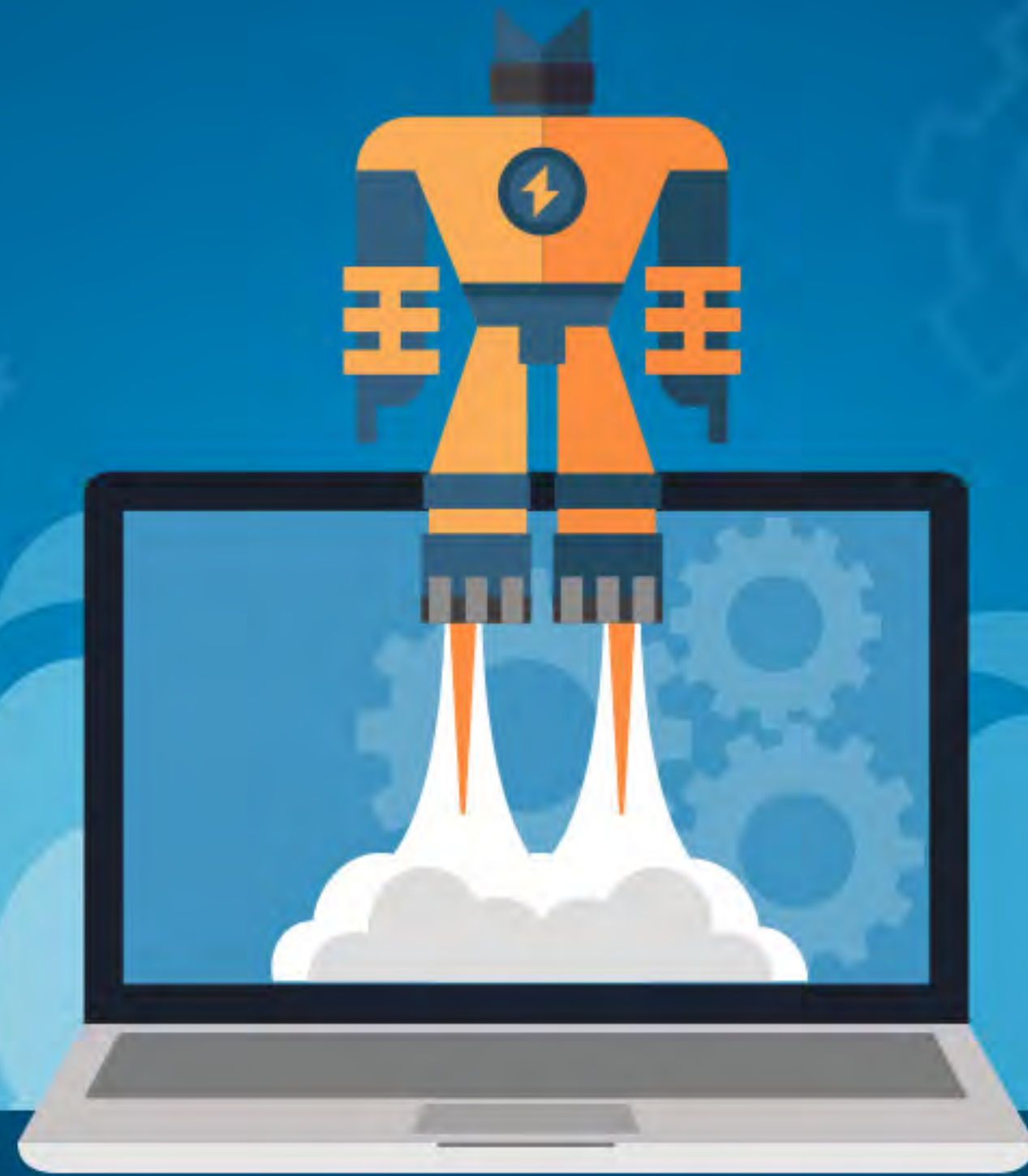




eBook



The Time-Strapped IT Pro's Guide to Getting More Done

**AUTOMATE EVERYTHING**

# Introduction

This eBook highlights the top three ways Kaseya's powerful automation capabilities give you back control of your IT operations, so your users, senior management – and your team – are happy and productive.

