



Go Beyond Business as Usual

THE CHALLENGE

IT departments in midsize companies are usually staffed by IT generalists that manage many different IT functions. They face many challenges such as cybersecurity risks, lack of time, non-integrated point tools, outdated legacy systems, regulatory compliance concerns, and limited IT budgets. IT teams must not only keep the business running smoothly and safely, but they must drive strategic initiatives to grow and transform the business. So, it is the constant conflict between “keeping the lights on” and moving the business to the next level. About 70 percent of the typical IT budget goes to simply running the business.

TO MEET THESE CHALLENGES, BUSINESSES ARE FOCUSED ON:

- ✔ Remediating software vulnerabilities to enhance security
- ✔ Having solid backup and disaster recovery systems in place
- ✔ Migrating to the cloud for expanded and/or flexible capacity
- ✔ Monitoring and managing endpoints and networks to maximize uptime
- ✔ Automating IT processes to improve productivity and meet SLAs
- ✔ Maintaining regulatory compliance to avoid financial penalties

THE SOLUTION: IT COMPLETE FROM KASEYA

IT Complete is a comprehensive suite of products that allows midsize businesses to efficiently manage all of their IT operations. It leverages our Omni IT platform (Kaseya VSA, Kaseya Vorex, and IT Glue, a Kaseya company) to deliver all of the core IT management capabilities-- endpoint management, network monitoring, service desk, knowledge and configuration management. IT Complete adds solutions for backup and disaster recovery (BDR), compliance management, and security.

IT Complete lets midsize businesses improve security, compliance and IT productivity, significantly reducing risk and driving business growth.



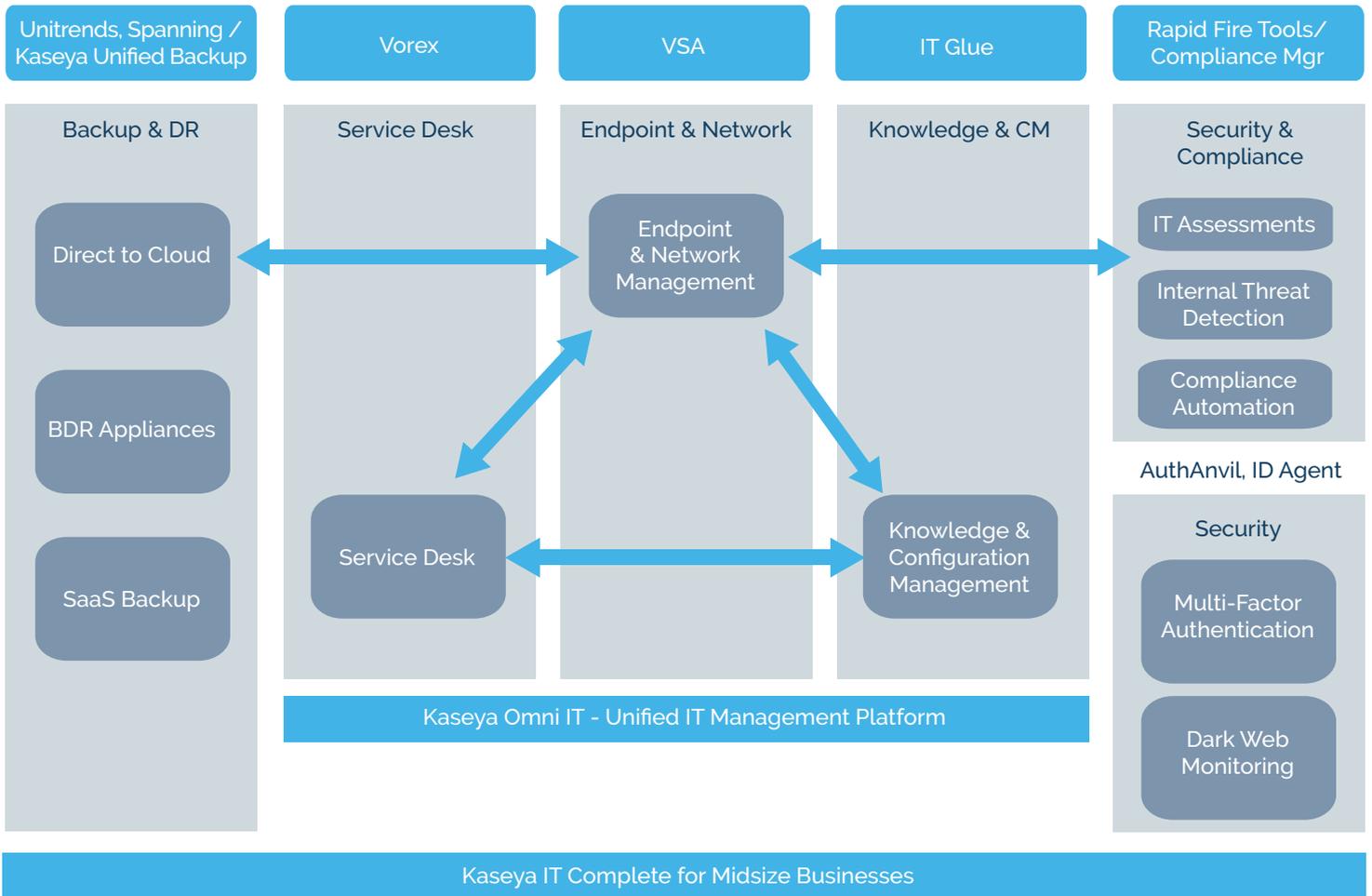
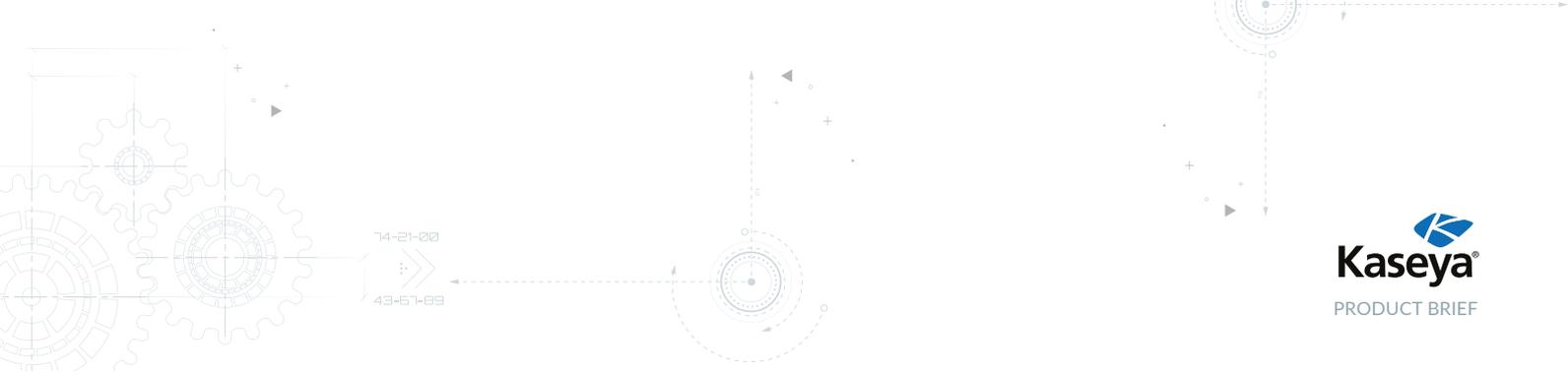


