoints managed is less than 150. The goal of this Quickstart is to accelerate Customers IT Service delivery by having highly qualified Kaseya Engineers undertake the task of configuring basic setup of the Kaseya VSA. VSA Deployment Quick-Start is **Remotely Delivered** for a total of up to 4 hours to be utilized within 30 of the date of invoice. This does NOT include University.

Initial Deployment

The project will be focused on the initial deployment and the following key tasks:

- System Components
- Discovering Network & Auto Deployment of Agent
- Schedule Audits per best practices & scheduling default reports
 - Executive Summary
 - Software Applications Installed Report
 - Software Licenses Report
 - Aggregate Table Report
- Patch Management configuration & scheduling default reports
 - Patch Management Report
- Install Standard Solution Package (if applicable) – includes pre-configured content for management of desktops and servers

Review and Follow-up Discussion

Kaseya Engineers at the conclusion of the project will conduct a post-review call with customer. During this call the configuration will be reviewed including answering any outstanding questions.

Note: Manual deployment of agents due to environmental issues (Security, Admin Share not enabled, etc.) is the responsibility of the customer.

VSA Deployment Quickstart Consulting (Remote Delivery)

CNS-QS-PRO (No SOW required)

VSA Deployment Quickstart Consulting is our Services offering targeted at new Kaseya implementations for Professional Edition customers. The goal of this Quickstart is to equip the Customer's technical staff with knowledge/expertise required to effectively configure and manage their Kaseya environment to meet the requirements of the business. Kaseya Professional Quickstart is **Remotely Delivered** for a total of up to 8 hours to be utilized within 90 days of the date of invoice. This does NOT include University.

Configuration starts with the installation of the IT Service Delivery kit which includes pre-configured content for management of desktops and servers. After the install of the Standard Solution Package, the Quickstart focuses on the following Kaseya Modules:

- System
- Agent
- Discovery
- Remote Control
- Patch Management
- Info Center
- Agent procedures
- Audit
- Policy Management
- Desktop Policy and Migration

Notes:

- Configuration/Training/Implementation of any add-on module(s) is not included.
- Customer must install, and have operational the Kaseya Server (if applicable) with necessary Windows Server OS, and SQL Server with the latest service packs, prior to project commencement.

INDIVIDUAL CONSULTING OFFERINGS *continued*

VSA Platinum Quickstart Consulting (Remote Delivery)

CNS-QS-PLT (No SOW required)

VSA Platinum Quickstart Consulting is targeted at complex Kaseya implementations both on premise and SaaS. The goal of this Track is to equip the Customer's technical staff with knowledge/expertise required to effectively configure and manage their Kaseya environment to meet the requirements of the business. This Platinum Quickstart is **Remotely Delivered** for a total of 16 hours. This does NOT include University.

Business & Technical Goal Discussion

Kaseya Professional Services will conduct a review of goals, infrastructure, and technology automation needs in order to identify priorities to drive the remaining implementation effort.

Detailed Core Features and Kaseya Content Templates/Policies Discussion

Kaseya Professional Services will discuss and assist Customer in the configuration of the following core features of the product:

- System Configuration
- Agent Creation and Deployment
- Discovery
- Audit
- Patch Management
 - Monitoring
 - Classic
- KNMi
- Policy Management
- Alerting
- Procedures
- Ticketing
- Remote Access/Control
- Desktop Policy and Migration
- Info Center
- Branding

Content will include covering best practices, management methods, implementation and deployment plans, and overall automation. This includes reviewing available Kaseya Content templates/policies and configuration of appropriate templates/policies to meet the identified business requirements.

Deployment Preparation and Planning

Kaseya Professional Services will review and discuss common deployment strategies, plans, resource needs and scheduling to prepare Customer for general deployment. Kaseya Professional Services will deploy with Customer to a pilot group of machines identified during the planning session up to the time allocated for the success track. After successful deployment of those agents Customer will be responsible for deploying additional agents.

