EBOOK

BUILDING A BUSINESS CASE FOR VSA 10

Purchasing a key piece of technology for your business is a big decision since it could affect, be it positively or negatively, many areas of your organization. An endpoint management solution is one such critical tool that businesses research intensively before investing.

The right endpoint management solution can help your business streamline IT operations, maintain IT service availability and reduce operating costs. On the other hand, getting stuck with an inefficient one may turn out to be one of the costliest mistakes of your IT journey.

In this eBook, we'll show you how to build a strong business case for an endpoint management solution that will stand up to the scrutiny of your finance team and C-level executives.

CURRENT BUSINESS CHALLENGES

What are the critical business challenges most organizations face today? Here are a few common examples:

Poor patch management could lead to a breach

- *57% of ransomware attacks are result of unpatched, known vulnerabilities.*
- *Patch management for mixed OS environments can be complex. In the absence of a reliable patch management solution, patching errors and inconsistencies may often be overlooked.*
- *Manual patching is very impractical, especially for businesses with a large application inventory. It also makes it hard to keep up and deploy security patches in a timely manner.*
- *Work-from-home users' computers may remain unpatched leaving your business exposed to cyberattacks.*
- The average ransomware attack is up to $1,800,000 USD.

Poor user configurations could lead to a breach

- *Incorrect firewall settings leave RDP, SMB, SQL, etc., vulnerable and are an open invitation to attackers. You need an endpoint management solution that can automate user configuration hardening so that there's never an open door.*
- *User account sprawl with admin-level privileges everywhere – Once an attacker "gets in," it's game over.*

IT team burnout

- *76% of IT professionals report increasing burnout.*
- *The root cause is the rapid proliferation of device types and the move to a hybrid IT ecosystem since the COVID-19 pandemic, causing IT teams to simultaneously manage the past, present and future technologies.*
- *Sysadmins are doing the same IT functions that they did 20 years ago along with newer tasks.*
- *IT teams need tools to automate tasks of yesteryear so that they can focus on high-value, and generally more personally rewarding, work, i.e., planning for the future.*

Difficulty hiring new IT personnel

- *This is intrinsically linked to team burnout. IT has a negative unemployment rate, meaning that there are significantly more open roles than*
- *people looking for work.*
- *Businesses need to drastically increase IT efficiency without increasing staff churn.*

OTHER COSTS RELATED TO ENDPOINT MANAGEMENT

The wrong endpoint management solution, with poor integrations to other key IT tools, leads to additional IT operational costs such as:

Multiple tools to do the IT management job — For example, remote control tools, patch management tools and network monitoring tools. This increases software licensing costs, IT professional training costs and ramp-up time.

Too much time spent switching from one tool to another — While using multiple, disjointed tools that are not integrated with one another, IT professionals end up wasting a lot of time switching from one tool to another to complete a task.

Too much time looking for information related to a specific asset and/or IT problem — In the absence of deep integration between the endpoint management solution and an IT documentation tool, retrieving relevant information can be time-consuming, leading to lower IT professional productivity.

SOLUTION — UNIFIED ENDPOINT MANAGEMENT (UEM)

Here's what you need to know about a unified endpoint management (UEM) solution:

What Does It Do?

As the name suggests, a unified endpoint management (UEM) solution, such as Kaseya VSA 10, provides a complete and comprehensive solution for managing not only your traditional endpoints (laptops, desktops, servers), network and mobile devices, but also all kinds of next-generation devices from virtual machines that are on premises and in the cloud to commercial internet-of-things (IoT) devices. It is a truly unified solution that lets you "manage everything" from a single console.

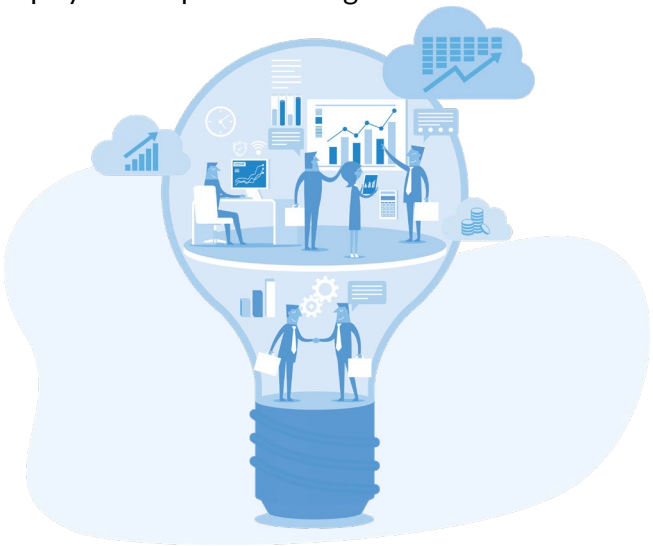
Who Will Use It?

