

The ROI of a unified stack

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

1. Financial performance

\$312K

average annual savings
for a 10-technician MSP

\$2,600

saved per technician, per month

33%

lower IT operational costs



"We're seeing a 70% overall reduction in the number of tickets our helpdesk has to deal with."

Barrett Earney, Founder & CEO, Earney IT

2. Technician productivity



27%

more endpoints managed
per technician

23%

more tickets handled each week

15%

more clients supported



[Ticket resolution times] went from 8 hours to about 3.5 hours."

MSP interviewed by Omdia*

3. Service quality

36%

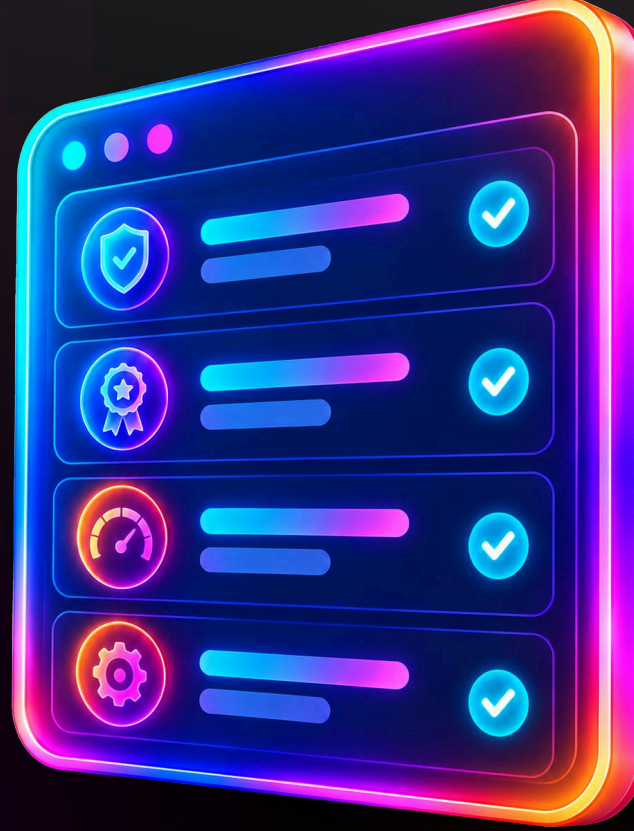
reduction in first response time

8.7 hours

saved per technician per week

83%

of tickets resolved within SLA, a 17% improvement
in SLA compliance



"The benefit of the Kaseya stack is it's all connected. Everything works together seamlessly."

Jack Peploe, CEO, Our IT Services

Connect your RMM, PSA and documentation tools

Stop losing time and margin 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](#)