



# IT Management Maturity

**Phase 4:** Moving from Aligned to Strategic

# IT Management Maturity Model for Mid-sized Enterprises: Aligned to Strategic

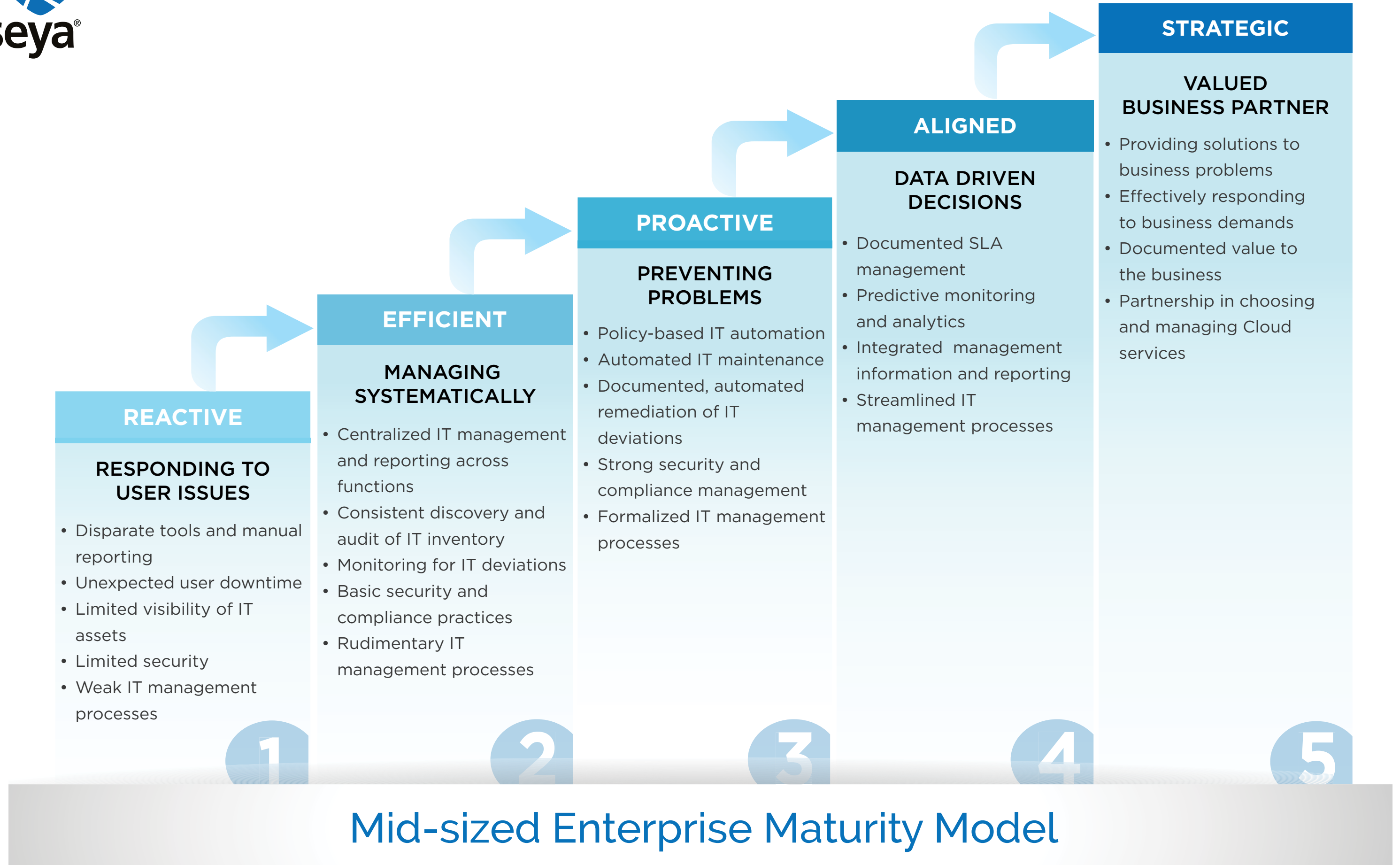
To help IT leaders in mid-sized enterprises advance their IT management maturity, Kaseya created a five-level “**Mid-sized Enterprise Maturity Model**,” which is described in the Kaseya “**Benchmarking Your IT Maturity**” eBook. The maturity model eBook outlines how organizations should think about their own IT maturity and how to plan for advancing their capabilities to the desired state. In this companion eBook, we explore the move from level 4 of the maturity model, “**Aligned**,” to level 5, “**Strategic**.”

