Kaseya

In the aftermath of the global pandemic MSPs will face a new set of challenges managing remote environments for their clients on a long term basis.

Many companies are now planning to implement a hybrid model of work where they will have employees working from home on some days and working at the office on other days of the week.

MSPs need to be well equipped to support their customers in the new normal.

They need to use the right tools, train their technicians, educate their clients and focus on IT security. If you are an MSP providing remote support to your clients, this checklist will help you prepare to tackle this challenge.

CHECKLIST FOR MSPS TO MANAGE REMOTE AND HYBRID WORK MODELS

IS YOUR MSP READY TO WORK REMOTELY LONG TERM?

MSPs must ask the following questions to check whether they have the right hardware and software tools to enable their technicians and office workers to work remotely.

☐	Do employees have the hardware needed to work remotely?
☐	Has a remote work policy been set up?
☐	Do employees have access to key applications including collaboration tools and technologies that support fully virtual processes such as hiring and HR?
☐	Do you have a Bring Your Own Device (BYOD) policy?
☐	Do you have VPN software set up with automated deployment and monitoring of VPN clients?
☐	Do employees have remote access to the business phone system?

ARE YOU SET UP TO FULLY SUPPORT YOUR REMOTE CLIENTS LONG TERM?

Your clients need to be well equipped to deal with remote working. Ask the following questions to understand the specific IT tasks you need to perform for your clients.

☐	Do you have remote access to your clients' off-network devices?
☐	Can your team quickly and easily jump from service tickets to remote endpoint management to troubleshoot issues?
☐	Do you have an automated process to keep all operating systems, browsers and applications patched and up to date even for off-network devices?
☐	Do you have easy access to IT documentation and IT asset information in your service desk and endpoint management tools?

MSP REMOTE WORK CHECKLIST

ARE YOU AND YOUR CLIENTS SET UP SECURELY?

Security is a major concern when employees work from remote locations. Some pertinent questions to ask yourself and your clients:

☐	Are you using multi-factor authentication (MFA) to improve login security including your RMM solution?
☐	Do all of your clients have VPNs set up with automated deployment and monitoring of VPN clients?
☐	Do you have network access policies and an automated process to determine who can access a network and under what conditions?
☐	Do you have backup (BDR) and SaaS data backup solutions integrated into your RMM?
☐	Have you provided a BYOD policy for your clients to use? Does it require management of these devices by the MSP?
☐	Did clients receive security awareness training to help prevent phishing scams and other cyberattacks?
☐	Do you provide email phishing protection and dark web monitoring to your clients?
☐	Would managed SOC services help you deliver best in class security to your clients?

ARE TECHNICIANS ON SITE PREPARED?

To effectively manage remote endpoints long term, on-site technicians need the following tools.

☐	Do technicians have a mobile app for essential IT management functions including RMM, PSA and IT documentation?

As companies recover from an economic downturn, post the pandemic, they need a strong safety security net and optimized IT costs.

Although the situation is still uncertain out there, MSPs can use this opportunity to devise strategies that drive business growth while providing ongoing support to their clients.

See how we can help your clients work remotely.
Sign up for a personalized demo now.

About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.

03312021