Notes:

- Configuration/Training/Implementation of any add-on module(s) is not included.
 - Customer must install, and have operational the Kaseya Server (if applicable) with necessary Windows Server OS, and SQL Server with the latest service packs, prior to project commencement.
-

INDIVIDUAL CONSULTING OFFERINGS *continued*

Traversal™ Introduction (Remote Delivery)

CNS-TV-INTRO (No SOW required)

Traversal Introduction Consulting is our consulting services geared toward the smaller less complex new deployments Customers who have a trial in place and have already deployed and installed monitors for the devices. This introduction expands that knowledge and focuses on the day-to-day needs. Kaseya Traversal Introduction includes 4 hours of services **Remotely Delivered**. This does NOT include University.

Services Include:

- Setting Thresholds
- Running Reports
- Dashboard
- Notifications
- Creating Containers

Traversal™ Quickstart Consulting (Remote Delivery)

CNS-TV-QS (No SOW required)

Traversal Quickstart Consulting is our consulting services geared toward the smaller less complex new deployments or for existing Customers who need assistance on specific configuration tasks. Kaseya Traversal includes 24 hours of services **Remotely Delivered**. This does NOT include University.

Initial Deployment

The engagement will be focused on the initial deployment and the following key tasks:

- Installation
- Mapping Services & Configuration
- Provisioning (Auto Discovery)
 - Servers
 - Network devices
 - Applications
- Views
- Build a Standard report
- Dashboard
- Containers
- Network Topology

Note: Customer must install, and have operational the Traversal Server with all necessary software pre-requisites prior to project commencement (if applicable). No DB software is required, Traversal ships with an imbedded MySQL database.

INDIVIDUAL CONSULTING OFFERINGS *continued*

Traverse™ Professional Consulting (On-Site Delivery)

CNS-TV-PRO-ON (No SOW required)

Traverse Professional Consulting is for the larger complex new implementations. This service is delivered On-Site for 4 Consecutive days. Kaseya will perform a needs assessment with the Customer prior to the On-Site during the introduction call to ensure the 4 days On-Site address the Customer specific priorities and tasks. This does NOT include On-line University.

Note: All travel related expenses are the responsibility of the Customer. Airfare and Hotel estimated costs to be submitted for approval to Customer prior to booking.

This statement of work will encompass at a minimum the following elements:

- Installation of the product
- Mapping Services & Configuration
- Provisioning (Auto Discovery)
 - Servers
 - Network devices
 - Applications
- Views
- Build a Standard report
- Dashboard
- Containers
- Network Topology
- Administrator & User Basic Training
(1 day devoted to Training for team)

Notes:

- Customer must install, and have operational the Traverse Server with all necessary software pre-requisites prior to project commencement. No DB software is required, Traverse ships with an imbedded MySQL database.
- As part of the Plus Service Kaseya Professional Services will run baseline analysis for 3 days and then use that data to set up the base thresholds.

Traverse™ Signature Creation (Remote Delivery)

CNS-TV-SIGNATURE (No SOW required)

Traverse Signature Creation is a service provided where customers needing a new device signature created but do not wish to wait for its inclusion into the product. Kaseya Professional Services will create the custom signature required. Customer required to provide some details including SNMP walks and access to the device for testing purposes.

Traverse™ HealthCheck (Remote Delivery)

CNS-TV-HLTHCHK (No SOW required)

Traverse Configuration HealthCheck consists of a highly qualified Kaseya Professional Services Consultant conducting a thorough technical review of customer's configuration and related processes. Kaseya Professional Services will draft a detailed HealthCheck report, documenting our findings and making recommendations on customer's current setup with our best practices guidelines.

INDIVIDUAL CONSULTING OFFERINGS *continued*

MSPAssist SD Integration

CNS-MSPASSIST (No SOW required)

MSPAssist SD Integration is our packaged Services offering that is focused on the deployment and initial configuration of the MSPAssist integration tool. Customer must have a configured and live instance of Connectwise or Autotask prior to the commencement of this project. This service is **Remotely Delivered** for a total of 2 hours.