- 1** Say Goodbye to mind-numbing time-consuming maintenance.
- 2** Say Hello to automated, no-touch remediation.
- 3** Fight crime. Really.

In today's fast-changing IT landscape, business execs should turn to IT, as a valued strategic partner, for counsel on how best to take advantage of emerging business opportunities. But, ironically, IT doesn't have time to sit at the table. There's just too much to do, and too few resources to get it all done in time. In fact, in a recent survey of IT professionals at mid-sized companies, 90 percent said that their number one challenge is getting their IT projects done in time.<sup>1</sup>

So, what's the best way to wrestle back control of your IT ops, get off an endless cycle of crisis management, and free up time to work on strategic IT projects that actually move the needle for the business?

We have one word to say. Just one word: Automate. Everything.

So, actually, you know...two words.

But this isn't your father's automation. You need automation that goes beyond simple tasks that can save you some time here and there (as important as that is) toward a powerful platform that enables automation of any IT management process you can think of. You need Kaseya.

Kaseya was founded to help resource-strapped IT groups get stuff done faster, simpler, and with time to spare by empowering you to: automate everything, command centrally, and manage remotely.

# 1 Say Goodbye to mind-numbing, time-consuming maintenance.

It's not that mind-numbing, time-consuming maintenance tasks such as patch and anti-malware management, software updates and routine audits are going away. They are essential to making your IT environment reliable and secure.

It's just that you and your team shouldn't have to do them manually anymore.

With Kaseya, many automation capabilities come ready to deploy right out of the box. You'll see immediate improvement in your work environment from saving time to improving efficiency to increasing system reliability with little or no configuration work.

## HIGHLIGHTS

- Automate and schedule patch management to minimize network impact
- Audit your entire IT infrastructure and environment continuously and automatically
- Ensure standardized software and system deployments and updates





Say Goodbye to mind-numbing, time-consuming maintenance.

## Simplify patch management.

Ensuring patch and software updates are routinely and completely applied in a timely manner can be difficult. Research estimates that, in 2014, 7,038 new vulnerabilities were discovered in applications and operating systems, averaging 19 new threats a day.<sup>2</sup> Kaseya allows you to take back your work week and keep your systems current by automatically downloading and installing patches at the press of a button, based on predefined patch policies and schedules that minimize network impact. Just like that, a process that used to take days is reduced to minutes.

## Guarantee standard, up-to-date deployments.

It's easy to skip a step or make some other error when routine tasks are done manually. With automatic auditing and monitoring, you know your entire infrastructure is appropriately standardized and up-to-date. Configure policies so that third-party applications are current, new users are appropriately set up, and all systems are configured according to Standard Operating Procedure.

## Increase end user efficiency.

With Kaseya, you can automate routine maintenance including disk defrag, disk cleanup, browser history cleaning, and many other actions. In addition, you can be alerted to issues such as machines with low memory, open network file shares, or other characteristics, so that you can fix these issues before they cause problems for your users. And reports provide a summary status of your entire environment.



*“The automation and patch management capabilities of the solution enabled us to consolidate our IT management by automatically keeping servers, workstations and remote computers up-to-date with the latest important security patches and updates. In fact, the solution offered everything we needed to revolutionize our approach to IT management.”*

**Corné Els**

Systems Manager at Babcock

<sup>2</sup> “The Most Vulnerable Operating System In 2014 Is Apple’s Mac OS X.” Microsoft News. February 23, 2015.