Figure 1: IT Complete Architecture





KEY COMPONENTS

Kaseya VSA

Kaseya VSA is the foundation of Kaseya's IT Complete solution. It seamlessly integrates with service desk, knowledge and configuration management, security, compliance, and backup and disaster recovery solutions for more efficient IT operations.

With VSA: Manage both endpoints and networks. Do more with less with built-in IT automation.

VSA includes:

- ✔ Discovery and inventory of all of your IT assets; track on and off-network devices
- ✔ Advanced network monitoring – Monitor all aspects of network-connected devices including servers, hypervisors, databases, routers, switches and firewalls
- ✔ IT Automation – Implement policy-based automation to deploy software, apply patches to mitigate software vulnerabilities, and proactively resolve issues across your entire IT environment
- ✔ Deploy and manage anti-virus and anti-malware (AV/AM) across your network
- ✔ Quickly remediate service tickets with Live Connect – Remotely access end-user devices without disrupting users. Integration with the Vorex Service Desk makes it easy to initiate remote access. IT Glue integration provides fast access to asset information in Live Connect
- ✔ 1-Click Access – This allows technicians to quickly access end-user devices without having to know or keep track of passwords; no need to change passwords if a tech leaves the company

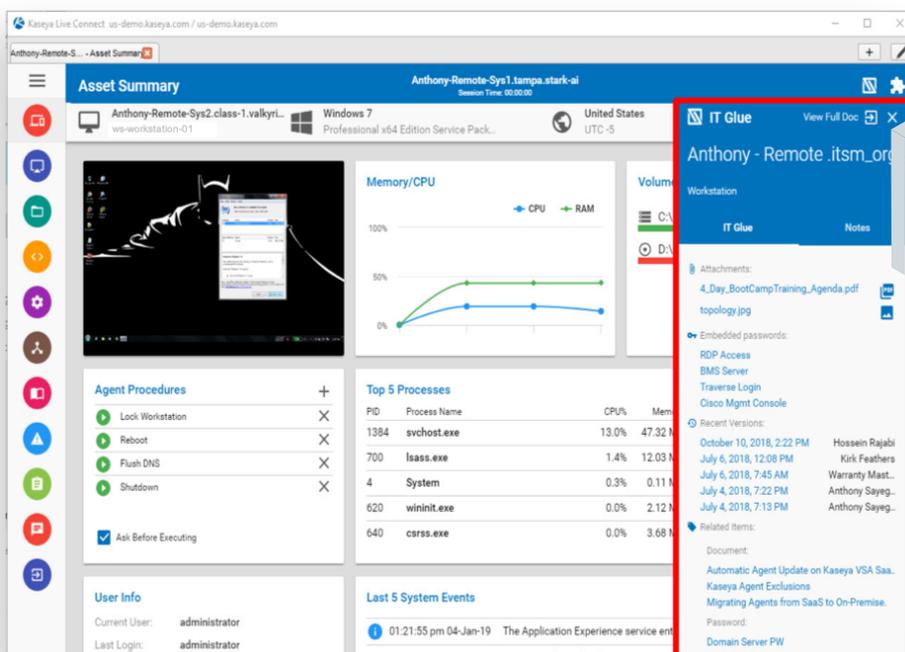


Figure 2: VSA and IT Glue integration showing access to asset data within Live Connect



KASEYA VOREX

Kaseya Vorex is a powerful Service Desk where you can easily manage all of your service requests and support tickets. Vorex allows you to:

- ✔ View real-time information on the status and progress of service tickets in the Service Desk Dashboard
- ✔ Use workflow rules to ensure that tickets move through your support process in a timely manner
- ✔ VSA integration allows technicians to quickly resolve service tickets using remote control (Live Connect)
- ✔ Easily access IT asset data, asset configurations and IT procedures via the IT Glue integration



IT GLUE

Manage and grow your business with the world's leading IT documentation and knowledge management software. IT Glue lets you find, track and know everything about your systems. With IT Glue, you can:

- ✔ Use Checklists to create lists of action items and then assign them to specific team members
- ✔ Automate documentation via integration with other tools, including VSA and Vorex
- ✔ Track and manage IT asset configurations using the Related Assets feature (Configuration Management)

KASEYA BACKUP SOLUTIONS FROM UNITRENDS AND SPANNING

Kaseya's backup solutions unify Backup and Disaster Recovery (BDR) across on-premises, IaaS and SaaS applications.

 Kaseya Unified Backup (KUB) is built into VSA and provides easy access to and management of BDR from the VSA UI.

Kaseya's backup solutions include:

- ✔ **BDR Appliances:** Enterprise-grade backup and disaster recovery for on-premises and IaaS workloads, integrated with offsite cloud retention and DRaaS services
- ✔ **Direct to Cloud Backup:** File backup to cloud storage for workstations and servers
- ✔ **SaaS Backup:** Cloud-to-Cloud backup and recovery for SaaS workloads, such as Office 365, G-Suite, and Salesforce





RAPIDFIRE TOOLS & KASEYA COMPLIANCE MANAGER

 **Kaseya Compliance Manager** is integrated into VSA to allow midsize businesses to easily maintain regulatory compliance and automate the reporting process. It's like having a compliance assistant in a box. Stay in compliance with regulations and avoid penalties.

RapidFire Tools solutions include:

- ✔ **Network Detective:** Provides IT assessments and reporting including network, security, Microsoft Exchange, and SQLServer assessments
- ✔ **Cyber Hawk:** Internal threat detection. Detect anomalous activity, suspicious network changes and threats caused by vulnerabilities and misconfigurations
- ✔ **Audit Guru:** Compliance process automation

KASEYA SECURITY SOLUTIONS — AUTHANVIL AND ID AGENT

Kaseya AuthAnvil — Up your security game with identity and access management from Kaseya. AuthAnvil provides multi-factor authentication to ensure that only authorized users can access your data. Single sign-on capabilities allow easy access to all of your applications from a single launchpad.

ID Agent, a Kaseya Company — Monitor the Dark Web to track and manage your business exposure of credentials that hackers can use to breach your data.

BENEFITS OF IT COMPLETE

Enhanced Security

- ✔ Automate software patch management to mitigate software vulnerabilities.
- ✔ Protect all of your endpoints with automated AV/AM deployment and management.
- ✔ Backup & DR ensures that you can quickly recover from an incident such as a ransomware attack or server failure.
- ✔ Implement multi-factor authentication to reduce the risk of unauthorized access to your critical data.
- ✔ Monitor your exposure to hackers on the “dark web.”

Increased IT Productivity

- ✔ Tool integration and automation drive increased IT team productivity.
- ✔ Quickly and easily access IT asset information, when and where you need it, to work faster.
- ✔ Take less time to complete common IT tasks.
- ✔ Free up resources for strategic IT initiatives that will help grow and transform your business.

Faster Ramp-up for New Technicians

Use a common and intuitive user interface for endpoint and network management, unified backup and recovery, and compliance. This makes it easy to learn and use, streamlines onboarding and improves ongoing technician efficiency.



GET STARTED WITH IT COMPLETE TODAY! Request a VSA demo

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