Helix

for Kaseya Backup Solutions

HELIX FOR KASEYA BACKUP SOLUTIONS

SELF-HEALING FOR
YOUR BACKUPS

NEXT-LEVEL RELIABILITY FOR BACKUPS

Most backup vendors make MSPs and SMBs do the heavy lifting of monitoring, detecting and remediating conditions that impact backups. Kaseya Helix is the intelligent engine that automates these tasks so you can focus on more important ones.

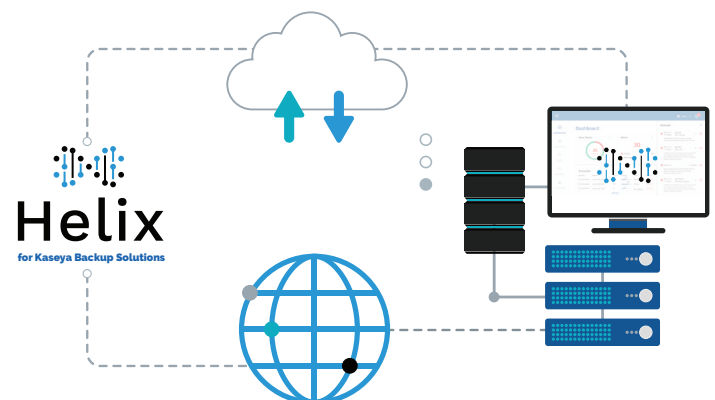### Solve Common Backup Issues With Zero Effort

Helix is an intelligent SaaS remediation platform, laser focused on eliminating manual tasks that MSPs and SMBs hate performing. By troubleshooting environmental issues that impact backups and waste valuable time, Helix identifies and fixes the most common backup problems without you having to lift a finger.

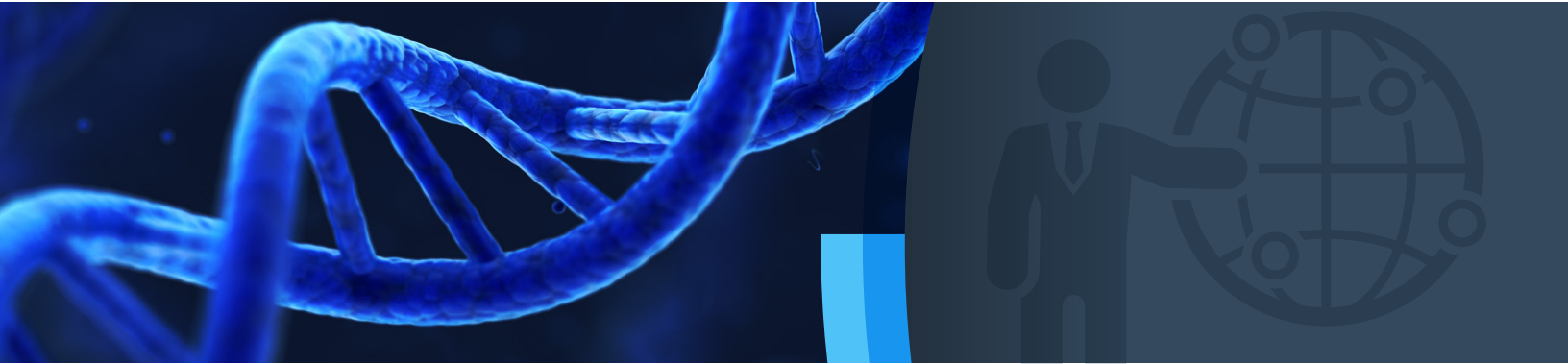### Built To Evolve With Your Demands

The first version of Helix targets issues within a protected guest operating system, such as disk space issues, network connectivity problems and the many things that can go wrong with Volume Shadow Copy Services (VSS). These services are critical for data protection, but are also the most commonly reported root causes of backup and recovery failures. Helix monitors these conditions and remediates them proactively to save you from spending time on analyzing logs and calling support. Future versions of Helix will be enhanced to intelligently increase Recovery Point Objectives (RPOs) and automate recovery after certain failure conditions take place.

HOW HELIX WORKS: RICH AUTOMATION, ZERO MANAGEMENT, CONFIDENT RECOVERY

Helix uses a SaaS delivery model to keep your backup appliances and protected applications healthy, no matter where they are located.

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Kaseya®

PRODUCT BRIEF

HELIX FOR KASEYA BACKUP SOLUTIONS

Easy To Set Up

✚ Use your favorite Remote Monitoring and Management system, such as the Kaseya VSA, to deploy Helix agents in just a few clicks to any Windows machine.

Zero Management

✚ Helix automatically monitors your machines for conditions that adversely affect backups. There are no Helix servers to manage, and Helix agents are updated without any interaction.

Solve Painful Environmental Errors — No Expertise Required

✚ Monitor and proactively remediate issues with VSS services and third-party VSS providers that wreak havoc on backups. Other use cases like low disk space and network connectivity issues are also targets for remediation.

Keep Backup Appliances Up To Date

✚ Helix comes pre-configured on your backup appliances. It automates software and security updates automatically across all of your backup appliances, particularly useful when managing multiple appliances in different locations.

Receive Alerts When Helix Takes Action

✚ Any time Helix triggers a remediation or appliance update you are emailed a detailed report.

Simple Licensing To Reduce Management

✚ Helix is an add-on to the backup appliances. Any machine protected by that appliance can leverage the value of the Helix agent, with no per-agent fees.

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PRODUCT BRIEF