



## The Kaseya Platform

Making your systems more secure, your staff more productive, your services more reliable and your results easier to validate.

No matter what part of Kaseya's integrated IT Systems Management platform you choose to utilize in order to streamline and automate your IT Services, Kaseya's scalable platform can be leveraged seamlessly across all IT disciplines. By tightly integrating common platform concepts into a single web-based platform, Kaseya makes your systems more secure, your IT staff more productive, your services more reliable and your results easier to validate.

## Features

### Secure to the Core

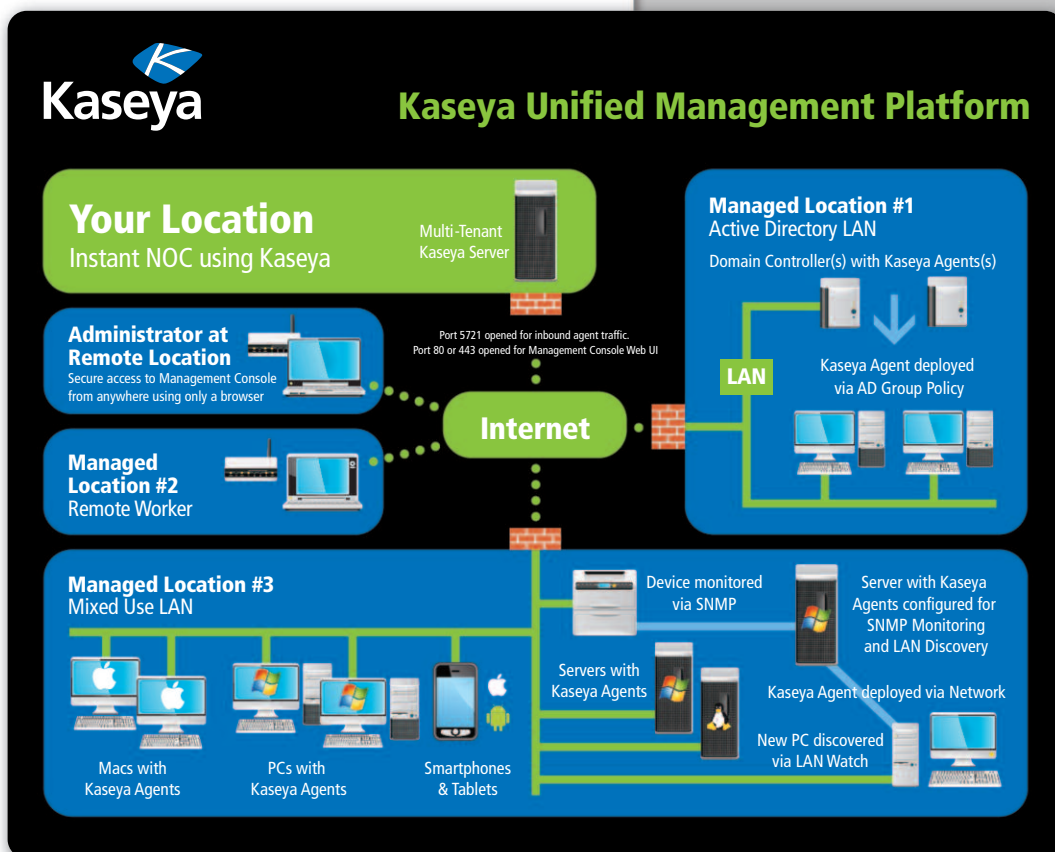
Kaseya was designed and built with security as the fundamental building block to its core architecture. In fact, the name itself, Kaseya, stems from an American Indian word meaning "to secure and protect", inspired by its founders who brought over 50 years of experience designing and architecting secure systems for the likes of government and financial institutions. With millions of systems under management today, Kaseya has a proven track record of the highest levels of security available in a management platform and uniquely combines ease-of-use with high security. At Kaseya, we start and end with security as the cornerstone of everything we do.

- Certified Agent Technology
- Firewall Friendly
- Two-Factor Authentication
- User, Task and Data Level Security
- System Logging

### Hybrid Cloud Architecture

The Hybrid cloud architecture of Kaseya allows organizations to not-only choose the delivery model that best aligns to their needs, but also enables visibility and management of devices that are inside or outside the firewall. IT administrators can easily manage systems on small or large, local or remote sites and even on roaming machines with no need for VPN's or special configuration.

Through a simple, lightweight download to each managed machine, Kaseya delivers high value services with less required resources. And whether you have multiple or single domains (or none at all), Kaseya fits easily into your existing environment.



