

Kaseya®

EBOOK

AI in action: How MSPs achieve 50% faster resolution times



MSPs are under constant pressure to do more with less — more endpoints, more alerts, more client expectations — without the luxury of expanding headcount at the same pace. However, the real bottleneck is the overwhelming volume of manual work buried within daily operations. From repetitive ticket handling and fragmented tools to reactive workflows and inconsistent service delivery, these inefficiencies slow resolution times and limit the ability to scale efficiently.

AI is rewriting the rules.

Today's most forward-thinking MSPs are leveraging AI and automation to move beyond reactive support to faster, smarter and more consistent operations. By embedding intelligence across IT operations — from ticket triage to endpoint management — MSPs can eliminate repetitive tasks, streamline workflows and resolve issues up to 50% faster. The result is a more proactive service model that improves technician productivity, reduces costs and delivers consistent, high-quality outcomes across every client environment.

This eBook explores how AI-powered IT service delivery is redefining what's possible and how you can use it to scale without compromise.



The growing operational challenge for MSPs

As environments grow, complexity increases across every layer: more devices per user, more alerts to triage, more policies to enforce and more systems to manage. Today's end users rely on [three or more devices to stay productive](#), exponentially increasing the number of endpoints MSPs must monitor, manage and secure. But while the workload expands, the underlying processes often remain unchanged — manual, fragmented and heavily dependent on technician effort. What worked at 50 endpoints starts to break at 500.

This rapid expansion demands a smarter approach powered by automation and AI. Unsurprisingly, [nearly 90% of IT teams](#) now view AI as critical to their growth strategy.

The burden of a fragmented stack

Many MSPs rely on a patchwork of disconnected tools to meet growing client demands. In this model, technicians are forced to switch between platforms for tasks such as documentation, remote access, alerting, reporting, ticketing, Microsoft 365 management and end-user support. Each tool may solve a specific problem, but together, they create a much larger one.

This fragmented stack results in constant context switching, siloed data and disjointed workflows. Instead of accelerating service delivery, it slows teams down and introduces unnecessary friction into everyday operations.





Fragmented workflow challenges

The effect of relying on disconnected tools goes far beyond daily inefficiencies, impacting productivity and service quality. The impact is felt across the entire organization:

Manual workload overload

Technicians spend hours on repetitive, low-value tasks that could be automated

Declining employee morale

Frustration builds as inefficiencies pile up and meaningful work takes a back seat

Staff burnout

Constant pressure to keep up with tickets and alerts leads to exhaustion

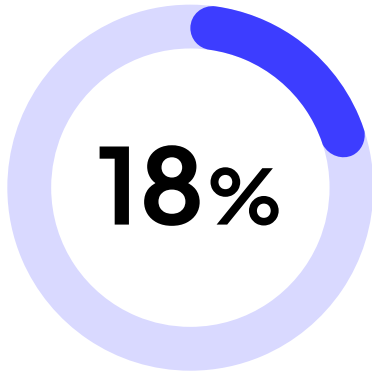
Higher technician turnover

Burnout and dissatisfaction make it harder to retain skilled talent

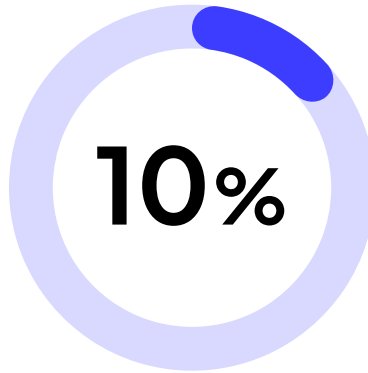
These challenges not only affect internal teams but also directly impact service quality, response times and the ability to scale. Without a more unified, intelligent approach, MSPs risk falling behind in a market that increasingly rewards speed, efficiency and proactive service delivery.

The hidden efficiency killers holding MSPs back

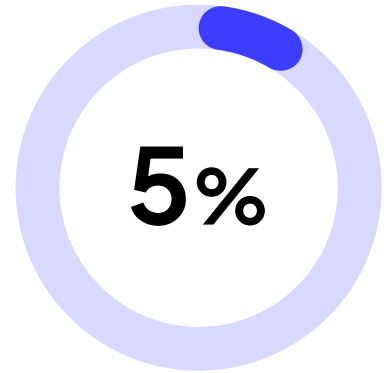
According to the [2026 Kaseya State of the MSP Report](#), the biggest barriers to efficiency are operational factors.



The top issue, cited by 18% of MSPs, is underutilizing existing tools, leaving valuable capabilities and productivity gains untapped.



Nearly 10% point to a lack of integration across their solutions.



While about 5% report losing significant time switching between multiple tools.

