

Frequently Asked Questions



Q: Why did Kaseya acquire INKY?

A: Kaseya acquired INKY to give MSPs a best-in-breed, next-generation email security platform that replaces the Graphus anti-phishing-only tool with a complete protection layer built for MSPs. It includes generative AI intent analysis, SPAM filtering, computer-vision brand-spoof detection, real-time user coaching, plus DLP, DMARC, and encryption.

This is a key addition to the Kaseya platform as email-based phishing remains the number one attack vector, with business email compromise incidents averaging \$129,193 per incident. Legacy pattern-matching filters cannot stop today's impersonation and AI-driven threats.

By replacing the current solution, Graphus, with INKY, Kaseya gives MSPs and their customers enterprise-grade email security at MSP-friendly economics — all built to plug into Kaseya's integrated security platform, so an email-borne compromise signal can trigger coordinated actions across SaaS Alerts, RocketCyber SOC, and Datto EDR in minutes rather than hours.

Q: When can Kaseya customers begin purchasing INKY?

A: Kaseya customers may purchase the INKY email security solution starting on October 7th as part of Kaseya 365 User edition with provisioning of the INKY solution starting on January 1, 2026. Purchases of the INKY solution standalone will begin on November 1st with provisioning to start on January 1, 2026. Standalone purchases directly through INKY prior to November 1st will be based on INKY's current pricing and bundle definition with future migration to Kaseya systems in late 2026.

Q: I have Kaseya 365 User, when can I start using INKY?

A: All Kaseya 365 User customers will be able to deploy Inky starting January 1, 2026 via a manual deployment, on their part, until the migration tool is available April 2026.

Q: How will Kaseya 365 User pricing be impacted?

A: Existing Kaseya 365 User customers and new Kaseya 365 User customers that purchase before November 1, 2025 will lock in current pricing until the end of their contracts. There will be a slight increase in price beginning January 1, 2026 for any new Kaseya 365 User customers who purchase K365 User edition after November 1, 2025.

Q: I have Graphus standalone, when can I start using INKY?

A: Graphus customers can FlexSpend onto INKY starting January 1, 2026. Deployment will be manual until a migration tool is available in April 2026 to make this a more seamless experience.

Q: What is the support plan for Graphus customers?

A: End of Sale (EOS) for Graphus is October 7, 2025. After this point, no new standalone Graphus subscriptions will be sold, however existing customers may continue to purchase licenses as needed until End of Life. By June 2026, Graphus will no longer receive new feature or update releases. Support and security updates will continue through December 2026, after which all support will officially end. Finally, Graphus will reach End of Life (EOL) in June 2027, at which time the product will be fully decommissioned.

Q: What are the core capabilities offered in the new Kaseya INKY email security solution?

A: Offering and packaging has been reconfigured for Kaseya customers combining three packages; INKY Standard, Pro and Advanced into two packages Kaseya INKY Advanced and Kaseya INKY Pro.

Kaseya INKY Advanced Package (Comes standard with Kaseya 365 User edition)
AI-powered protection that catches what others miss

Inbound mail protection	Anti-phishing, anti-malware, spam filter uses AI to block impersonation and ransomware with intuitive user coaching.
Internal mail protection	Account Takeover protection with sender profiling & social graphing anomaly detection.
Advanced attachment analysis	Zero-day malware protection.
Computer vision with visual AI	Identifies phishing and brand impersonation by analyzing logos, fonts, and email design patterns.
Graymail protection	Filters non-spam but lower-priority emails into a separate folder, boosting productivity.
Signature management	Update and control email signatures for compliance and branding purposes.

Kaseya INKY Pro Package (Optional upgrade to Kaseya 365 User edition)
Enterprise capabilities at MSP-friendly pricing

Everything in Advanced plus the following

DMARC monitoring	Monitor domain usage to improve email delivery.
Outbound mail protection	Data Loss Prevention (DLP) with interactive safeguards for outgoing emails.
Email encryption	Easy-to-use encryption encourages organizations to keep their data secure.
GenAI intent analysis	Uses AI to interpret email intent, exposing scams, fraud, and impersonation.