BMS/Vorex Quickstart

CNS-BMS-PRO (No SOW required)

CNS-VOREX-PRO (No SOW required)

BMS/Vorex Quickstart is our packaged Services offering that is focused on providing the Customer with the expertise required to configure and manage BMS/Vorex meeting the requirements of the Customers business needs. This service is **Remotely Delivered** for a total of 8 hours.

The engagement will be focused on the initial deployment and the following key tasks:

- Admin
- CRM
- Service Desk
- Reports
- Client Access
- Finance
- Time sheets
- Expense sheets
- Billing
- QuickBooks integration

Statement of Work (Time & Material) – SOW Required

CNS-TMXDY-OF	1 Day (Remote Delivery)
CNS-TMXDY-ON	1 Day (On-Site Delivery – Minimum of 3 Days)
CNS-TV-TMXDY-OF	1 Day (Remote Delivery) - Traverse
CNS-TV-TMXDY-ON	1 Day (On-Site Delivery – Minimum of 3 Days) - Traverse
CNS-TMXDY-HALF	½ Day (Remote Delivery)
CNS-TV-TMXDY-HALF	½ Day (Remote Delivery) – Traverse
CNS-AUTH-TMXDY-OF	1 Hour (Remote Delivery) – AuthAnvil™

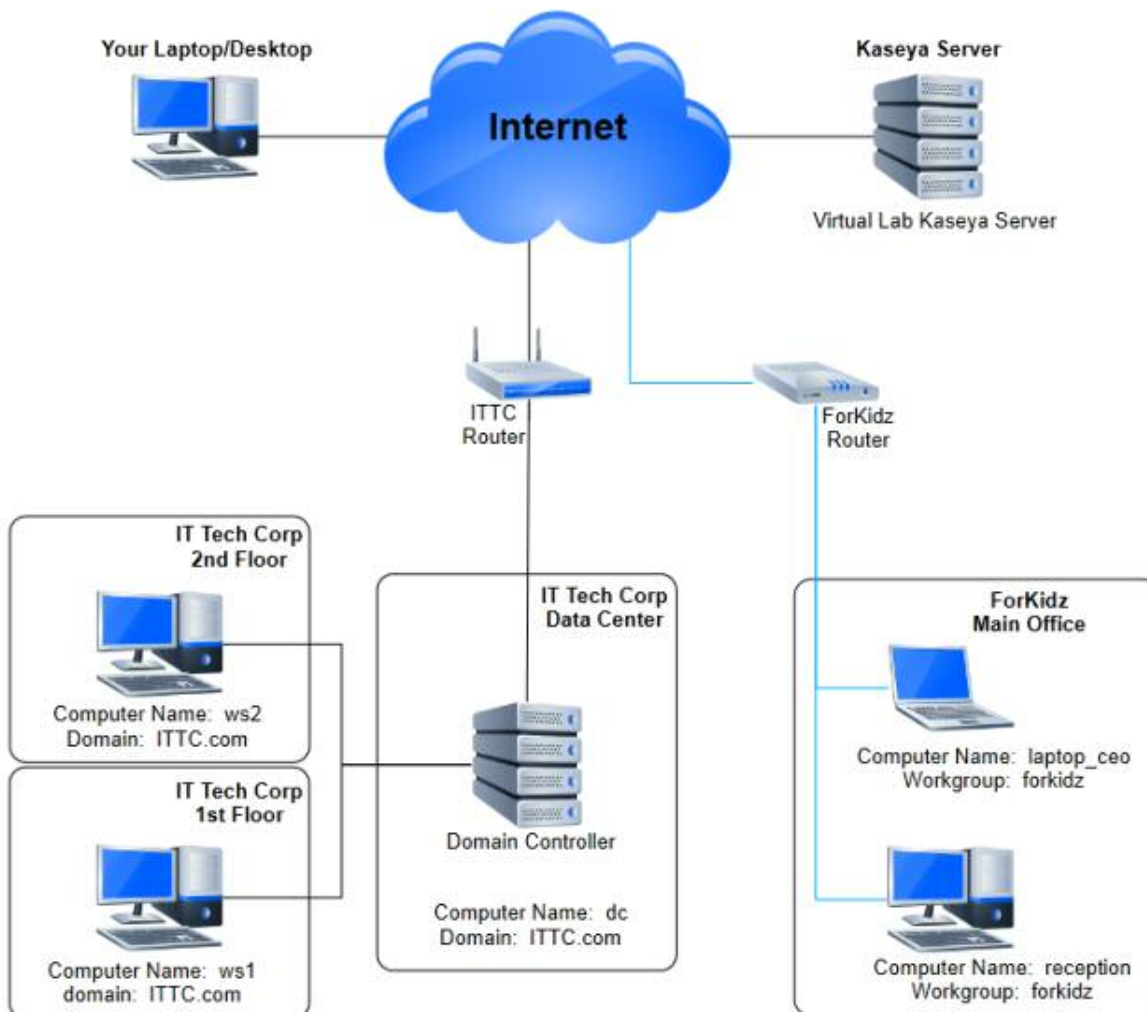
The Statement of Work (Time & Materials) Professional Services offering provides a Customer with a one-on-one engagement focused on a customized set of Services based on the needs of the Customer. Kaseya will perform a needs assessment with the Customer prior to selling this Service and will develop 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.

