

Kaseya® IT Automation Framework

An Integrated solution designed for reducing complexity while increasing productivity for IT Professionals and Managed Service Providers. The powerful, web-based automation platform is easy to deploy and administer with maximum security.

Kaseya revolutionizes the way your systems are managed

Kaseya builds automation into the systems deployment and management process by mirroring best practices associated with the provisioning of services, such as automating repetitive work by machine-driven tasks and processes. The benefits of this unique approach to real-time, web-based IT task and process management include:

- Immediate access to all managed IT assets from a single web-based interface that supports direct and automated remediation
- Cost-effective and efficient processes for managing, controlling, analyzing, planning and administering transaction-oriented IT business functions
- Smarter technology, including Kaseya Patented connection methods, and industry recognised security methodology with FIPS accreditation
- Automated discovery of all IT systems and networks to provide a complete and detailed inventory and up to date visibility of your complete environment
- Flexible and customizable business-driven procedures, workflows, policies and best practices easily deployed across highly distributed networks
- Platform support for Microsoft Windows, Apple OSX and iOS, Linux, Android and Blackberry providing complete manageability in mixed environments

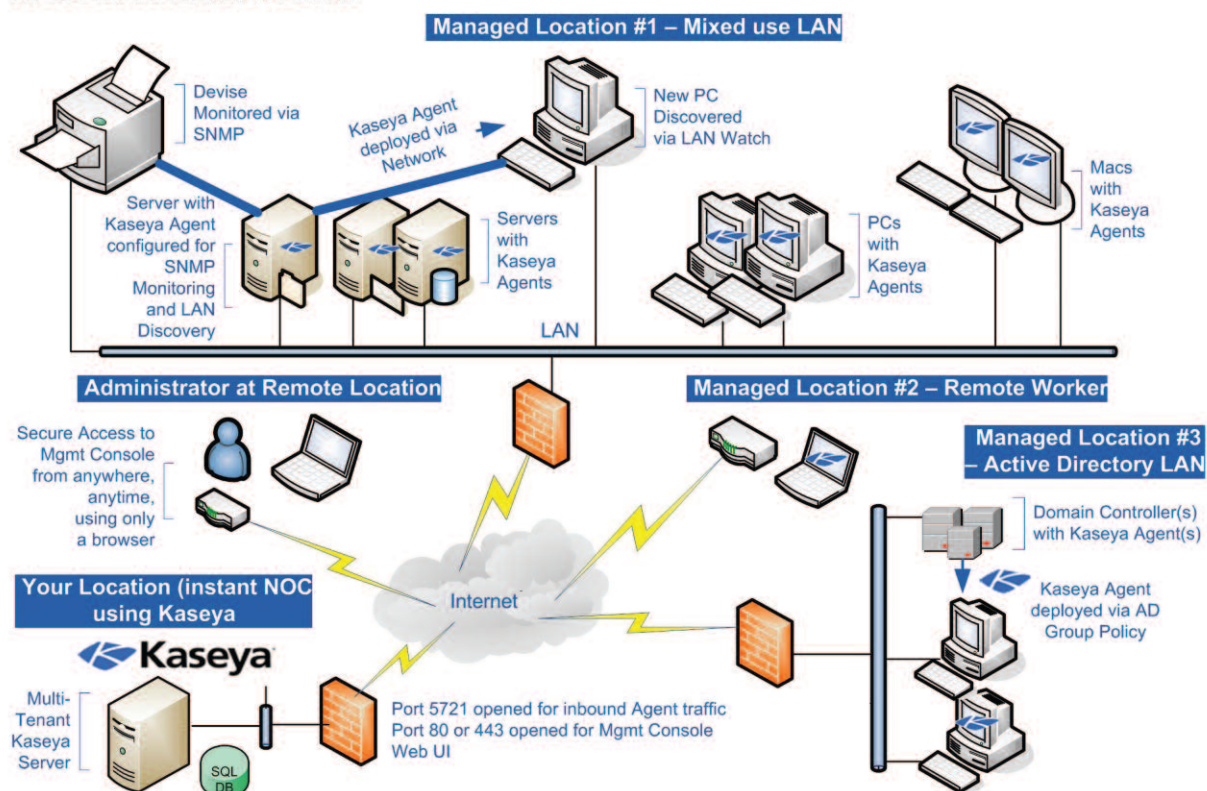
The Kaseya It Automation framework allows companies to securely take charge of their infrastructure by transparently and remotely managing servers, desktops, mobile devices (notebooks and handhelds), home-based desktops and embedded systems—all from a central management console. The solution is ideal for growing and distributed businesses around the globe that want to streamline systems management and automate IT operations.



