

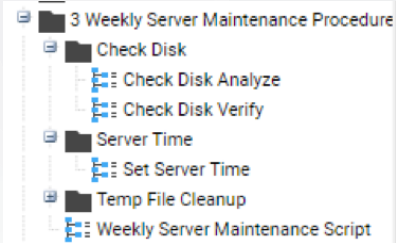
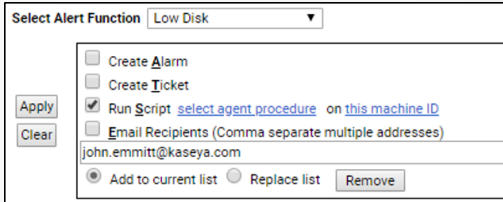
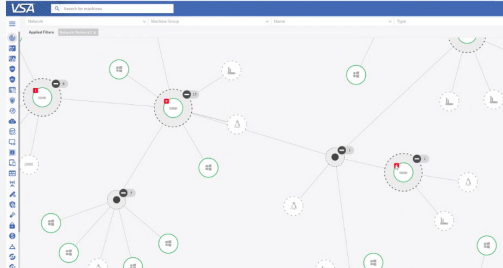
In today's economic environment, it's more important than ever for IT teams to automate IT processes. Many companies have been forced to cut costs and reduce IT staff. Automation enables IT departments to meet the challenge of delivering value at a reduced cost. However, according to Kaseya's 2020 State of IT Operations Report, only 45 percent of respondents automate or plan to automate patch management.¹ Having manual processes for things like patching not only kills IT productivity but also increases cybersecurity risk since patches don't get applied fast enough.

Automating routine IT tasks allows IT departments to perform operations efficiently, keeps operational costs low and frees up time for technicians to spend on strategic activities.

CHECKLIST FOR AUTOMATING IT PROCESSES TO REDUCE COSTS

How to get started with IT automation? Follow the below guidelines to significantly boost productivity and reduce your IT operating expenses.

✓	PROCESS	GUIDELINE												
	1. Onboarding and Offboarding	<p>Leverage the capabilities of an endpoint management solution to streamline inefficient onboarding and offboarding processes for new users and their devices.</p> <p>Automate new device setup including software deployment, agent profiles and scripts for ongoing maintenance, AV/AM deployment and more.</p> <p>▶ Learn More</p>												
	2. Patch and Vulnerability Management	<p>Increase your team's efficiency and improve security by automating software patch management across Windows, Mac and third-party applications.</p> <p>Patching, when done manually, is a time-consuming process and is often done after office hours. Automating the patching process will not only secure your environment but make your technicians happier. They won't have to work so many late nights, keeping them refreshed and freeing up their time to focus on more challenging tasks.</p> <p>Set up standardized policies to guide the patching process. Policy profiles allow you to automate approval, review or rejection of patches.</p> <p>Strive to apply critical security patches within 30 days of availability to stay ahead of cybercriminals.</p> <div data-bbox="695 1371 1490 1906"> <p>Top 5 Vulnerabilities</p> <table border="1"> <thead> <tr> <th>Software</th> <th>Count</th> </tr> </thead> <tbody> <tr> <td>Windows</td> <td>14</td> </tr> <tr> <td>Internet Explorer</td> <td>8</td> </tr> <tr> <td>Visual Studio</td> <td>7</td> </tr> <tr> <td>Acrobat Reader</td> <td>6</td> </tr> <tr> <td>Visual Studio 2008</td> <td>6</td> </tr> </tbody> </table> </div> <p>▶ Learn More</p>	Software	Count	Windows	14	Internet Explorer	8	Visual Studio	7	Acrobat Reader	6	Visual Studio 2008	6
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	<p>3. Routine Maintenance</p>	<p>Just as with patch management, your endpoint management solution can automate routine maintenance of your servers, desktops and laptops. Use scripts to run weekly server maintenance routines, for example. Scripts are executed by agents installed on each of your endpoints.</p>  <p>Leverage crowd-sourced automation scripts to jump-start your automation initiative.</p> <p>▶ Learn More</p>
	<p>4. Remediation of Common IT Incidents</p>	<p>Auto-remediate common issues such as printer errors, low disk space, password resets and more. Any incident that can be resolved via an agent script can be auto-remediated.</p> <p>Fix problems before your users are even aware that they've occurred. Reduce the number of service tickets that your help desk must handle, improve IT service delivery and meet your service level agreements (SLAs).</p>  <p>Endpoint Management tool integration with your Service Desk allows alerts to automatically create a ticket. Then the ticket can be auto-remediated in the Service Desk by executing a workflow that runs a script on the endpoint.</p> <p>You can also automate service desk functions such as ticket routing, ticket assignments, ticket remediation and tracking ticket responses for improved efficiency.</p>
	<p>5. Discovery, Inventory and Network Topology Mapping</p>	<p>Automate the network discovery, inventory and network topology mapping process to save time and effort. Detect all devices on your network. See device connectivity and access detailed IT asset information in the topology map. View up/down status of each endpoint, and see active alarms too.</p>  <p>With accurate network visualization at your fingertips, you can quickly and efficiently resolve service tickets. Make every technician on your team your best technician.</p> <p>▶ Learn More</p>

✓	PROCESS	GUIDELINE
	<p>6. Compliance Reporting</p>	<p>Companies are increasingly required to maintain compliance with industry regulations. HIPAA, PCI and GDPR are top priorities for many organizations. Penalties associated with non-compliance can put a financial strain on your business.</p> <p>Automate the compliance reporting process to free up technician time and reduce the drudgery associated with complying with these regulations. Stay in compliance and have the reports you need to demonstrate compliance.</p> <div data-bbox="889 575 1256 741" style="text-align: center;"> </div> <p>▶ Learn More</p>
	<p>7. Backup and Disaster Recovery</p>	<p>Avoid downtime and disruption by automating backup and disaster recovery processes. Automatically analyze and prioritize critical backup and disaster recovery (BDR) tasks.</p> <p>Testing backups to ensure reliable recovery is time-consuming. Automate backup testing to guarantee recovery and increase the productivity of your IT team.</p> <p>Automatically inspect every file during each backup for ransomware infections to ensure “clean,” instant recoveries.</p> <div data-bbox="1024 1052 1490 1367" style="text-align: right;"> </div> <p>▶ Learn More</p>

Kaseya VSA’s powerful policy-based automation allows technicians to do more with less and get ‘IT’ done faster and with minimal manual effort. It helps save time, boost productivity and auto-remediate IT incidents to reduce downtime. And that’s not all! With the Kaseya Fusion Mobile App, you can run Agent Procedure scripts from anywhere for efficient IT automation on the go.

Sources

1. The 2020 Kaseya State of IT Operations Report for Small and Midsize Businesses.



**Request a Demo
of Kaseya VSA**

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.

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