

Kaseya®

EBOOK

The MSP service delivery playbook

Real results with RMM, PSA
and IT documentation



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From chaos to control: Unifying your stack for smarter service delivery

Here's what really happens when your tools don't work together. An alert fires, but no ticket follows. A technician steps in late, logs it manually and then jumps between systems hunting for passwords, configs and past fixes. What should take seconds suddenly turns into a scramble. Meanwhile, time slips, context is lost and the same work repeats as tickets quietly pile up.

Most MSPs that struggle to scale face this exact challenge. As your business grows, service delivery becomes harder to manage. When endpoint management, ticketing and IT documentation live in separate systems, technicians are forced to jump between alerts, ticket queues and scattered records just to understand what's happening. This slows resolution, increases the risk of missed steps, creates gaps at every handoff and drives up costs through inefficiency and rework.

Moving from this kind of chaos to control starts with bringing your key systems together.

The integration between IT Glue, Autotask and Datto RMM is designed to do exactly that. When you bring this powerful trio together, disconnected tools that create inefficiencies and errors give way to one unified, reliable platform. Manual processes that slow you down are replaced with intelligent, AI-driven automation for predictable growth. Expensive tool margins and wasted technician time turn into streamlined operations, higher productivity and stronger margins.



Drive efficiency: Automate and streamline service delivery at scale

At the core of efficient service delivery is a stack that works as one. That's where Datto RMM, Autotask PSA and IT Glue come in. Each solves a critical part of the service workflow, but they create the most value when connected.



Datto RMM is an intelligent, automation-first RMM platform that helps you move toward a more proactive service model. It continuously monitors, manages and secures endpoints across environments, detecting issues early, automating patch management and keeping systems running without constant manual oversight.

Autotask PSA is an AI-powered PSA built to help MSPs unify service delivery, operations and billing. It helps you manage tickets, SLAs and technician workloads within a single system while automating service workflows and routine tasks.

IT Glue is a powerful IT documentation platform that gives technicians instant access to assets, passwords, configurations and standard operating procedures (SOPs) when they need them most. It reduces manual documentation effort with AI-driven workflows and helps technicians find critical information in under 30 seconds.

Datto RMM, Autotask PSA and IT Glue: Work smarter with the Kaseya trio

Datto RMM uses proactive monitoring to detect and automatically resolve issues faster. When action is needed, it creates Autotask PSA tickets with full context. Then Autotask routes and manages tickets through structured workflows, keeping everything aligned to SLAs. Meanwhile, IT Glue puts documentation, credentials and system knowledge directly into tickets and remote sessions. Technicians move from detection to resolution quickly and accurately.

When these three highly capable solutions work in sync, your everyday operations start to run differently.

Swap firefighting for proactive monitoring

Detect and address issues before they escalate, reducing disruptions and last-minute scrambles.

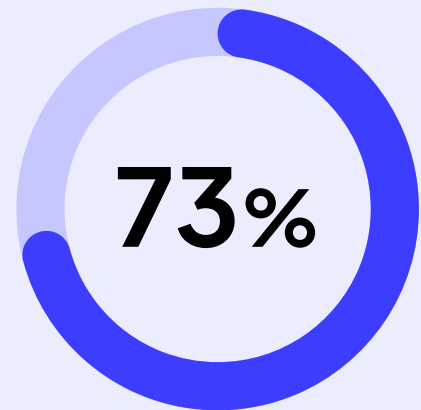
Go from alert to resolution automatically

RMM turns detected issues into Autotask tickets, self-healing when possible, and logs the work back. The combination turns alerts into outcomes without the manual effort.

Find the documentation you need when it matters most

Critical information surfaces automatically within tickets and remote sessions, so your team never has to go searching.

The impact of this connected approach is clear. According to our State of IT survey, when combining all three solutions, **92% of respondents reported increased efficiency and productivity.**



experienced greater technician peace of mind, while 65% noted a reduction in frustration.

What our customers are saying

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“In that short time after switching to Autotask, our technicians nearly doubled their productivity.”

Richard Rubin, Founder,
Allierad IT Solutions

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“We can run what most MSPs would need 11 people for with five. That’s not because we work harder — it’s because everything works together.”

Trevor Hardy, Founder,
NEXTGen IT



Achieve consistency: Deliver reliable, high-quality service every time

Consistency in service delivery comes from a connected stack where every issue is handled the same way, every time, without gaps or guesswork.

Take a typical service scenario. Datto RMM detects a server issue and automatically creates a ticket in Autotask PSA, attaching all the relevant device data. When a technician opens the ticket, everything they need is already there: related SOPs, passwords and system details pulled directly from IT Glue. No switching tools, no digging through documentation.