IT organizations that have moved through the first 4 levels of IT management maturity to achieve the “Aligned” level have implemented several important management capabilities, including service-level management with predictive analytics, strong security and compliance practices, policy-based automation, and formalized IT management processes. These capabilities enable the IT team to improve service performance and achieve higher levels of efficiency, security and compliance. With increased operational efficiency, IT leaders are able to apply more resources to new projects which drive business success.

At the highest maturity level, “Strategic,” IT organizations go even further to become recognized as a valued partner to the business, not just effectively responding to business demands, but also leading the way in providing solutions to business problems, and creating new ways to drive strategic advantage. At this level, the IT team’s capabilities and knowledge enable them to participate in, and often drive, key business decisions.

In the next several pages, we explore the top 3 challenges and Kaseya solutions that can help mid-sized enterprises move from “Aligned” to “Strategic.”





## Mid-sized Enterprise Maturity Model

## Challenge 1: Demonstrating value to the business

### Solution: Executive-level information and reporting

Keeping IT running is never a small undertaking, and very often even well-run, efficient IT organizations are so consumed with their day-to-day work and occasional firefighting, that they haven't found a way to consistently capture and report on IT achievements to business leaders. Unfortunately, in this situation, it takes only one issue to overshadow an otherwise excellent IT record. With the right capabilities, IT leaders can provide regular reports and information to business leaders to consistently demonstrate the value of IT and its importance to the business.

Kaseya executive-level information and reporting helps you assure business leaders that IT is delivering the services and support necessary to achieve the company's business goals – documented results show the value of IT to the business.

To demonstrate value, Kaseya allows you to track actual services delivered and report on any deviations by organization, location, service, and more. Because Kaseya is wired into your entire IT world, you can have reports on every part of your IT service delivery, including compliance, asset management, service level delivery, security, risk analysis, capacity planning, availability management, configuration management and deployment. Kaseya automatically captures IT operations information and tracks it in a central repository where it can be viewed through the Kaseya online management dashboard or compiled in stakeholder reports. This same information can be used to show compliance to industry standards, such as HIPPA and PCI.



## Challenge 2: Keeping up with new challenges and ensuring continuous improvement

### Solution: Kaseya IT Management Cloud

Keeping up with new technologies and services is challenging, especially when these are thrust upon IT by the business, e.g. Bring Your Own Device (BYOD) or Bring Your Own Application (BYOA). The IT team is expected to support and manage these new services on Day One, which requires great management flexibility.

One of the fundamental benefits of a cloud-based IT management solution is management flexibility. Whether it is changing operating systems, updated third-party applications, the proliferation of new devices, or the roll-out of new cloud services, an effective cloud-based IT management solution allows IT teams to support new business services.

Kaseya's Cloud is the leading cloud-based IT management solution. With its flexible architecture, rapid updates and continuous-improvement approach, the Kaseya IT Management Cloud allows you to easily manage new assets, technologies and services, and keep pace with your ever-changing world. You can also take comfort in knowing that the Kaseya Cloud is available, reliable and secure, delivering the visibility you need, without having to build and maintain it yourself.



## **Challenge 3:** Finding the time to be an informed business partner

### **Solution:** Kaseya IT Management Cloud helps free up your time

Every piece of technology you have to maintain is one more task your team needs to perform that isn't directly related to delivering better services to the business. Many times, on-premise IT solutions can be a burden for smaller IT departments to maintain and support, and a significant distraction from the real business of IT.

Kaseya's leading IT Management Cloud solution is fast to set up, offers very rapid time-to-value and, because you aren't responsible for the management hardware or maintenance, provides an excellent Total Cost of Ownership (TCO). It lets your team focus on actual IT management, not managing IT tools, so you can achieve and demonstrate excellence with much greater efficiency.

Time saved can be used to address strategic business initiatives, providing valuable information, marketing IT's value internally and gaining the trust required to become a trusted advisor to the business.



# Summary

In this eBook, we discussed the challenges and Kaseya solutions to move from level 4, “**Aligned**,” to level 5, “**Strategic**.”

**Challenge 1:** Demonstrating value to the business

**Solution:** Executive-level information and reporting

**Challenge 2:** Keeping up with new challenges and ensuring continuous improvement

**Solution:** Kaseya IT Management Cloud

**Challenge 3:** Finding the time to be an informed business partner

**Solution:** Kaseya IT Management Cloud helps free up your time

We invite you to sign up for a **trial** to see how Kaseya can help your organization mature its IT management capabilities.



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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