Time & Material Professional Services engagements allow Kaseya to deliver talented professionals with product and business expertise to address an array of Customer needs in a range of specialized areas. Through these engagements, Kaseya and the Customer are able to discuss topics relevant to the Customer and work through and review operational and technical items. These may include best practices, management methods, infrastructure, implementation and deployment plans, automation development, and integration aspects of the Kaseya product or other topics identified by the Customer.

KASEYA UNIVERSITY (LEARNING CENTER PROGRAMS)

Kaseya University utilizes an online Learning Center to provide access to structured learning for technical product training. Kaseya University is kept current with Kaseya product releases, and thus is refreshed multiple times a year. Certification programs provide:

- Learning Path-based Self-paced Curriculum – Each self-paced course is designed for busy students and is designed to take approximately ½ hour to complete while resulting in the accomplishment of meeting a learning objective related to what he or she is trying to actually do in the VSA or Traverse. While courses can be taken in any order, a recommend path, or logical sequence is presented to demonstrate how to build knowledge to become more advanced or skilled with automation.
- Hands-on Exercises – The associated hands-on exercises are scenario-based and walk students through the life of a fictional mid-sized MSP who uses the VSA both to manage their own IT services, as well as to manage their Customers, like ForKidz.
- The ability to prove competence via the Kaseya Certified Administrator (KCA) exam.



KASEYA UNIVERSITY LEARNING CENTER *continued*

Kaseya University Learning Center – VSA Student Administrator KCA*

EDU-ADMIN-3MO	3 Months
EDU-ADMIN-3MO-RENEW	3 Months
EDU-RETEST	(FOR USE ONLY IF EXAM NOT PASSED)

The Administrator Program is a student level subscription to the Learning Center and provides access to the curriculum necessary to become an expert VSA Administrator who can configure and build tools specialized for any environment. This program exposes curriculum focused on:

1. Getting started with the VSA quickly by focusing on the IT Services Delivery Kit as a standard starting point
2. Creating more meaningful customized automation and becoming certified through the Kaseya Certified Administrator learning path. This path gives an in-depth review of:
 - Agent
 - Patch
 - Domain Watch
 - Tasks
 - Policy
 - Info Center
 - Discovery
 - Monitor (Classic and KNMi)
 - Branding & Customization
 - Remote Access
 - Agent Procedures

The Administrator Program includes Self-paced courses, Instructor-led workshops.

*One Kaseya Certified Administrator (KCA) exam is included in the program. If the exam is not passed during the program, a Re-test can be purchased.

Note: Certifications are granted to individuals, not company, and earn priority queuing of tickets with Kaseya Technical Support. Certifications are assigned a VSA version number and issue date. Priority Support Queuing is for one year from issue date. Either a current KCA or KCT will be recognized.

