



TALES

FROM THE

IT
TWILIGHT
ZONE



Time Enough for IT Tasks at Last
The Out of this World IT Pro's Guide to Managing Everything Remotely

Introduction

The time is the day after tomorrow; the place is anywhere, so long as it can accommodate an IT management workstation, endpoints, and piles of demanding computer users, along with an overworked man named I.T. Admin who has only one passion in life – a passion beaten down by flaky computers, forgotten passwords, cybercriminals, and malware of every sort.

Despite hours of effort, Mr. Admin can never please his boss, and performance reviews are poor. “Now, Mr. Admin. What constitutes an efficient member of our IT organization? An administrator who knows his job and performs it, i.e., an IT organization man who functions within an IT organization! You, Mr. Admin, do not function within the organization. You are neither an efficient IT administrator nor a proficient employee. You are a failure, Mr. Admin,” the company president scolded.

In a moment from now, however, Mr. Admin will have his chance to work in an IT world much different from the one he knows. A world without repetitive tasks stretching endlessly into the future, with no time to do them all. A world spent trudging from desk to desk, office to office, visiting endpoints beset by all manner of problems. No. today is different. Today Mr. Admin has an endpoint management solution that works remotely -- and with automation, performs many duties utterly all alone.

This eBook highlights the top three ways powerful remote management capabilities give weary admins back control of IT operations, so users, senior management – and the IT team – are happy and productive. With a fully remote endpoint management system, time is not wasted physically visiting endpoints. And by automating myriad common tasks, you are not forever rushing to do things the endpoint management solution can do for you – giving you all the time in the world.

1. See everything clearly; know everything fully.
2. Time enough for everything.
3. Limit your daily dose of chaos.



Managing IT operations is nerve-wracking, like waiting for a bomb to go off. In fact, 58% of employees claim workload to be a major cause of stress and nearly 12% have called in sick because of job stress in the past year.

Frighteningly, your IT environment is only getting more complex as virtual, cloud, and mobile technologies roll in. Add in security and compliance requirements, and your headaches grow exponentially. It is no surprise that getting IT projects done on time is such a challenge. Is it too much to ask for an IT management and security solution that helps you manage all your distributed users, services and devices without juggling between multiple interfaces, bothering end users, and spending all day putting out one fire after another?

No, it is not. In fact, Kaseya was founded just for that reason. We and our VSA RMM solution help thousands of IT managers around the world get work done faster, simpler, and with all the time in the world to spare by empowering them to: manage remotely, command centrally, and automate everything.

See everything. Know everything.

Face it, with today's widely distributed and mobile workforce, admins support end users working in coffee shops, airport lounges, home offices, branch locations and living rooms across the country and around the world. If users are somewhere, you need clear 20/20 visibility into their endpoints and the ability to support them.

And do not overlook the servers in one-off installations that design engineering needed, but there was not enough time to go through proper channels. You must support those servers, too.

How can you and your team possibly find the time to keep on top of all these distributed users, devices, services and locations?

Fortunately, with rich remote control of endpoints, time is no longer a problem.

VSA by Kaseya provides comprehensive hardware and software discovery, inventory and auditing of all servers, workstations, laptops, and mobile devices under your management. It all starts with deploying a single agent, and then VSA does the rest — no credentials or additional software needed. We create and maintain an inventory of all systems providing a simple, unified, up-to-date view of your entire domain, including offline devices.