Inside the ticket, the technician can launch a secure remote session through Datto RMM with a single click and start resolving the issue immediately. Once the fix is complete, Datto RMM updates Autotask in real time — logging the work done, capturing time spent and closing the ticket without any manual input.

This kind of connected workflow removes variation in how work gets done, ensuring every ticket follows the same path, regardless of who handles it.

SLA-driven workflows ensure nothing falls through the cracks

Every ticket follows a defined path, with clear priorities and built-in accountability.

AI-assisted classification and routing put the right issues in the right hands

Tickets are automatically categorized and assigned, reducing delays and eliminating misrouting.

Standardized documentation and AI-powered suggestions guide every resolution

Technicians follow proven processes, ensuring every issue is handled with the same level of quality and precision.



What our customers are saying



“The AI makes sure our messages are professional and consistent, which saves time and keeps our customer experience on point.”

Jason LaPorte, CTO & CISO,
[Power Consulting Group](#)



“When we adopted IT Glue, the impact was immediate. On day one, consolidated password management freed up 6 hours per technician every month. By the end of our first year, we were automating 72% of our documentation through Datto RMM and Autotask integrations.”

Chris Swecker, Director of IT,
[Appalachia Technologies](#)



Accelerate resolution: Fix issues faster with complete context

Have you ever stopped to think about where time is actually lost when resolving issues? It's rarely the fix itself. It's everything around it — the delay in spotting the issue, understanding what's wrong and figuring out the next step.

Time starts slipping the moment visibility is delayed. Datto RMM surfaces issues instantly, so nothing sits unnoticed. Autotask PSA captures the full context the moment a ticket is created, giving technicians a clear picture from the start. IT Glue then provides immediate access to documentation, configurations and past fixes, so there's no need to search or second-guess. Every step is ready before the work even begins.

When delays are removed, resolution becomes faster and more predictable.

Jump straight into action

Launch a web remote session directly from a ticket or documentation to start resolving instantly.

Skip the guesswork

Use documented passwords seamlessly within remote sessions to access systems and fix issues faster.

Instant access to documentation and contextual insights reduces troubleshooting time

No guesswork, less searching and fewer repeated steps.

Astute, an Ohio-based premier IT support, managed IT services and cybersecurity provider, saw a **34% reduction in average ticket** time after embracing Kaseya's unified stack.



What our customers are saying

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“We embraced a unified stack through Kaseya, and it gave us the integration, stability and scalability we needed.”

Eric Madden, Founder,
[Astute](#)

“

“It isn't easy to list all the benefits of Datto RMM on our business. Once automation is in place, it starts saving time and it's easy to underestimate just how much time is actually being saved.”

Rob Wagon, President,
[Acumen Consulting](#)



Boost profits: Grow your business without adding headcount or complexity

What if you could expand your team's capacity without increasing headcount? That's exactly what happens when automation, integration and standardization work together. Repetitive tasks that once consumed hours are handled automatically. Tickets move through workflows without manual intervention. And with standardized processes in place, technicians spend less time reworking issues and more time resolving them.

The result is simple: your existing team gets more done, without burning out or slowing down. Here's how this shift directly impacts your bottom line:

Higher technician utilization

More time is spent on meaningful work rather than on repetitive tasks or rework.

Lower operational costs

Less reliance on hiring and fewer inefficiencies eating into margins.

Ability to take on more clients without added overhead

Scale your business confidently without increasing your costs.

What our customers are saying



"We've achieved a 38% growth rate over the last five years."

Eric Madden, Founder,
[Astute](#)



"Autotask has delivered significant value to us, enabling detailed capital sales forecasts and commercial visibility for revenue planning. It's been instrumental in managing the complexity of capital sales and maintaining sales margins, which are critical for our business."

Steve Jowett, Managing Director,
[Visy Technology Systems](#)

One workflow. Total control. Scalable growth.

When your tools work together, everything changes. Workflows become seamless, service becomes consistent and issues get resolved faster. And your team delivers more, without working more.

That's where real impact starts to show — scalable efficiency, consistent delivery and faster outcomes. More importantly, it gives your team the capacity to deliver more value and directly contribute to revenue growth without added pressure or burnout.

Ready to see the impact for yourself?

[See it in action](#)



Kaseya[®]

Kaseya is the leading global provider of AI-powered IT management and cybersecurity software. Kaseya delivers a unified technology platform to manage infrastructure, secure endpoints, back up critical data, and streamline operations for more than 40,000 MSP and SMB customers around the globe. To learn more, visit www.kaseya.com.

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