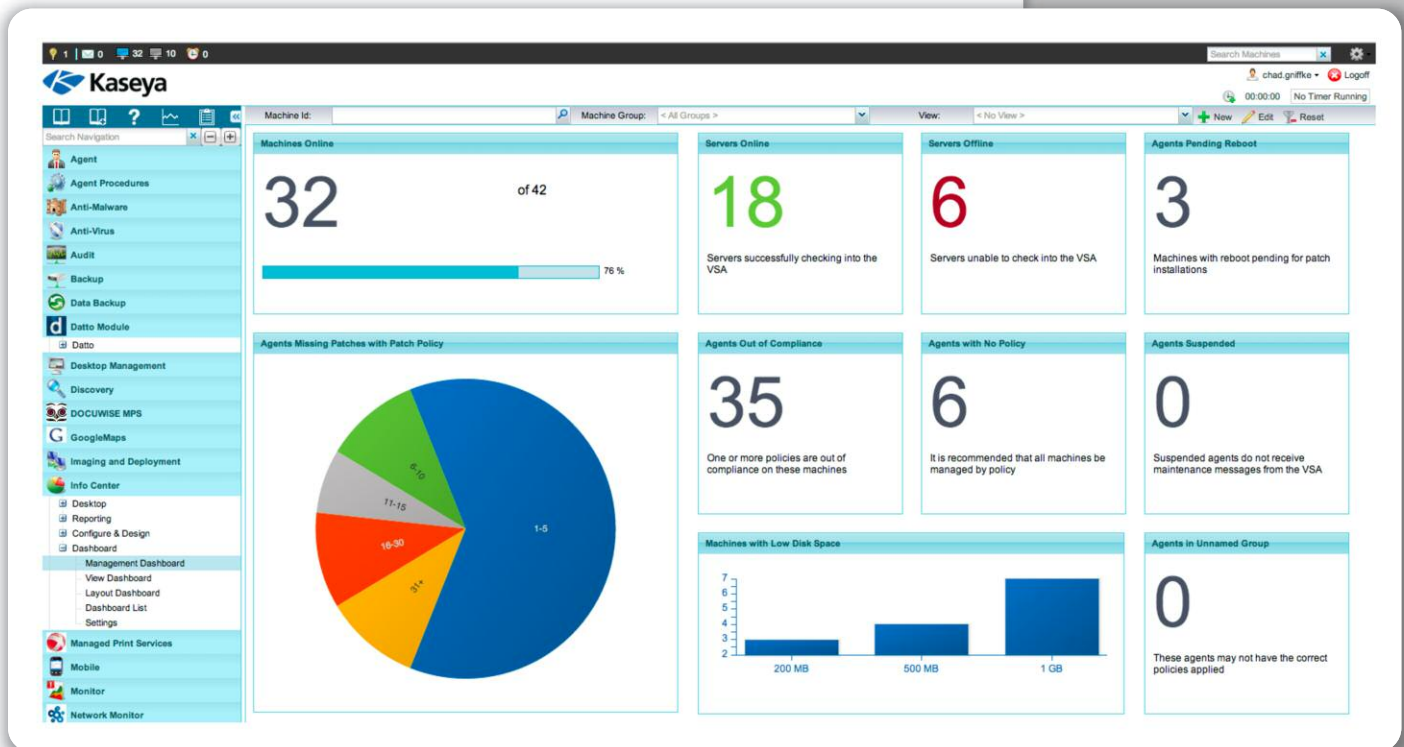
True Hybrid Cloud architecture provides:

- Real-time access to computer information independent of location or online status
- Minimal setup, requirements or resources consumed to gain high powered management
- Exhaustive audit detail that can show you just about anything you want to see
- Network topology independent operation. If the computer can "see" the Internet, it is managed by Kaseya.

## Web-Based User Interface and Anywhere Access

Kaseya was designed from the ground up to leverage web technologies including the Internet and web browser for complete systems management access. With IT Administrators constantly on the go, it is imperative they can access their systems efficiently, reliably and securely from any location.