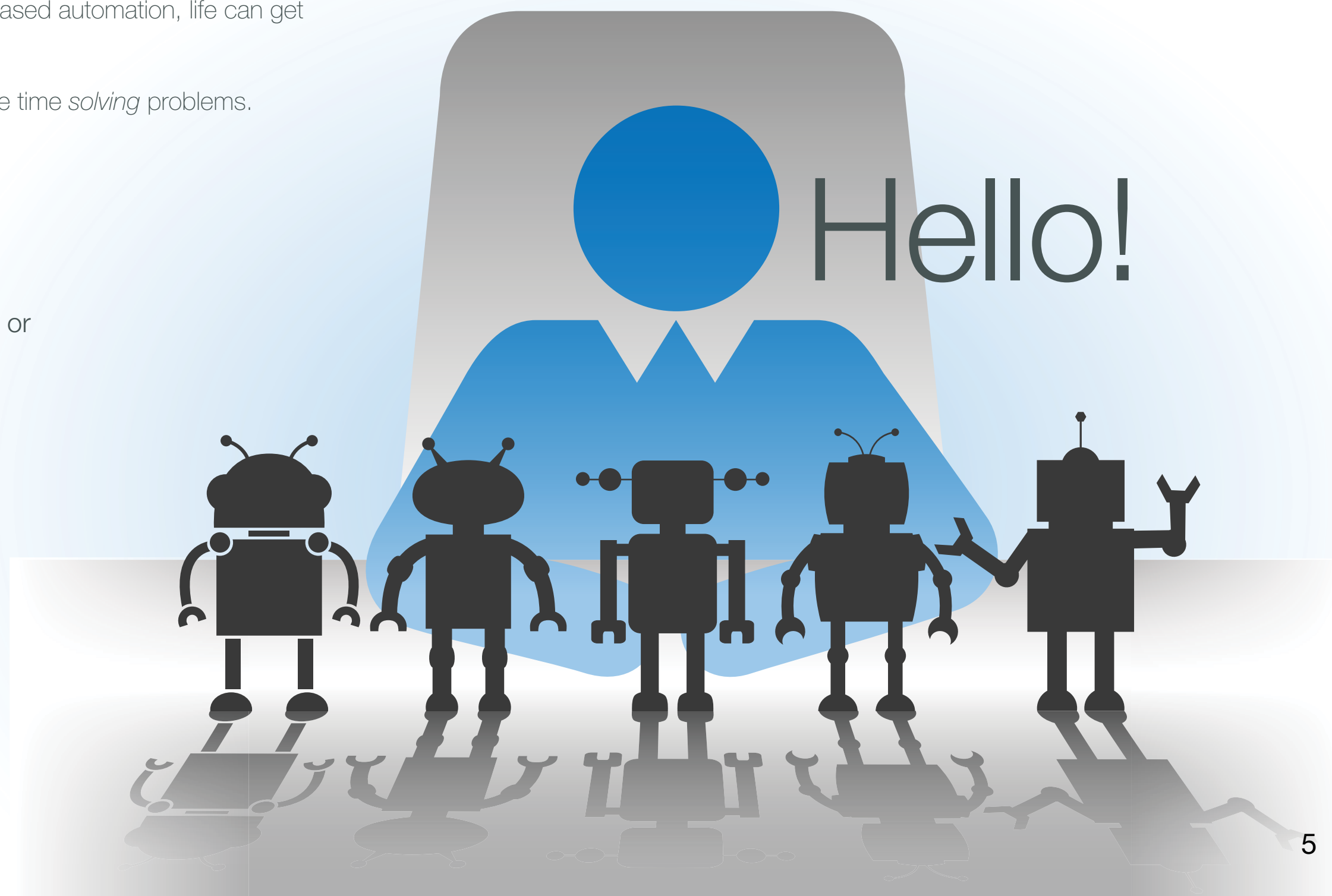
## 2 Say Hello to automated, no-touch remediation.

Out-of-the-box automation is great, but it's just the start. What operational tasks do you dream of automating? With Kaseya's policy-based automation, life can get as interesting (in a good way) as you can imagine.

So you can spend less time *fixing* problems and more time *solving* problems.

### HIGHLIGHTS

- Quick, reliable remediation that automatically troubleshoots common problems
- Automatic ticket creation to document the fix, or escalate if remediation doesn't work
- Proactive testing and Quality of Service (QoS) monitoring of critical enterprise apps





Say Hello to automated, no-touch remediation.