Together, these challenges indicate that inefficiency isn't about having too few tools, but too many that don't work well together. For MSPs aiming to scale, streamline operations and improve service delivery, closing these gaps is critical, and it starts with a more unified, intelligent approach.



A day in the life of a technician (without AI)

For most technicians, the day starts with navigating problems instead of solving them. Constant friction, disconnected tools and manual work turn even simple tasks into time-consuming processes, slowing progress and draining productivity. Here's what a typical day in the life of a technician (without AI and automation) looks like:

Ticket intake

A manual ticket arrives, often vague, missing key details and requiring follow-up.

Finding context

The tech jumps between PSA and RMM tools to piece together user and device information.

Searching for documentation

Unsure which SOP applies, they sift through scattered knowledge bases and outdated articles.

Accessing credentials

Credentials must be manually requested or retrieved, with activity logged separately.

Escalation chaos

The ticket moves to L2 with incomplete notes, causing delays, duplication of effort and internal back-and-forth.

Remote action

The tech pivots again — back to RMM to locate the device and initiate remote access.

Knowledge lost

The issue is resolved, but documentation is often skipped due to time pressure.

Ticket closure

A rushed summary is written, a basic email is sent and the ticket is closed with limited context, leaving little value for future incidents.

This results in slower resolution times, frustrated technicians and knowledge that never scales.

A day in the life of a technician — Reimagined with AI (Kaseya Intelligence)

Now imagine a completely different reality, where chaos is replaced by clarity, manual effort by automation and every workflow is intelligently orchestrated from start to finish.

Intelligent ticket intake

Users submit tickets directly from their device through guided forms. Structured data capture eliminates guesswork, reduces back-and-forth and accelerates triage from the start.

Pre-triaged, context-rich tickets

Tickets arrive already categorized, prioritized and enriched with relevant context. Technicians can immediately assess and act, no digging required.

Auto-surfaced documentation

Relevant SOPs and knowledge base articles are automatically presented based on ticket details. No searching, no uncertainty, just clear next steps.

Secure, instant credential access

Passwords can be rotated and accessed instantly with role-based controls. Actions are automatically logged, helping maintain security and compliance without adding to technician workload.

Smart escalation workflows

If escalation is needed, tickets move seamlessly with complete context, notes and history intact. SLA-aware workflows ensure continuity without delays or confusion.

One-click remote resolution

Technicians launch remote sessions directly from the ticket, with secure credential injection. Device-level issues, such as cached credentials or hidden registry entries, are resolved faster with immediate access.

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Real-time SOP creation

As issues are resolved, SOPs are automatically generated, capturing steps, tools and validations. Knowledge is no longer lost; it compounds over time.

Effortless ticket closure

AI-generated summaries create clear, professional resolution notes and user-friendly emails. Every ticket becomes a documented asset for future efficiency.

With [Kaseya Intelligence](#), the engine that powers the Kaseya platform, the difference is transformational. What was once a fragmented, manual process becomes a unified, intelligent workflow — reducing resolution time, increasing technician productivity and turning everyday work into scalable operational excellence.



The foundation: Three pillars of modern IT service delivery

Behind every high-performing MSP is a strong operational foundation. While AI and automation are transforming how work gets done, their true power is only realized when built on tightly integrated systems that centralize data, standardize workflows and eliminate silos.

At the core of modern IT service delivery are three critical pillars:

1. Endpoint management

Endpoint management is where service delivery begins. As device counts grow, MSPs need a unified way to monitor, manage and secure every endpoint without adding complexity.

Unified endpoint and user management: A single view across devices and users for faster decision-making

Automated patching: Ensure systems stay updated and secure without manual intervention

Native remote desktop: Instantly access devices to troubleshoot and resolve issues

Endpoint security: Advanced protection, like built-in patch management and ransomware detection, to reduce risk and strengthen compliance

Monitoring and alerting: Proactively detect and respond to issues before they escalate

IT reporting: Gain actionable insights into performance, health and service delivery

2. Documentation

Without reliable documentation, even the best technicians are forced to reinvent the wheel every time an issue escalates. Centralized, accessible and actionable documentation ensures consistency across teams and clients.

Asset management: Maintain a complete, up-to-date inventory of devices, configurations and relationships

Knowledge management: Standardize processes with clear SOPs and easily searchable documentation

Password management: Securely store and access credentials with full auditability

3. PSA

The PSA is where all service activity is orchestrated — from ticket intake to resolution, and from project execution to billing.

Ticketing/help desk: Centralize service requests and streamline issue resolution

Project management: Plan, track and deliver projects efficiently

Contract and invoice management: Align service delivery with revenue and ensure accurate billing

Built to scale — together

Each pillar plays a critical role individually. But when unified into a single, integrated platform, they unlock something far more powerful: seamless workflows, shared context and end-to-end visibility across the entire service lifecycle.

