



TOP THINGS TO CONSIDER WHEN

CHOOSING A MODERN ENDPOINT MANAGEMENT SOLUTION

With more businesses moving permanently to hybrid or remote work, it is becoming increasingly challenging for IT teams to manage their organizations' physical, cloud, hybrid and network devices with budgets that haven't increased in years. IT professionals are burning out performing the same repetitive IT tasks, like rebooting print spoolers, on top of planning for an uncertain future.

VSATM

With hybrid work here to stay, IT security is emerging as another major problem for IT teams to deal with. Businesses are becoming victims of ransomware or malware attacks every day. With the risks to your IT infrastructure growing by the day, you need a solution that can monitor, protect and keep patches up to date. Every day, cybercriminals or even state-sponsored cybermafias are working tirelessly to devise new and devious ways of causing untold financial damage to your organization. You need an endpoint management solution that works harder than these cyberfiends.



Further adding stressors to the IT professional's plate, it's no longer enough to provide high-quality service. You must also demonstrate the value you provide to your organization through consistent reporting. IT professionals often lack the time or expertise required to create custom reports that showcase their true value, resulting in a perceived gap in the output of completed work versus the value of that work.



DISCOVER, SET UP & MANAGE ANY ENDPOINT

Your endpoint management solution should easily handle on-premise, private cloud or public cloud endpoints in a single platform. Can yours do the following?

- 1. Windows, Mac, Linux and virtual machine endpoint management
- 2. Native cloud endpoint monitoring
- 3. Network monitoring across departments and organizations
- 4. Custom alerting & notifications for faster identification/remediation of IT issues
- 5. Ability to offer end users automation scripts to self-service tickets
- 6. Rapid, automated deployment of software based on profiles
- 7. Bandwidth optimization for deployment for low-bandwidth networks
- 8. Network-based and Cloud Active Directory (AD) domain-based discovery and deployment
- 9. Automate syncing between RMM and all active directory domain changes
- 10. Collect detailed hardware and software asset information
- 11. Provide a network topology map that shows all endpoints (agent and agentless (SNMP)) on the network
- 12. Provide Instant remote control and troubleshooting capabilities launchable from topology maps

AUTOMATE EVERYDAY TASKS

A best-in-class endpoint management solution provides powerful automation capabilities to streamline your everyday tasks. Does yours offer the following?



1. Up and down endpoint monitoring included out of the box

2. Performance, event and condition monitoring

4. Agent-executed scripts to automate IT processes including routine server maintenance and patch management

6. Policy-guided IT automation that standardizes best practice processes across groups of devices

8. Automation/script library with an active, global community of experts

3. Alarms that can trigger actions, including alerts, auto-generated tickets in Service Desk/ PSA and execution of scripts (agent procedures)

5. User-friendly scripting engine to offer technicians even more automation capabilities

7. Out-of-the-box access to content packs that let you automate onboarding

9. The ability to execute agent procedures from anywhere via mobile app

TROUBLESHOOTING FROM ANYWHERE

Does your endpoint management solution offer remote-control functionality with which you can troubleshoot devices from anywhere? Does it allow you to:

1. Remote into an endpoint without interfering with end users



2. Execute Powershell scripts during remote control sessions

3. Access any endpoint, including network, VM and SSH devices

4. Leverage universal search to find any asset

5. Single click a library of automated procedures to address common issues such as rebooting, disk cleanup, service restarts or clearing registries

6. Control devices directly from the topology maps

7. Centralize configuration for easy management

8. Screen capture for regulatory compliance purposes

9. Secure and configure access to devices behind firewalls and NAT without requiring port mapping or infrastructure changes



ADVANCED IT PROTECTION FOR ALL DEVICES

Does your endpoint management solution offer advanced security features, such as software management, configuration hardening, antimalware and two-factor authentication, to protect every on- and off-network device? Does it offer:

1. Fully hardened agent architecture and secured communication

2. Integrated antivirus and antimalware protection

3. Integrated backup to an appliance or cloud for disaster recovery

4. Recoverability from many platforms, including virtual machines

5. 100% patch compliance through offline patching and wake-on-land patching

6. Support for Windows, macOS, browsers and third-party applications

7. The ability to automate the deployment and installation of software and patches for on- and off-network devices

8. Governance via policy and profiles

9. Enforced 2FA across the business

10. Roll-based access permissions



EXECUTIVE REPORTING

Does your endpoint management solution offer out-of-the-box, value-based reporting to showcase value to your organization? Does it offer:



1. Client-ready reports that showcase value of work done

2. Robust customization to suit client/company branding preferences

3. Automated report preparation and delivery

4. Drag-and-drop report builder

5. Reporting that includes data from across your tech stack

6. Bidirectional flow of information to and from BI solutions like Tableau or PowerBI

SEAMLESS INTEGRATION BETWEEN IT MANAGEMENT SOLUTIONS

Does your endpoint management solution allow seamless integration between critical workflows? Does it provide:

2. Single-pane IT ticketing

1. Workflow integrations that allow agent procedures to be executed in your Service Desk and IT documentation tool

4. Seamless integration with backup solutions, including reporting

3. Single-pane IT documentation

6. SSO-based login for your whole IT tech stack

5. Functions leading naturally to the next

7. Consistent terms governed by one company



Want to know why
**Kaseya VSA is the
BEST-IN-CLASS ENDPOINT
MANAGEMENT SOLUTION** that
can transform your business today?

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