## Policy-based minions fix problems so you don't have to.

Automatic monitoring and auditing can alert you to issues that need attention. But wouldn't it be better if the system fixed common problems on its own, and then just let you know about it? For example, if the system detects a downed server, it could try to reboot it or reroute traffic to another server. In another example, you could have it re-run backups when it detects a failed backup alert.

## But minions who keep you in the loop.

Look at these policy-based automation procedures as another member of your team. When the system reboots a server or re-runs a backup procedure, it can also automatically open a ticket so you have complete insight into, and a complete record of, that event. In addition, if the automated fixes don't work, the system can escalate the problem. For example, if the server didn't come back online after the reboot attempt, then the appropriate administrator is notified via an automatic ticket with a complete history and diagnostics of the event to help with root-cause analysis.

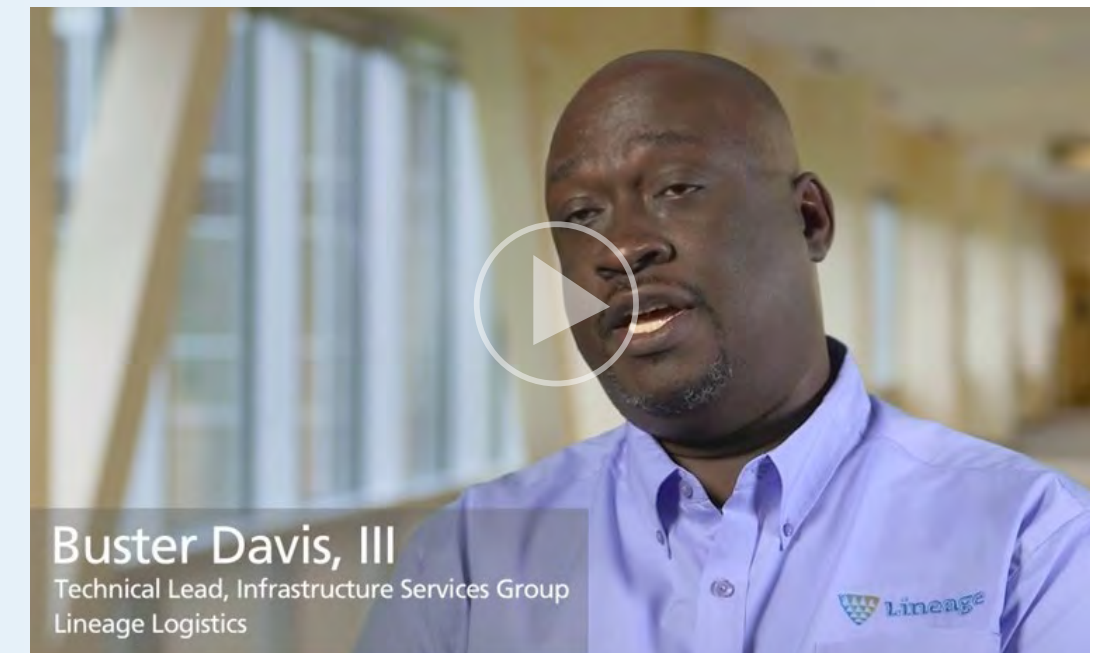
## Look for trouble now to avoid trouble later.

You can create procedures to make sure all applications running on your systems are company-approved and running to spec. For example, have Kaseya automatically start applications, such as your Exchange server, and monitor for QoS deviations. Non-compliant applications can be automatically updated to come back into compliance to improve device performance and remove any potential security issues. If non-approved apps are found, you can be alerted or have those apps removed automatically as well.



### *If you think it, you can do it.*

Listen to Buster Davis of Lineage Logistics as he explains how Lineage leverages Kaseya's automation capabilities so that he and his team can "move on to bigger and better things."



# 3 Fight crime. Really.



Talented IT folks are creative problem-solvers, and a good automation solution should support you in realizing your ambitions.

With Kaseya, get as creative as you want by combining out-of-the-box capabilities with light scripting.