Key Benefits

- Web-based automation platform
- Secure remote machine access
- Industry standard technologies
- Distributed systems management
- Lightweight and secure services communication architecture
- Customizable to meet specific needs

KASEYA FRAMEWORK



Lightweight Architecture

Kaseya services deployed to devices (Windows, Linux and Mac) provide a non intrusive, non evasive and seamless OS service addition. This lightweight service approach initiates all communications outbound to the management server removing complex network configuration, VPN's or the need for servers at each site.

Industry Recognized Security

Kaseya's FIPs 140-2 accredited security architecture protects against man-in-the-middle attacks by encrypting all communications between installed software and the Kaseya server with 256-bit AES encryption. Kaseya does not transmit plain-text data over the network and as a result removes the ability for an attacker to exploit.

Secure Web Access

Administrators access the Kaseya server through a SSL supported web interface. The system never sends passwords over the network or stores them in the database. Only each administrator knows their password. The client side combines the entered password with a random challenge, issued by the Kaseya platform for each session and hashes it with a secure algorithm. The server side tests this result to grant access or not. This unique random challenge protects against a man-in-the middle attack sniffing the network, capturing the random bits and using them later to access the Kaseya Server.

Flexible Administration

To get optimum application usage and gain the maximum return on investment, IT Professionals and service providers need flexible setup and customization options without having to reprogram the solution. Kaseya provides for easy and flexible system administration and customization. Whether it is just setting up additional administrators and groups or customization of the interface and organizational branding, Kaseya gives the flexibility you need to tailor the application to your business needs.

The Kaseya scalable architecture allows you to remotely manage and monitor remote desktops and servers from an easy-to-use Web-based interface.

Kaseya Technology Overview

Features And Benefits

PC Inventory / Computer Audit

Complete computer inventory and software inventory. Scheduled LAN audits. Fully automated and always up-to-date.

Discovery

Complete automatic discovery of all network-based devices, Discovery allows you to move devices from discovered to managed in an automated fashion simplifying identification and deployment in any environment.

Policy Based Management

Define, manage, apply and enforce IT policies across multiple groups of machines from a single Web-based dashboard, ensuring distributed machines are secure, in compliance and managed consistently across the organization

Enterprise Mobility Management

Conduct all management functions for mobile devices from the same framework as you use to manage rest of your infrastructure for consistent IT systems management across the entire organization.

Automated Audit and Inventory

Detailed hardware, software and license inventory with fully automated collection Audit and Inventory brings together managed and unmanaged assets into a single view and adds secure credential management for complete device coverage.

Remote Control/Remote Support

Access computers remotely from anywhere. Secure and configurable. Access PCs behind firewalls and NAT without port mapping or infrastructure changes.

Patch Management

Fully automated security patch scan, patch deployment, rollback and history. Scalable, secure and highly configurable policy driven approach is location independent and bandwidth friendly.

Monitoring

Deploy monitoring services to monitor every aspect of your environment; devices, hardware, software, services, local, remote, cloud - become the master of your environment with world class totally customisable integrated monitoring with automated remediation.

Software Installation/Update

Carry out software installations and software updates across the organization with an easy single-touch policy driven approach. Simpler and more flexible than SMS and other legacy solutions.

Service Desk

Integrated Service Desk solution based on ITIL Standards. Supports both direct and automated remediation of tickets. End user portal provides self-service options including knowledge base access, ticket creation and status.

Network Policy Enforcement

Monitor network usage by machine and by application. Define policies and limit network access to only corporate-approved applications.

Backup and Disaster Recovery

Fully integrated real-time automated backup, disk imaging, file level backup and rapid restores offsite replication and cloud storage options. The Kaseya Backup and Disaster Recovery products provide an answer to every restore scenario your business needs.

Intel® vPro™ Technology

By incorporating out-of-band management capabilities, work remotely to control the on/off power of all machines to provide routine off-hours IT services.

Antivirus/Antispyware Management

Kaseya Endpoint Security (KES) incorporates antivirus and spyware detection with the latest proactive technologies and Exchange integration. Kaseya Anti-Virus (KAV) provides simple to use highly scalable workstation and server protection with the latest heuristic capabilities.

Desktop Policy Management

Provides an automated desktop management solution for deploying desktop profiles including power settings, drive mappings, printer mappings, files and standard desktop applications settings.