HIGHLIGHTS

- Consolidated, single-pane-of-glass with 20/20 visibility into all users, devices, and services
- Discovery and audit for every device and service wherever they are, with full operational details
- Continual remote monitoring to identify and alert of problems or changes

TALES
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IT
TWILIGHT
ZONE

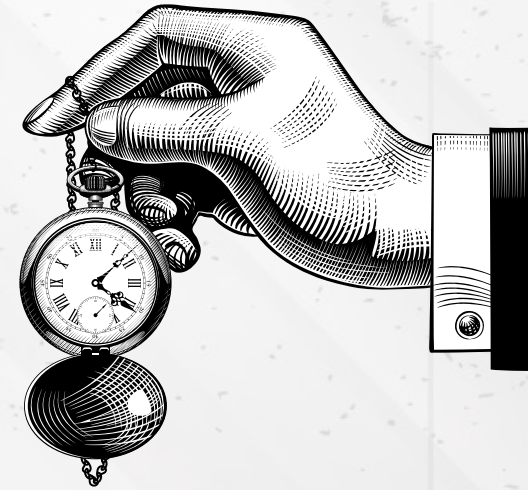
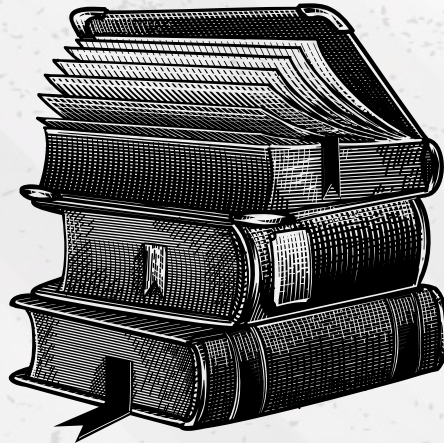
Be the first, not the last, to know.

Not only can you automatically find every device and network connection no matter where it is located (e.g., in the office, at home, or on the road), but you will also find all the details needed to properly manage it – from operating systems and patches to software updates and more. In short, you get everything you need to troubleshoot or prevent network and user problems.

With the right solution, you can remotely monitor servers, workstations, remote computers, Windows Event Logs and applications all the time, 24x7. Even when you are sleeping. You can define monitoring criteria so you are alerted to any problems or any changes in usage patterns. With early warning, you are the first to know when critical servers go down, users alter their configurations, or security threats occur.

Rule everything through one single console.

If your IT group is typical, you manage all devices, systems, apps and services with separate tools, separate views, and often separate monitors. You have our deepest sympathy because transitioning from tool to tool takes up gobs of time and mental energy. A better way is to monitor, manage, and report on all of these services and devices with one easy-to-use console.



“ A key feature is Kaseya’s powerful remote control – for example, if we need to remote onto a till, a kiosk, or a manager’s PC to fix something behind the scenes, we use Kaseya Live Connect to do this. With Live Connect, we can easily troubleshoot issues without having to disrupt our end user. ”

Mike Rozwadowski
Vue Entertainment

TALES
FROM THE
IT
TWILIGHT
ZONE

Time enough for everything.

IT problems account for an estimated productivity loss of 27 minutes per day, 2.5 hours per week, or more than one working day per month. That might not sound like a lot, but if your company has 100 employees, you lose over six full-time equivalent staff daily to idle time caused by IT problems. This loss gets worse as the service desk team tries to find a “good” time to boot users off their devices to fix problems. (Spoiler alert: there is never a “good” time.)

Imagine how much time you, your help desk team, and the company would get back if you resolved tickets faster, more reliably, and without any scheduling back and forth.

The fastest remote-connect time in the world that allows you to log into remote machines nearly instantaneously even over high-latency networks or behind firewalls.