- Users and Administrators can login from anywhere at anytime
- 100% applications coverage via the browser
- No VPN connections required to perform management functions

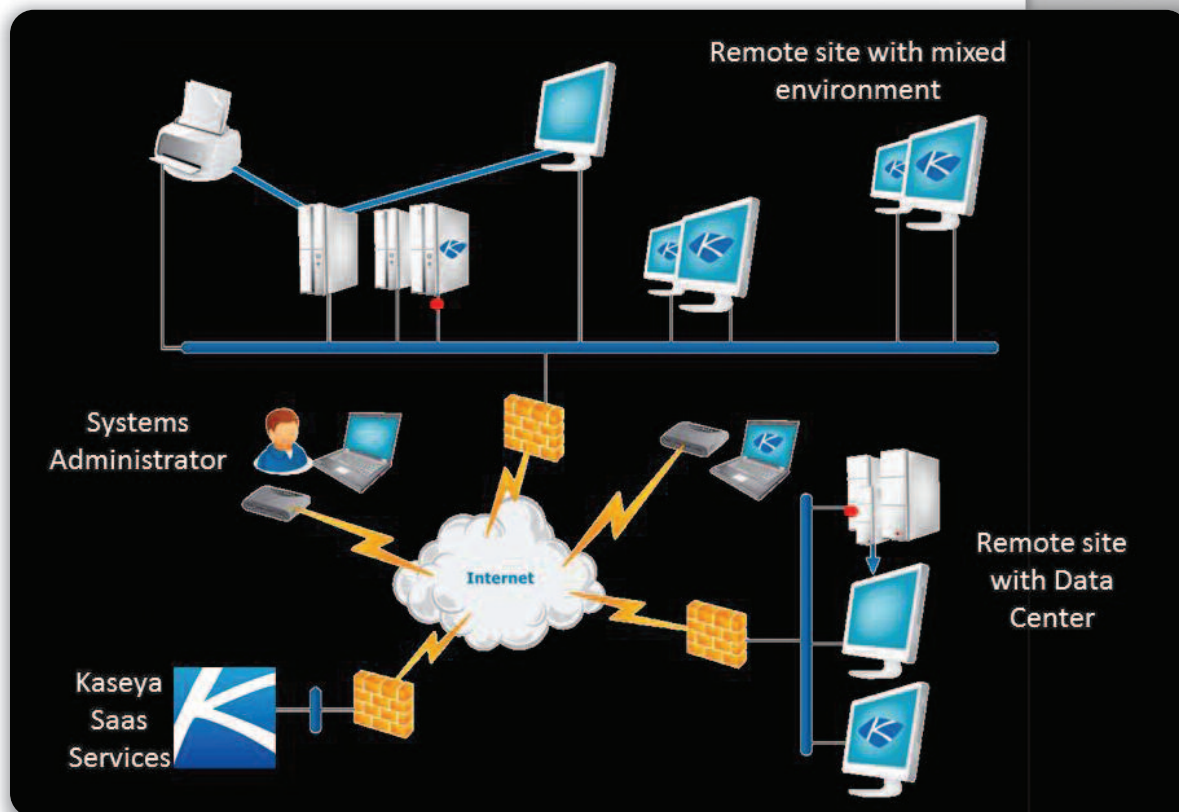


## IT Automation

Automation is a key factor in the delivery of successful IT Services. Kaseya provides unparalleled automation of the everyday services you deliver so that you can create and automate services on demand while focusing on strategic priorities. Through client and server side scripting along with automated scheduling across the entire solution, Kaseya provides pro-active service delivery capabilities that result in increased productivity, consistent service levels, maximum utilization of staff and expanded service capabilities while obtaining a rapid return on investment.

### Distributed Out-of-Band Management

A hallmark of Kaseya is the ability to manage both behind-the-wall and remote out-of-band systems from a single centralized management platform. With as little as an outbound Internet connection, Kaseya's patented (Patent Number 7,827,547) Agent technology can provide complete visibility and automated management to corporate IT administrators as if they are standing next to an employee halfway around the world. For those remote offices that may comprise a network of devices, Kaseya has the ability to partner with one or more devices at the site to serve as a "conduit" for distributing patches, critical updates and files to other devices within the network which in turn maximizes bandwidth, lowers latency issues and increases overall performance.



### Multi-Tenant Hierarchy

Today's corporate networks may consist of many individual applications and platforms along with various departments, businesses and locations that may require unique services and security. For Managed Services Providers, this complex environment is expanded further by providing IT services to different customers and industries. Kaseya's multi-tenant structure provides IT professionals the ability to map these multiple use-cases into a nested Organizational structure that can include unique services, policies and data security. Such "multi-tenant" scenarios allow Kaseya to right-size specific user domains — whether a managed service provider or corporate IT organization.

### Reporting and Dashboards

Business Intelligence around today's IT infrastructure enables optimizing the IT resources to business goals. Having proper visibility into that infrastructure with its related statistics and measurements becomes key to justifying future direction and investments. As such, Kaseya has deep investments into providing robust visualizations of the data gathered. These include reports, dashboards, machine views, and other data sets. You don't have to be satisfied with the out-of-the-box reports, but can customize existing report templates or create entirely new reports.

