Kaseya | Omdia

The power of a unified IT stack

Omdia interviewed IT teams running Datto RMM, Autotask PSA and IT Glue. Here's what they reported.

1. Financial performance

$350K
in annual savings for a 10–person IT team

$2,900
saved per IT staff member, per month

24%
lower IT operational costs



> "By switching to Kaseya, we reduced our annual IT budget from $30,000 to approximately $15,000, cutting costs by half while improving efficiency."
>
> **IT team interviewed by Omdia***

2. IT team productivity



14%
more tickets handled each week

Up to 10%
more endpoints managed per staff member and users supported

> "Alerts often come in before users even call, which saves significant time."
>
> **IT leader interviewed by Omdia***

3. Employee experience

11%
faster ticket resolution

32 hours
saved a week on first response

10%
average increase in employee satisfaction scores



> "People see that issues are solved faster than before, and that makes a big difference for satisfaction."
>
> **IT team interviewed by Omdia***

Connect your endpoint, service desk and documentation tools

Stop losing time and budget to tool sprawl with one connected and automated stack.



Want the full story?

Read the Kaseya IT Service Delivery Solution Study, researched by Omdia.

Download the report

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Kaseya IT Service Delivery Solution Study, researched by Omdia and commissioned by Kaseya, 2026. Based on interviews with eight managed service providers (MSPs) and eight IT teams. Figures shown are from the IT team interviews. Results are self-reported averages unless shown as "up to." The 10-person figure is calculated from the per-staff-member average. *This is one IT team's result and not the study average.