

Why Corporations Need to **AUTOMATE IT SYSTEMS MANAGEMENT**





INTRODUCTION

IT professionals today face unprecedented challenges. Growing cyberthreats, ever-increasing portfolios of endpoints, aging infrastructure, digital transformation initiatives and work-from-home support demand increased investment. Budget and resources, however, are more limited than ever.

To thrive, IT professionals must strike the right balance between cost-effectively managing the current business and investing more to meet future demands. These decisions are complex, balancing disparate factors such as cost, performance and scalability.

Unfortunately, the challenges don't stop there. Companies are under more pressure than ever thanks to expanding government and industry data management regulations, increasingly complex security threats, and growing demand from management and end users for 24/7 uptime and high performance. These hurdles can't be solved by across-the-board budget cuts, and instead require strategic investment in technologies that can boost efficiency, save money and position IT as an integral part of the entire firm's operations.

To fill these gaps and strike the right balance, corporations should make use of automated IT systems management or IT automation – where software manages the routine, day-to-day tasks of IT maintenance. Equipment and software management, for example, consume large amounts of time and resources. In fact, PC management alone is a major cost center for companies since IT team members spend an inordinate amount of time maintaining networks and servers, and managing updates, patches and break-fix issues for end users.

IT automation delivers relief from administrative, monitoring and help desk chores that eat up time and resources. IT departments reap immediate time and personnel savings, not to mention reduced licensing fees for software maintenance. Automation also improves energy efficiency and security, in turn lowering data center costs. These energy savings dovetail nicely with “green” programs and standards that many corporations strive for, and help create an environment-friendly atmosphere for employees, customers and business partners.

GETTING TO THE ROOT OF THE PROBLEM

Some of the biggest challenges organizations face today are technician burnout and team churn. Sysadmins are often seen struggling with innumerable tasks, not enough headcount and not enough hours in the day. From keeping systems secure and up to date with the latest patches, to working day-after-day on tickets like print spoolers and slow workstations, and managing devices in the cloud, hybrid and IoT world, sysadmins find it increasingly difficult to stay on top of their responsibilities. As a result, a whopping 76% of IT staff report burnout.

IT automation is an effective way to address these concerns. According to Kaseya's [2022 IT Operations Survey report](#), a third of the organizations said that increasing productivity through IT automation is among their top three priorities for 2022 and beyond. In fact, an automation platform that enables proactive diagnosis and repair of end systems along with touch-free patch and update deployment should be at the top of every corporate IT department's wish list.



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“Kaseya VSA improves our business by freeing up our time for more challenging tasks. We can resolve issues faster and more easily so that we deliver higher quality services to our customers.”

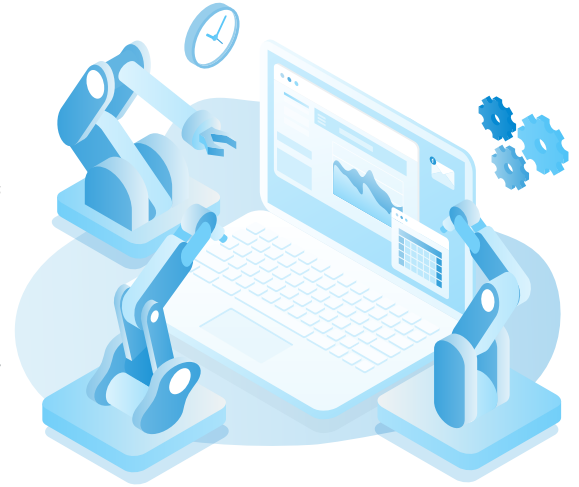
Travis Graef,
System administrator, Jacobs Engineering Group

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WHY AUTOMATION?

It won't be long before firms across all industries realize the advantages of automation and begin to explore their options. Here are just a few benefits reported by organizations as a result of their automation efforts:

- ✓ Automated maintenance reduces downtime, increases productivity, reduces costs and improves satisfaction, and to a slightly lesser degree, enables companies to reduce IT headcount. Automated upgrading/patching and backup produce similar results.
- ✓ Automated performance monitoring increases productivity and improves user satisfaction.
- ✓ Automated availability tools – aside from the obvious benefits of improving uptime and productivity – also increase user satisfaction. Automated endpoint security makes an organization's IT infrastructure more secure than manually managed security options.
- ✓ Automated maintenance and upgrades/patching increases security levels thanks to the elimination of human intervention, which results in fewer errors and lag time.
- ✓ Higher service levels from IT equipment/support staff.
- ✓ Improved compliance with regulations.