Kaseya University Learning Center – Company Subscription KCA*

EDU-COMPANY-3MO	3 Months
EDU-COMPANY-3MO-RENEW	3 Months
EDU-RETEST	(FOR USE ONLY IF EXAM NOT PASSED)

The Company Program is a subscription enabling up to five (5) concurrent logins to the Learning Center with access to the administrator curriculum described above. If a company wishes to transfer a student license to another individual in the same organization, this can be accommodated for a small fee.

*One Kaseya Certified exam per student is included in the program. If the exam is not passed during the program, a Re-test can be purchased.

Note: Certifications are granted to individuals, not company, and earn priority access with Kaseya Technical Support. Certifications are assigned a VSA version number and issue date. Priority Support Queuing is for one year from issue date. Either a current KCA or KCT will be recognized.

KASEYA UNIVERSITY LEARNING CENTER *continued*

Kaseya University Learning Center – Traverse™

EDU-TRAVERSE-3MO

3 Months

The Traverse Program is a student level subscription to the Learning Center and provides access to the curriculum necessary to understand the Traverse monitoring solution. The curriculum includes:

- Architecture and Stack for DGE
- Best Practices
- Departments/Users
- Installation of the DGE/x
- Network Discovery
- Organizing, Managing, Assigning Monitor Tests
- Action Profiles
- Containers
- Test Data
- Events
- Reports
- Advanced topics, like Network Flow Analysis, Configuration, and SLA Manager

The Traverse Learning Center program is Self-paced and intended primarily for the Traverse Administrators, though Users would also find value.

Kaseya University VSA Quickstart

EDU-QS

The Quickstart is a student level subscription to the Learning Center and provides access to the curriculum necessary to jumpstart the Kaseya deployment. This program exposes curriculum focused on:

1. Getting started with the VSA quickly by focusing on the IT Services Delivery Kit as a standard starting point
2. This path gives an overview of:
 - Planning your Kaseya Implementation
 - Agent
 - Tasks
 - Discovery
 - Remote Access
 - Patch
 - Agent Procedures
 - Info Center

Kaseya University VSA Foundations

EDU-FNDS

The Foundations is a student level subscription to the Learning Center and provides access to the curriculum necessary to jumpstart the agent deployment. This program exposes curriculum focused on:

1. Getting started with the VSA quickly by focusing on the IT Services Delivery Kit as a standard starting point
2. This path gives an overview of:
 - Planning your Kaseya Implementation
 - Agent Deployment
 - Scheduling Tasks
 - Using Views

KASEYA UNIVERSITY LEARNING CENTER *continued***Kaseya University VSA Education Boot-Camp**

EDU-CORE-BTCAMP

Kaseya Education VSA Boot-Camp is Five Days of On-Location technical training. The first four days focused on lecture and interactive lab exercises with the last day devoted to certification exam preparation and practice testing. These are targeted to engineers and operational managers wanting to earn his or her KCA. The course is designed to optimize interaction between participants in a technical discussion surrounding a successful Kaseya implementation – focusing more on hands-on exercises, industry best practices and optimal configuration/usage considerations. Post Boot-Camp Customer has up to 90 days from the start of the Boot-Camp to sit for the certification exam.

In addition to the included Services and items outlined above for all Education Workshops; the following are also included with the Kaseya Fundamentals Education Boot-Camp:

Unlimited Learning Center Access

- Customer will be given individual user-id and password for access to the Learning Center for a period of 90-days starting from the first day enrolled.
- Customer will get one attempt for the Certification Test - leading to “Kaseya Certified Administrator”.

Notes:

- Should an individual not pass the Certification Test, further Re-tests are available for Customers to purchase.
- Boot-Camps require at a minimum of 4 registrants for the Boot-Camp to be held. Kaseya reserves the right to cancel/re-schedule any Boot-Camp due to lack of registrants up to two-weeks in advance of Boot-Camp start.