At Kaseya, these three core IT solutions are designed to work in tandem, eliminating tool sprawl, reducing manual effort and enabling MSPs to scale endpoint management and service delivery with confidence.

Innovation spotlight: AI Advancements in IT service delivery

In the sections above, we discussed how automation and AI reduce friction across your ticket workflow. But not every issue is simple — some need a deeper diagnosis. Here are some of our key AI advancements in IT service delivery designed to help you resolve issues faster and more efficiently.

Autotask: Digital Specialist for Ticket Triage

Autotask's AI-powered Digital Specialist transforms ticket triage with intelligent, workload-aware automation. By analyzing up to 24 months of historical resolution data alongside real-time technician capacity, it ensures tickets are assigned to the right resource from the start. With the flexibility to automate or suggest actions, MSPs gain greater control, reduce reassignments and improve SLA performance.





Kaseya Assist

Kaseya Assist is your AI assistant for trusted, in-product answers. It transforms your documentation from a static repository into an intelligent system that delivers instant, context-aware answers. Instead of searching through endless articles, technicians can simply ask and get precise, actionable guidance in seconds.

Early access capabilities include:

Find documents faster with natural language

Locate the exact information you need using simple prompts like: "Find the Office 365 onboarding document" or "Show disaster recovery policy last edited by Brad Jones."

Get answers without manual searching

Skip the knowledge base hunt and ask questions directly, such as: "How do I set permissions in IT Glue?" or "How do I create a workflow notification for SSL alerts?"

Troubleshoot instantly from screenshots

Upload an error or configuration screenshot and receive guided insights on root cause and resolution without any guesswork.

With Kaseya Assist, knowledge becomes accessible, actionable and embedded into your workflow, empowering technicians to resolve issues faster and more confidently.



Datto RMM: Activity Log Insights

Activity Log Insights transforms how technicians interact with data. Instead of manually searching through logs, you can simply ask questions and receive immediate, actionable insights, so you spend less time examining and more time solving.

Powered by natural language prompts, it analyzes activity across devices, alerts, patches and security events to uncover patterns, surface risks and recommend next steps in real time.

Example prompts:

- “Analyze patch deployments over the last seven days — show success vs. failure rates, highlight the top five devices with failures and identify root causes with recommended fixes.”
- “Review alerts across all sites in the last 24 hours — identify the most frequent alerts, detect patterns and highlight what needs immediate attention.”
- “Analyze security activity over the past seven days — flag suspicious behavior, identify affected devices and prioritize high-risk issues with recommended actions.”
- “Identify recurring issues across devices in the last 30 days — what can be automated, and which scripts should I deploy to prevent them?”

Datto RMM: Device Insights

[Device Insights](#) empowers technicians to diagnose and resolve issues without switching between tools or dashboards. Using AI, it brings together all relevant device data, such as alerts, changes, patches and security signals, into one unified view, helping reduce diagnosis and resolution time by 30–50%.

Instead of digging for answers, technicians can simply ask and act.

Example prompts:

- “What changed on this device in the last 48 hours?”
- “Show all relevant device and user data that explains the root cause of this alert.”
- “Are there any failing patches, services or security issues?”
- “Is there a recommended ComStore component or script to resolve this?”



IT Glue: Smart Audit for passwords

[IT Glue's Smart Audit for passwords](#) enables IT teams to continuously detect, prioritize and remediate credential risks.

By leveraging built-in intelligence and industry-proven models, Smart Audit continuously evaluates stored passwords to answer a critical question: Which credentials pose a risk right now?

Instead of manually reviewing each password, teams gain a clear, centralized view of risk across their environment. Smart Audit highlights vulnerable credentials and provides actionable insights, allowing technicians to quickly update, rotate or remove passwords, without switching tools or relying on guesswork.

Achieve up to 50% faster resolution time with AI-powered IT service delivery

AI-powered IT service delivery enables MSPs to resolve issues faster, boost technician productivity and scale without adding headcount. By embedding AI across ticketing, endpoint management and documentation, repetitive tasks are automated, errors are reduced and workflows become more consistent. Technicians spend less time searching and switching between tools, and more time delivering high-value service, resulting in faster resolution times and a more efficient, scalable operation.

Ready to take the next step?

Partner with Kaseya and unlock the full potential of AI-powered IT service delivery. With tightly integrated solutions, streamlined workflows and intelligent automation built into every layer, you can scale your MSP business, increase profitability and deliver exceptional service without increasing complexity.

[Become a Kaseya partner today](#)



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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