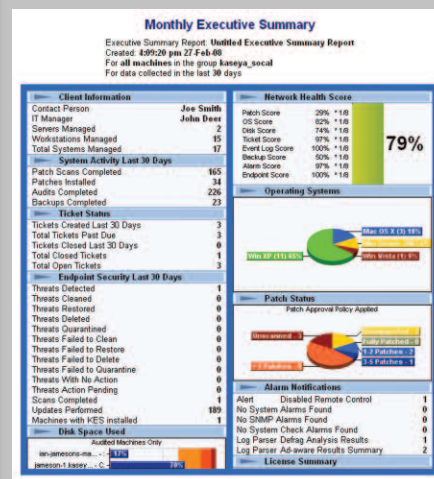
Desktop Migration

Automated desktop and user settings backup, restore and migration planning solution. Includes desktop, browser and applications specific settings in addition to documents, files and custom locations.

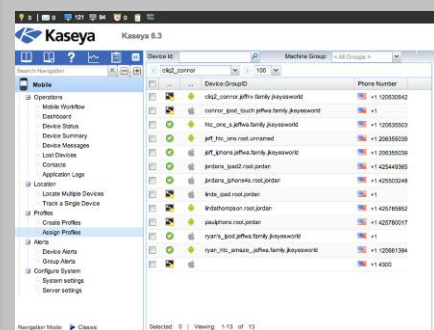
Integrated Reports

Comprehensive integrated management and operational reports. Customizable. Always available. View online or export to HTML, Word or Excel.

The Kaseya Executive Summary provides an easy and effective way to demonstrate the value of your managed services.



The Kaseya framework allows for the automation of all functions from a unified management console. For example, the Patch management process can be automated using the Kaseya powerful policy-based Patch approval screen.



Complete, Powerful, Easy, Secure

Easy Customization

- Configure administrator and user options
- Customize the user logon page to match your requirements
- Customize administrator logon page and functions
- Customize the interface appearance characteristics
- Leverage outstanding technical support to assist you when you need it

Administrator Accounts and Groups

- Create administrator accounts and groups
- Define access policies
- Temporarily disable accounts without deleting
- Define account group membership
- Unified login with Active Directory

Configure and Deploy Agents

- Agent status, logs and settings
- Naming and grouping policies
- User access and profiles
- Agent menus and check in frequency
- Create and deploy custom configurations

Server Administration and Configuration

- Backup and restore options
- Port and address specification
- Detailed log and statistics

Fast and Easy Deployment

Simple To Use

- Simple and intuitive web-based interface
- Use any browser
- Full online help with automatic updates
- Outstanding technical support and training services

Easy Server Installation

- Windows 2003 or 2008
- IIS 5 or 6
- Database schema automatically installed

Deploy Agents in Minutes

- Automated network discovery on all systems and their components on the network
- Several methods of automated deployment
- Automated push via Active Directory, e-mail link, login script, install package
- Silent deployment, no user interaction needed
- Supports all Windows OS, Linux and Mac OSX (v10.3.9 and above)

Automatic Updates

- Maintenance updates delivered to Kaseya server automatically
- Administrator determines if and when applied

Agent Requirements

- 333 MHz Pentium-class CPU or greater
- 128 MB of RAM
- 30 MB of free disk space¹
- Network Interface Card (NIC) or modem
- Microsoft Windows 2000, XP, 2003, 2003 R2, Vista, 2008, 2008 R2, 7, 2012, 8
- Macintosh OSX v10.3.9 and above, Intel and PowerPC editions
- SuSE Linux Enterprise 10 and 11, RedHat Enterprise Linux 5.4/5.5, Ubuntu 8.04-10.4, and OpenSuSE 11
- Single Outbound TCP/IP Port for remote management

¹ Varies depending on use of optional modules

Kaseya Server Requirements

- Single processor (2.4 Ghz, 160 Mhz front side bus, 1 MB cache)
- 4 GB RAM
- 40 GB hard drive
- Microsoft Windows:
 - Server 2003, 2003 R2, 2008, 2008 R2, 2012 or
 - XP Pro, Vista, and Windows 7 or 8 are supported for evaluation purposes only with systems that have no more than 5 Kaseya Agents
- Microsoft SQL:
 - SQL Server 2005 or 2008, 2008 R2, 2012 with latest service pack, or
 - SQL 2005, 2008, 2008 R2, 2012 Express Edition with Advanced Services, with latest service pack
- 100 Mbps Network Interface Card (NIC)
- DSL or Cable modem connection

About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage 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 MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com

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