Purchasing Details - Kaseya University (Educational Programs)

- Kaseya University subscription start date is calculated from when the initial welcome email is sent to the named services contact for the customer regardless of actual usage. In cases where multiple student accounts are purchased, all accounts will receive the same start date regardless of when the individual students actually begin their studies. Program extensions can be sold on a one-time basis only. Otherwise, a new Program subscription will be needed.
- In the event that no services contact has been identified, Kaseya is under no obligation to fulfill. It is the purchasing company's responsibility to identify the contact so that Kaseya University may fulfill the order and students may begin their training and certificate program. Those who fail to provide a contact so that their program remains unfilled for six months, will not receive a refund and must re-purchase. The pricing is on a "use it or lose it" basis. No Exceptions.
- Kaseya University offers subscription-based programs. Those needing more access time than what is allotted in their respective program may extend their purchase one time using the extension fee; otherwise another subscription purchase will be necessary. In rare circumstance and at the sole discretion of Kaseya, one extension may be granted gratis for 30 days.
- Kaseya University training and certificate programs are delivered on a per student basis, including the company subscription. Log-ins and enrollment keys are not to be shared. Similarly, programs do not transfer from one student to another under any circumstances (i.e. student no longer works for the company), unless it was purchased with a company level subscription and the appropriate fee has been applied.
- Kaseya University is a dynamic environment, where content is updated regularly to stay current with the VSA. Kaseya University aims to refresh the certification learning paths within one month of a major product release. Kaseya University will make every reasonable attempt to retain a student's work in the vLab during a release transition, but is under no obligation to do so.
- Kaseya University Learning Center includes virtual instructor-led lecture intended for use by Learning Center students only. Guests are not allowed to listen in.
- Kaseya University programs include an attempt to attain a Certificate of Achievement (i.e. KCA or KCT Certificate/Certification) however because an individual must prove his/her knowledge and skills to be awarded the certificate, not all students enrolled in the program will necessarily pass. Additionally, when a certificate is awarded, it is on an individual basis (not to the company who sponsored the individual). If the individual transfers organizations, the certificate will follow the individual and not reside with the originating company.
- Kaseya University bundles the training and certificate program, and the exam will not be separated and sold individually, except in cases when a student needs to re-take the exam due to a past failed attempt, or because he/she is updating an existing certificate.
- A Kaseya University certification (KCA or KCT) is issued with both a product version number and issuing dates. While the certification is always valid, the benefit of priority support with Kaseya is only honored for one year from the issue date regardless of product version.
- Workshop classes require a minimum of 5 students. Kaseya may cancel the course due to insufficient attendees as of two days prior (12pm EST).

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. Services and Pricing

The Kaseya Services pricing is set forth in the Kaseya Professional Services Price Book and Customer's Invoice. The Kaseya Professional Services are available with Upfront Pricing only. Each Service offering is identified by a SKU and only includes the set of predefined Services set forth above. Customer agrees to pay for the Services in accordance with these Terms and Conditions.

3. Scope of Services

Kaseya is not responsible for any work activities or tasks in this document that is not specifically stated as Kaseya's responsibility. Any Services to be performed that are not specifically outlined in this document will be billed at Kaseya's standard hourly rate rounded up to the next full hour based on actual time worked.

4. Expenses

Customer is solely responsible for its own costs and expenses. In addition, where Kaseya personnel are required to travel in association with the Services, Customer agrees to pay Kaseya's expenses such as travel, lodging, meals and incidental expenses. Once dates for performance are scheduled, Customer agrees to pay for any Kaseya related expenses to accommodate any Customer requested, initiated or caused changes.

5. Acceptance and Scheduling

If Customer does not specifically state in writing to Kaseya a failure of a task, deliverable or Services to meet its satisfaction within five (5) Business Days of delivery, the task will be deemed accepted. Except for CNS-QS-DEPLOY and CNS-QS-DEP-BUNDLE, Customer agrees to schedule the start of the Services within sixty (60) days from the date of invoice and to ensure that all Services are completed within six (6) months of the date of invoice unless otherwise noted herein. Failure to do so will be deemed agreement by Customer that: all Services required have been satisfactorily performed, full payment for the Services is due and all amounts may be retained by Kaseya without refund, and no further Services or other actions are required by Kaseya.

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized 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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