These results are a testament to automation's ability to address the biggest challenges faced by organizations while improving day-to-day operations. It also helps companies achieve two of their most pressing goals for the coming year – learning how to do more with less, and effectively dealing with IT budget cuts.

VSA offers the most powerful and easy-to-use automation on the market today. VSA empowers you to auto-remediate common IT tickets, such as rebooting print spoolers or killing thirsty background processes, for faster ticket resolution and happier IT technicians.

VSA offers an incredibly easy-to-use visual workflow builder so that anyone can build automation workflows to automate almost any task – from patching and routine server maintenance to ransomware detection and quarantine of infected devices. VSA makes it easy to get started on your automation journey with extensive out-of-the-box automation content packs. Get back to working on the parts of your job that you enjoy by automating your everyday tasks.



"I can say with almost 100% accuracy that if I didn't have VSA I might not be in business. VSA enabled me to do more with less. I was able to grow much quicker."

John Kistler,
President, J&B Technologies LTD



CALCULATING THE ROI OF AUTOMATION

The benefits of automation are clear but how do they translate — in hours and dollars saved — in the real world? That's where analyst estimates, return-on-investment (ROI) calculations and success stories come into play.

IT automation's value becomes even clearer when calculated based on time and energy savings. If a support technician charges \$75 an hour, for example, and an automation tool reduces the yearly maintenance and repair workload by a conservative 10 hours per device, an office with 100 PCs will save \$75,000 per year. Multiply these savings across an entire organization and it's easy to see how quickly the ROI will add up.

Automation saves more than just service and repair costs. Daily maintenance such as security updates, patch scans and installations, disk defragmentation, application deployments and network monitoring all take a toll on IT resources — even if it's just a few minutes per day or hours per week. That time totals up and adds to the savings generated by automation.

Given its powerful automation capabilities, VSA empowers IT professionals to improve efficiency by 50%. Leverage VSA's seamless workflow integration to save 25% of your time otherwise spent on swapping between tools, thus eliminating the “space between” and moving from IT overload to IT team relief.

Automation has matured over the years, with companies seeing real benefits and results from such implementations. According to [Kaseya's 2022 IT Operations Survey report](#), 48% of organizations plan to invest in automation technologies in 2023. Ultimately, automation allows IT directors to do more with less. They spend less amount of time running around trying to address issues on a one-off basis and can instead monitor the entire infrastructure and all software associated with it in a seamless, automated fashion.



A CPU that's running over capacity, for example, could fester in that state for months under a manual monitoring system. An automated system, on the other hand, will quickly send an alert for that overworked CPU, allowing the IT team to swiftly remediate the problem and bring the machine back to “normal” status with just a few clicks. No more driving 20 minutes back and forth across town to fix the issue — now it's handled swiftly and easily right from a dashboard on the IT director's desktop.

IT AUTOMATION IN ACTION

It's clear that automation makes sense on paper, but its benefits have also been proven countless times in the real world. Hide-Away Storage, for example, operates 10 traditional self-service storage facilities along the west coast of Florida, providing state-of-the-art climate control and traditional storage units featuring security that protect customers' personal property from environmental damage and theft.

As a 24/7 business, Hide-Away Storage must provide complete access to its storage facilities for its customers, ensuring security measures are put in place and traffic in and out of each facility is closely monitored and regulated. Those 24/7 services have led to IT complexity, requiring a distributed IT environment that is spread across 11 sites over 150 miles of Florida coastline. Guaranteeing data protection of this critical database and customer information is vital to business continuity and the overall health of the business.



To enable remote backups and make its processes more efficient, Hide-Away Storage replaced its tape solution with a disk-based data protection strategy from Kaseya, leveraging a new Backup and Disaster Recovery (BU/DR) module in its existing IT automation solution. By integrating remote disk backups with the Kaseya management framework, administrators can now monitor, maintain, update, secure and back up any server or workstation from a single, web-based management console.

This integrated and proactive approach to IT management ensures that Hide-Away Storage can protect all corporate and customer data — regardless of where the data resides, even if on the edge of the network. As a result of a more reliable backup strategy, the company's point of sale application and the secure gateway that regulates traffic in and out of its facilities are available 24/7.

“The Kaseya backup solution is not only more reliable, more efficient and easier to manage than our old tape backup system,” says Todd Williams, Hide-Away Storage’s network administrator. “But it’s safe to say that we wouldn’t have been able to protect all of the customer data out on the edge of the network.”

Today, the Hide-Away Storage corporate network is backed up each night in less than two hours and can be restored to any snapshot in time. Kaseya then migrates the data each week to an off-site disaster recovery facility to protect the company from a data center loss or a regional disaster.

