



***Supporting remote work  
long term calls for powerful  
IT tools and strategies to  
ensure smooth operations.***

Organizations have most of their workforce working remotely post the pandemic and anticipate this might continue for the majority of the year.

As businesses get back on their feet, company leaders must decide on an optimal remote work strategy that will need a robust endpoint and network monitoring solution like Kaseya VSA that can streamline IT operations while reducing costs.

## COMPREHENSIVE IT MANAGEMENT SOLUTION

Kaseya VSA is a unified remote monitoring and management (uRMM) solution with powerful IT automation and integration capabilities that enable you to manage all your critical IT operations from a single pane of glass. By integrating remote endpoint monitoring and management with other essential IT operations technologies, such as IT documentation, service desk, backup, and AV/AM solutions, Kaseya VSA allows you to remotely access and troubleshoot end-user devices, increase security and enhance technician efficiency.



- ✓ Remote Endpoint Monitoring & Management
- ✓ Patch Management of Remote, Off-network Devices
- ✓ IT Automation via Agent-executed Scripts
- ✓ Deployment and management of AV/AM clients
- ✓ Integrated Mobile Device Management (MDM)
- ✓ Integrated Backup, Including O365 Data





## MANAGING REMOTE ENDPOINTS WITH KASEYA VSA

Kaseya VSA's advanced endpoint monitoring and management capabilities allow the IT team to efficiently manage remote, off-network endpoints and ensure business continuity in the face of an unforeseen crisis, such as the COVID-19 pandemic.

### REMOTE ENDPOINT MANAGEMENT

Kaseya Live Connect and Remote Control are two of the most important features of Kaseya VSA that facilitate smooth IT operations and seamless service delivery for users/clients that are working from home.

#### Kaseya Live Connect

Allows IT technicians to remotely manage and troubleshoot endpoints behind the scenes without disrupting the end user. This allows the end user to continue working and be productive while the technician works to resolve an issue. The technician has an array of powerful capabilities to use, including visibility of endpoint CPU and memory usage, processes running on the system, the ability to view and edit Registry Keys, execute PowerShell scripts and access the Windows Command prompt.

#### Kaseya Remote Control

Allows IT technicians to access the remote endpoint console, either in a shared session with the end user, or in a private session (for Windows based devices). With Remote Control, it's as if the technician is sitting in front of the endpoint. The technician can work collaboratively with the user to resolve a problem. 1-Click Access allows technicians to securely access the remote machine without having to know or manage login credentials. IT Glue integration allows techs to easily use credentials from IT Glue for Remote Control logins.



### REMOTE ENDPOINT SECURITY

Automate patch management of endpoints, including remote, off-network devices, using Kaseya VSA. This will mitigate software vulnerabilities that could be used by cybercriminals to hack into your remote systems.

Deploy and manage industry-leading antivirus and anti-malware (AV/AM) tools such as Bitdefender, Webroot, Kaspersky and Malwarebytes — all from the Kaseya VSA console.



### EMPLOYEE ACTIVITY MONITORING

Another feature of Kaseya VSA that is extremely useful for managing remote workers is employee activity monitoring. This feature allows you to keep track of how much time users are logged in on their systems. You can also track system uptime to ensure that the users stay productive.



### MOBILE DEVICE MANAGEMENT

Integrated mobile device management in Kaseya VSA allows techs to manage Android and iOS devices. Manage apps, find lost devices and wipe corporate data with Kaseya VSA and Cortado MDM.



### MESSAGING

With this feature, system admins can send messages to end users asking them to perform urgent tasks. These messages will automatically pop up as soon as the user logs in to their computer. With Kaseya VSA, you are able to efficiently connect with your remote workforce for critical tasks and get things done on time.



### END USER SELF-SERVICE

Kaseya VSA allows you to set up roles and scopes for remote workers to allow them to utilize certain features of Kaseya VSA. For example, you can allow your remote workers to securely access their office computers from their home office to retrieve important files. This is particularly useful if your remote workers need to access a system that can't leave the office for security or other reasons.

In addition to this, users can be enabled to run agent procedures (scripts) on their computer to resolve issues. This reduces service ticket volume and off-loads the IT staff for some common problems.



### SESSION TRANSFER

With Kaseya VSA, you can seamlessly and efficiently transfer sessions between technicians without disrupting the workflow in progress.

Other notable features of Kaseya VSA that can help efficiently manage your IT environment and ensure excellent service delivery to your clients while they work remotely include:

- ✓ Unattended Access
- ✓ Screen Sharing
- ✓ Diagnostic Tools
- ✓ Reporting/Analytics
- ✓ Session Recording



### KASEYA FUSION MOBILE APP

Use the Kaseya Fusion mobile app to manage IT on-the-go. Manage service tickets, execute agent procedures and remotely control endpoints with the app.



Want to know more about how we can help you efficiently manage your remote workforce? ***Schedule a VSA demo*** now!