Each report can be scheduled or run ad-hoc while being delivered in a number of different formats including PDF, HTML and CSV (ready for Excel or Word). Deliver these reports directly to the recipients who need them in their inbox.

### Integrated and Modular

One of the main reasons for the success of ERP was that everything came in the box and everything, more or less, talked to each other. Kaseya's systems management model offers this same value proposition, but without the long implementation effort, time and expense ERP has often required.

Kaseya has the unique architecture to manage various hybrid systems and platforms (including on-premises, cloud and private cloud) from a single integrated platform while allowing the IT professional to choose those IT Software services that match their needs in a modular approach. The need for this integrated approach has never been more important as networks span ever more locations, include ever more domains, traverse ever more firewalls and includes more and more remote and home users. Kaseya offers the automated tools to accomplish those steps — in the right order, based on predefined policies, and work across silo boundaries.

### Platform Diversity

The days of the "Windows only" enterprise are long gone. Linux is well established as a server operating system, and you are likely to find individual Mac users throughout the organization and not just those marketing folks. Mobile has become the poster child for platform diversity — including Android and iOS. Kaseya's multi-platform support has been a key differentiator from the onset, to ensure IT professionals have the visibility and management options required to manage their complex networks.

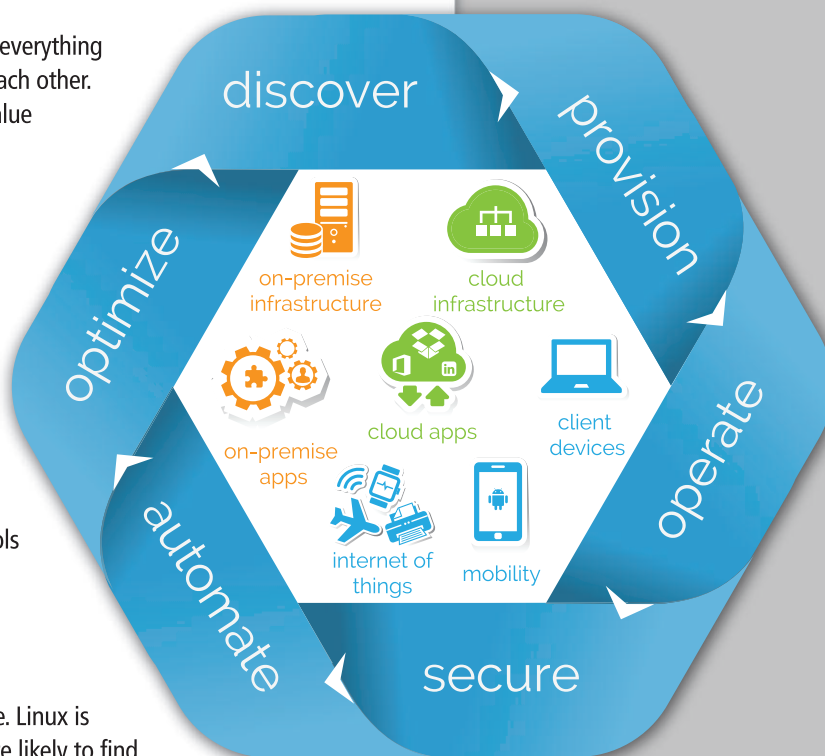
### Web Service API and Plug-In Architecture

When investing time, money and effort into something as important as a Systems Management platform, you want to make sure it's an investment for the future as well. Kaseya protects your investment into the future by providing open, secure API's that make it simple to integrate in order to tighten communication with existing solutions and to build additional value and customization to fit the ongoing needs of your operations.

Kaseya API's provide programmatic read and write access into the Kaseya Platform to enable secure and validated communication into internal processes and to ensure that any integration built with the API's will continue to work and be supported through future platform upgrades.

The open API architecture also allows 3rd party software vendors to build new functionality into the Kaseya system and create whole new modules that bring the Kaseya single-pane-of-glass management approach to any IT system even those not designed to offer cloud based central management and as a result bring new Automation capabilities to familiar names.

AppAssure, AuthAnvil Two Factor Authentication, AuthAnvil Password Server, Autotask, Brightgauge, ConnectSmart, Connectwise, Datto, Heroware, MgMobile, QoS-IT, Symantec Backup Exec, Symantec Endpoint Protection, Tigerpaw plus many more.



## Benefits

- 100% web based interface
- Complete management for out-of-band devices
- Secure foundational architecture including Automation and Monitoring
- Highly scalable and configurable
- Integrated and Modular approach
- Broad range of computing device support
- Wide range of network topologies supported
- Robust ecosystem with integrated 3rd parties and OEM integrations

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### About Kaseya

Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage 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 MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya 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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