💡 HIGHLIGHTS

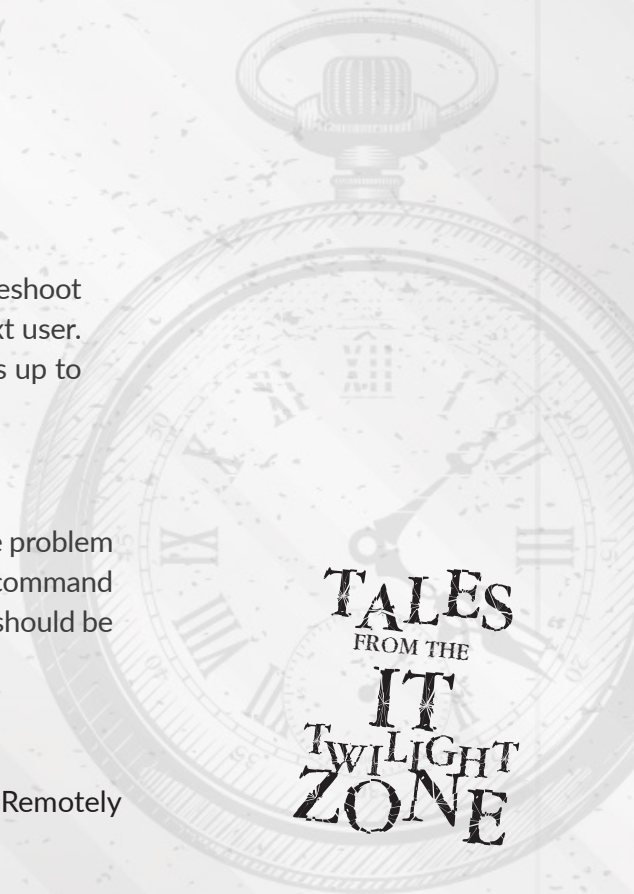
- Anywhere, anytime access
- Near instantaneous remote connections
- Reliable connections – even over high latency networks or behind firewalls
- Private remote sessions and complete session tracking

Get users back on track faster.

Near-instant remote connections mean that, in seconds, you are working collaboratively with users to troubleshoot and fix problems. The math is simple. The faster the connect speed, the faster you are on to helping the next user. Remote sessions that connect faster than other tools over the course of a day, week, month, and year, adds up to eons to spend on other IT projects.

Let the user keep working.

Even better is the ability to log in via a remote session working “behind the scenes” on the device, solving the problem without impacting the user’s workday one iota. You can fix problems in the registry, move or copy files, run a command prompt, view running tasks, and more. And all this time, while you are working on ticket resolution, the user should be able to work with no interruptions.



Make security and compliance automatic.

Security is critical today, and it should not be overlooked for remote control sessions. Completely private remote sessions ensure you work securely and discreetly on servers or workstations. And you can easily meet compliance requirements with complete tracking and reporting on metrics – by admin, machine, time, and more.

Limit your daily dose of chaos.

If you are like many IT folks, you are bogged down with unplanned activities that range from small to total crisis level. Remote management has the power to get ahead of problems and eliminate unplanned events before they happen. And do it automatically, based on policies you create depending on your own business and technical requirements.

After the dust settled from implementing remote management, Mr. Admin's world changed forever. He even had a great relationship with his boss, who sees Mr. Admin as a thoroughly efficient member of the IT organization.

With VSA by Kaseya, Mr. Admin knows systems are up to date, spots small issues before they blow up into catastrophic ones, and helps users quickly solve problems all on their own. Think about it: Not getting involved is the best remote management capability of all.

💡 HIGHLIGHTS

- Reliable installation of security patches and software updates
- Issue identification and resolution before it cascades into crises
- User empowerment to provide the help needed for routine or low-level issues

Protect users from themselves.

You no longer have to count on users to download updates, shut off their machines, or follow instructions in any way. With the right RMM solution, you automate patches and updates remotely, including shutting down machines if necessary. You need intervene only if there is a problem. Security breaches and performance problems are less likely to crop up, while software updates and security patches are done in a routine, timely, and dependable fashion.

ebook - Time Enough for IT Tasks at Last: The Out of this World IT Pro's Guide to Managing Everything Remotely



Remote Connectivity and its Advantages
Community West Credit Union has multiple branches.
Watch how VSA by Kaseya enables employees to
remote in to PCs to fix any issues instantly.

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Head problems off at the pass.

We already discussed how, with remote monitoring, you are alerted to problems. You can take the next step – and remotely and automatically fix the problem via policy management. For example, automatically initiate disk clean-up on a high CPU usage alert; isolate a detected malware attack before it spreads; or rerun backups on a failed backup alert. If you can imagine the scenario, you can do it with state of the art endpoint management.