A UEM solution allows businesses, regardless of size, to streamline their IT operations and achieve sustainable growth and profitability in the long run. Here are a few use cases for the UEM solution:

1. Remote monitoring and management of endpoints to troubleshoot issues and maintain system uptime.
2. Automated patch management to reduce cybersecurity risks.
3. Automation of IT processes such as routine server maintenance to increase operational efficiency.
4. Auto-remediation of IT incidents to reduce mean time to resolution (MTTR) and keep systems up and running.

What Does It Cost?

Endpoint management solutions typically are priced according to the number of endpoints under management. Often there are pricing tiers based on device counts. Look for an endpoint management solution that has a simple pricing model where the pricing is consistent for any type of device.



THE ROI OF UNIFIED ENDPOINT MANAGEMENT

Let's take a look at how a true UEM solution, such as VSA 10, provides value to a business.

- **Operational Efficiency —** An efficient UEM solution, such as VSA 10, offers seamless workflows across tools including service desk (e.g., Kaseya Vorex and Zendesk) and IT documentation (e.g., IT Glue) solutions, providing IT professionals with important information at their fingertips and minimizing time wasted switching between tools. This increases efficiency and promotes time savings of up to 25% per IT professional. Additionally, it raises endpoint-to-tech ratio to 500 to 1 without increasing burnout.

  Based on our ROI calculator model — Automating common IT processes with VSA 10 equates to a time saving of 30% on tasks such as:

  - IT asset inventory
  - Configuration management
  - Patch management
  - Helpdesk/Incident management (Monitoring, alerting and auto-remediation)
  - AV/AM management

- **Cost savings due to reduced travel costs —** Deploying a UEM solution, such as VSA 10, allows IT professionals to efficiently remote control both on- and off-network devices at remote offices and work-from-home users, significantly reducing, if not eliminating, IT travel costs.

- **Reduced software licensing costs —** The elimination of unnecessary point tools drives cost savings on licenses and reduces training and ramp-up time for IT professionals. In addition, VSA 10 typically costs 30% less than conventional endpoint management solutions. All of this frees up the IT budget for strategic projects.

- **Security risk and cost reduction —** The right UEM solution integrates with advanced antivirus, antimalware and EDR solutions, as well as backup and disaster recovery tools to protect your IT environment from security threats. This reduces the probability of a data breach and could save you millions of dollars.

- **Improved end-user/business productivity due to increased system uptime** — A robust UEM solution, such as VSA 10, can help you gain complete visibility of your IT environment by providing a Network Topology Map. With this sort of visibility, you can quickly detect issues and start the remediation process, ultimately reducing the MTTR of IT incidents. This helps in maintaining system and service availability, in turn boosting business productivity.
- **Removing the space between** — IT professionals waste up to 25% of their day swapping between tools. This isn't out of sloth or malice; this is simply the cost of having to switch context while alt-tabbing. By unifying IT management into a single solution, you're freeing up your team to focus on actual work rather than constantly trying to remember where a certain key is.
- **Happier IT teams** — With a best-in-class UEM, you can automate a lot of the work that IT professionals hate such as patch management, "have-you-tried-turning-it-off-and-on-again" tickets and remediating common network alerts. As a result, your IT team can work on high-level work that will be more fulfilling. Happier teams mean less churn!

- **Return on investment (ROI) and payback period** — Use our ROI calculator to quickly see the ROI and payback period for VSA 10. The typical payback period will be a few months and will vary depending on your specific use case.

CONCLUSION

A next-generation unified endpoint management solution, such as VSA 10, can help maximize IT operational efficiency with complete IT asset discovery, monitoring and management. It gives you the visibility and functionality you need to manage all of IT in a single UI. Automate common IT processes and auto-remediate IT incidents to boost productivity and do more with your existing resources.

Want to learn more about how deploying VSA 10 can help you boost operational efficiency and reduce costs?

Reserve Your Trial Now!

About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Datto, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue, ConnectBooster and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.

©2023 Kaseya Limited. All rights reserved. Kaseya and the Kaseya logo are among the trademarks or registered trademarks owned by or licensed to Kaseya Limited. All other marks are the property of their respective owners.

15022023