“The integrated Kaseya IT automation framework enables us to implement a preventative, proactive IT management strategy throughout our environment,” says Williams. “Our old tape backup solution was indicative of an outdated break-fix model that was inefficient, didn’t provide the level of service we needed and really limited the impact IT had on the business.”

GET IT DONE WITH KASEYA’S IT COMPLETE

VSA is the foundation of the IT Complete platform. Kaseya’s IT Complete is the world’s first and only purpose-built platform designed to directly address the challenges of “do-it-all,” multifunction IT professionals. One vendor with everything you need, woven together to save you time, smart enough to help you get more done and in a way you can afford.

Complete

Our platform includes over 40 modules of IT and security management solutions, each a robust, best-of-breed application designed with the multifunction technician in mind. Each interface is designed to echo the others to save you time, and each application is automated and streamlined for the demands of a busy IT professional.

Integrated

We strive to price our products roughly one-third less than competing solutions. The overworked and underappreciated small IT teams in MSPs and small businesses don’t have the luxury of massive budgets. Instead, they must find ways to DO MORE WITH LESS. We’ve responded to that requirement with a full range of aggressively priced solutions.

Priced right

Each module and suite is united through an industry-leading INTEGRATION HUB that allows every application to “talk” to each other. This means our integrations are built to last. They’re also much smarter, designed to save you time on repetitive tasks that eat up too much of your day.



When it comes to automation, Kaseya’s tools are the best choice for breadth and depth of services plus proven success in the field. Regardless of the size of your organization, you can experience the rewards of IT automation in the form of higher operational productivity and improved service levels.

By implementing a comprehensive and integrated solution with the power, flexibility and scalability to meet your needs today and expand as your firm grows, IT automation enables a proactive approach to improved operations and end-user satisfaction.

From software inventory to remote desktop management, Kaseya provides the tools, technology and resources that make complete IT automation possible.

Our tools are:



Easy to learn and easy to use

One integrated and consistent web-based interface simplifies the learning curve. Schedule backups, software updates, antivirus updates and more using a consistent automation platform that simplifies IT service delivery.



Fast and flexible to deploy

Modular deployment puts you in control. Start with remote control, systems management, backup and disaster recovery, antivirus, audit, discovery, monitoring or patch management, across your entire network infrastructure.



Affordable

We offer prices that are very sensitive to the buying needs of corporate IT leaders and our on-premises or SaaS solutions offer firms the licensing and deployment flexibility they need.

With remote IT capabilities, central management and automation of routine tasks, VSA eliminates the need for additional resources, allowing you to do much more with less.

Using our solution, your organization will:



Save time and money while conserving energy. Save license fees and power consumption and reduce the number of on-site visits. Do it all remotely so you don't need to travel to fix a problem. Reduce your carbon footprint while improving IT service.



Increase end-user satisfaction. Implement a proactive (instead of reactive) service delivery model, and find that systems run more smoothly, with less downtime, providing you with more time to focus on strategic initiatives.



Increase security levels. IT automation helps ensure your systems are in compliance with applicable regulations and requirements. They perform better and are much more secure.

VSA delivers a comprehensive IT automation solution that helps IT managers run entire networks smoothly from one central location. With a powerful, easy-to-use, web-based platform, VSA simplifies delivery of IT services — saving time and money and making systems secure.

The VSA automation solution incorporates:



Automated systems management



Audit and inventory



Monitoring



Tight integration with Service Desks



Patch and upgrade management



Software deployment



IT management reporting & dashboards



Antivirus and antimalware



Desktop policy management



Backup and disaster recovery



Regulatory compliance

In addition, using Kaseya's tools to automate routine IT tasks helps organizations reduce their energy consumption, which conforms with "green computing" initiatives, as we mentioned, and adds money to the bottom line. VSA's desktop policy management feature enables IT professionals to implement out-of-band power management, limiting the electricity flowing to non-essential or idle computing resources, for example, without compromising system management capabilities.

By automating IT processes and delivering comprehensive remote support capabilities, Kaseya helps organizations leverage all the benefits of automation and operate more efficiently and securely every day.

If you're not on the IT automation bandwagon yet, now is the time to hop aboard. As one IT director phrased it, "I used to be in the dark ages, but thanks to automation, I now see the light."

We couldn't sum it up any better if we tried!

Want to know more about boosting efficiency with Kaseya VSA's powerful automation?

REQUEST A FREE DEMO
OF **VSA™** TODAY





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, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue 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.



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