Give your users a stake in the health of their systems.

Managing IT remotely should work both ways. Lower-level problems (say password requests, login issues, or software procurement requests) can be handled via pre-set rules so that users quickly get what they need without your team's direct involvement. Fast self-service ensures users follow all company procedures and download only approved apps, even if they need the software at 1 a.m.

All the Time in the World.

Today Mr. Admin is a happy man. And the best part ... the very best part ... there's time now. There's all the time he needs. All the time he wants. There's time enough at last. Mr. I.T. Admin. The small man in the glasses who wanted nothing but time to get his work done. Nothing but a moment out of an eon of moments. Nothing but an instant out of an eternity.

Mr. Admin can see crystal clearly now, and relax, knowing he has all the time in the world, thanks to remote endpoint management and IT automation – both of which came courtesy of the IT Twilight Zone.

““ VSA keeps us from having to send a technician out to fix the computers. I remote-on to it to help them with whatever they need, such as email or our next-generation health system, and fix it in five to 10 minutes. ””

Roy Herron
Systems Analyst
Methodist Healthcare Ministries

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Take My Security. Please.

Here you are, in charge of keeping your company's network and data locked down and secure. And there they are – all your free-range end users – putting your network and data at risk every day as they walk out the door, store data on the cloud, and move beyond the parameters of your firewall.

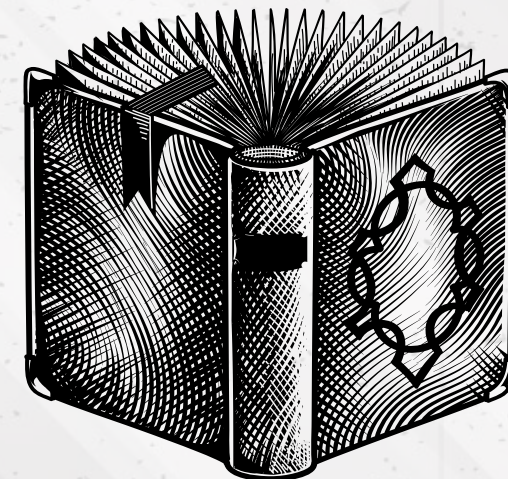
To put some numbers on this problem, between 2016 and 2017 over 2.5 million users were affected by ransomware.

- In the summer of 2017, an e-mail campaign spreading a new strain of Locky ransomware spread 23 million malicious messages in only 24 hours.
- In May 2017, WannaCry infected hundreds of thousands of systems in a matter of days.

In this environment, your IT systems management and security capabilities can make or break your company.

Kaseya enables you to remotely secure your sensitive or proprietary data by:

- Minimizing the risk of password-related security breaches
- Carving out a secure environment on BYOD devices while also respecting employee privacy
- Tracking and wiping stolen devices of any company information
- Managing and monitoring multiple cloud services for breaches or unusual activities





Summary and Next Steps

Happy users = happy IT staff. It is a simple equation, but not always that easy to achieve.

With VSA by Kaseya, you can. This eBook highlighted the top three ways VSA's powerful remote management capabilities give you back control of your IT operations, so your users, senior management, and your team are happy and productive.

💡 Want to learn more?

Download [Jump Start your Digital Transformation with Unified IT](#).

🔑 Take back control.

See how Kaseya's capabilities can help you Command Centrally, Automate Everything, and Manage Discover how Kaseya helps achieve greater IT efficiency. [Request a demo today](#).

About Kaseya

Kaseya is the leading provider of complete IT management solutions for managed service providers (MSPs) and mid-sized enterprises. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage and secure IT. Offered both on-premise and in the cloud, Kaseya solutions empower businesses to command all of IT centrally, easily manage remote and distributed environments, and automate across IT management functions. Kaseya solutions manage over 10 million endpoints worldwide. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.

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