

# Kaseya VSA Live Connect Saves Non-profit Time and Money

With the help of VSA's Live Connect feature, the Baltimore chapter of the non-profit organization The Arc has become more efficient and conserved scarce resources, enabling its IT team to focus on more-strategic endeavors.

It's no secret that most non-profit organizations usually get the short end of the stick when it comes to the funds that they need to succeed and reach their overall goals. And, more often than not, an organization has little budget to spare. For the Baltimore, Maryland chapter of The Arc, a national non-profit organization founded over 60 years ago to help individuals with intellectual and mental disabilities, this was the exact scenario its IT team faced on a daily basis.

To put it quite simply, The Arc provides essential services to nearly 4.6 million Americans with intellectual and related developmental disabilities, ensuring that they have the services and support needed to work, and live in communities across the nation. The Baltimore chapter of The Arc alone assists over 6,000 children, adults and their families within the metropolitan area.

As one of the largest and most respected organizations of its kind, the indispensable resources the group provides include employment training and support, day and residential services, family support and education, treatment foster care, and strong public policy advocacy.

As a non-profit organization, The Arc Baltimore chapter has limited budget, particularly in areas that do not contribute to its core mission. Hence, significant expansion or investment in its IT systems management was not an option. But resources can be stretched only so thin. Janet Kroll, IT Manager of The Arc Baltimore, says that after six years of being with the organization, it got to a point where she had no other choice but to look for an outside solution.

Unexpectedly, her team found Kaseya VSA and decided to give it a shot. After that, the decision was simple. "Kaseya was an easy choice to make in terms of the product that fit our needs. We tried VSA in a trial, and the first time we used it we knew it was something that would make our lives easier, so we were sold right away," Kroll says.

## VSA Solves Pain Points, Saving Precious Time and Resources

One of the primary ways VSA has helped The Arc Baltimore's IT team is with efficiencies that came about through reduced travel time. Prior to VSA, the IT team had to travel to each client's location to fix every device in-house, manually. While this might not be as much a problem for a large IT staff, for Kroll and her team of three employees, it introduced numerous constraints. With a small team and The Arc's clients spread throughout hundreds of miles, IT employees spent countless hours on the road traveling to locations scattered around Baltimore City and Baltimore County. "We have five centers and 70 houses we support. The mileage was outrageous because the team was constantly going out to the houses to try and fix the problems our users were facing," Kroll says.

Even worse, occasionally members of team wouldn't be able to fix the issue, requiring another trip out to the location. "I would send the technicians out, and I wasn't exactly sure if they would actually be solving the problem. Normally this would require multiple trips back to the location," Kroll adds.



### Kaseya Customer

The Arc Baltimore  
Baltimore, Maryland  
[www.thearcbaltimore.org](http://www.thearcbaltimore.org)

### About The Arc Baltimore

The Arc Baltimore is a state-funded, non-profit organization focused on providing advocacy and high-quality, life-changing support for children and adults with intellectual and developmental disabilities and their families. Founded in 1949, The Arc is one of the nation's largest and most respected organizations of its kind, offering clients a variety of indispensable resources. The organization provides services at five locations and has over 100 residential sites in the Baltimore metropolitan area.

### Problems

- Frequent driving from site to site fixing devices manually was costing the organization \$400 or more each month
- Little to no visibility into users' systems meant a complete lack of knowledge of which version of Windows OS they were running
- Constant travel kept the team split up and unable to work with one another

### Solution

- Kaseya VSA

### Key Benefits

- VSA Live Connect allows the team to connect remotely to user devices, which in turn cuts down on mileage costs and time spent commuting to sites. It also helps foster a more team-like atmosphere due to increased time working together in the office on larger, more-strategic projects.
- VSA's Inventory & Auditing feature provides instantaneous notification of which devices need to be updated, in order of which has the least amount of memory.

## Live Connect Saves Time and Money

When The Arc Baltimore made the switch to VSA, the process changed entirely. Instead of needing to visit every site to fix each problem as it arose, the remote access capabilities of Kaseya Live Connect allowed the team to access any system easily and correct the problem without having to leave the office. “[Since] we found Kaseya, our visits to the homes have been cut drastically. We can easily remote in to the user’s system and fix the problem they are facing extremely fast and reliably.”

From a cost-analysis stand point, Live Connect has helped conserve Kroll’s team’s scarce resources for the organization. “When I first started here, the company was spending hundreds of dollars on just mileage alone – probably around \$400 dollars per month. Now, we don’t have any mileage, and that is a direct benefit from VSA.”

Additionally, VSA and Live Connect have made the team more cohesive, enabling them to spend more time together, something not possible before. “The man hours on the road prevented us from all being in the office at the same time to allow us to be able to work on the projects we wanted to get up and running. With VSA, we’re no longer just putting out fires, we’re working proactively.”

## Inventory and Auditing Makes Updating Systems a Breeze

Before making the switch to VSA, The Arc faced another major issue: Kroll and her team had no way of knowing which version of Windows a user was running. If an instance needed to be updated to bring the system up to the version of Windows it required, the team quickly shifted to reactive mode every time an employee notified them of an outdated system.

With VSA, The Arc IT team takes a proactive approach, ensuring devices are updated as needed in an orderly manner. “Every year we take the time to help our clients by recycling computers. What I’ll do is run a report and then filter it by who has the least amount of memory, and who has the worst PC so I can easily go in and replace the computers that need it the most, none of which would be possible without the help of VSA,” Kroll explains.

Because of these IT advancements, The Arc is now more efficient than ever. Without having to travel far and wide to each location and devote copious resources manually updating devices, the team now has easy remote access and inventory capabilities that help speed up troubleshooting and system update processes. With Kaseya VSA, The Arc Baltimore’s IT organization processes are streamlined and efficient as never before, allowing IT to be a strategic enabler rather than just a cost center to be called upon when needed.

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**Janet Kroll**

IT Manager of The Arc Baltimore

## ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to mid-sized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit [www.kaseya.com](http://www.kaseya.com)

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