## HIGHLIGHTS

- Locate lost or stolen laptops
- Seamlessly move between management functions in a single-pane-of-glass console
- Free up time for your team to tackle more strategic IT projects



## Mobile Workforce and Security: You Can't Afford NOT to Automate.

Your users and your data are becoming more distributed and dispersed every day. Enterprise mobile app activations are now growing at almost 160 percent annually<sup>3</sup>; and two-thirds of companies expect to have over 50 percent of their workload in the cloud (including SaaS) over the next two years.<sup>4</sup>

In this 'wild west' of interconnectivity and dispersion, security can take a hit. More than one-third of all data-leakage-protection policy violations occur on mobile devices.<sup>5</sup>

So, it's no surprise that the most common security risk for companies of all sizes are end users, who are also vulnerable to phishing and social-media-based attacks. The next most common risk is compromised passwords, which also involves those pesky end users.<sup>6</sup>

Automation is no longer a nice-to-have in today's world. It's a basic requirement to make sure human error, fatigue and procrastination don't expose your company's systems and data. The risks are just too high. Over half of small businesses go out of business within six months of a security breach since they don't have the resources of a Global 2000 company to weather the repercussions.<sup>7</sup> With automation, you can:

- Minimize the risk of password-related security breaches by automatically changing and expiring passwords
- Ensure all patch and malware updates are installed on distributed systems
- Isolate detected malware attacks quickly onto a quarantined server
- Get automatically alerted to unusual patterns of user behavior or access

<sup>3</sup> Muncaster, Phil. "Enterprise App Activations Soared 160% Last Year." Infosecurity Magazine. May 12, 2015.

<sup>4</sup> "State Of The Market: Enterprise Cloud 2014." Verizon. 2015.

<sup>5</sup> "Netskope Cloud Report." Netskope. October 1, 2014.

<sup>6</sup> "2015 Security Outlook: Meeting Today's Evolving Cyber Threats." QuinStreet, Inc. 2015. Threats

<sup>7</sup> Wall, Travis. "Cyber Insurance Offers More Than Just Protection Against External Cyber Attacks." Entrepreneur. May 11, 2015.



Fight crime. Really.



## Catch the bad guys.

While Kaseya's remote capabilities let you wipe company data and apps off stolen devices, wouldn't it be better to catch the bad guy? You can create procedures that automatically capture desktop screenshots and even pinpoint the geographic location of a laptop using Google location APIs. A Kaseya customer has used this automation, while working with local authorities, to surprise a laptop thief updating his Facebook account in a coffee shop.

## Leverage management module integration.

Here's where your automation can really sing, as management modules share information seamlessly. Integration enables a more fluid, flexible, accurate and complete IT systems management strategy where everything is conducted in concert, and each module acts as an instrument contributing to the overall health of the IT environment. For instance, asset information can be automatically gathered and compared against approved configurations. Any non-compliant apps, or "bloatware," can be automatically cleaned up and a ticket shared with the help desk. Using Kaseya and this specific automation procedure, Howard Hughes Corporation reduced help desk tickets by 50%.<sup>8</sup>

## Triple your team of administrators.

By using the full power of Kaseya's automation abilities, it's almost as if you tripled your team of administrators. So, put Kaseya on auto-pilot and let it take care of most of your basic maintenance. Companies using Kaseya automation routinely can manage thousands of endpoints per technician, versus only a few hundred when automation is less fully deployed.<sup>9</sup> Then, let your team spend more time identifying innovative ways IT can drive your company's strategic business goals.

*"We have to run a pretty tight ship to keep product moving on our aggressive timetable, especially since most of our products are custom-designed or industry-specific. Kaseya gives us the control and flexibility necessary to keep the gears running at all cylinders. The business depends on it."*

**Eric Ferry**

IT Manager for Advanced Motion Controls

<sup>8</sup> Hayes, Tom. "How Remote Management Turns IT Professionals into Heroes." Kaseya Blog. June 27, 2014.

<sup>9</sup> "IT Operations Benchmark Survey 2015." Kaseya. June 2015.

# Summary and Next Steps

Happy users = happy staff. It's a simple equation, but not always that easy to achieve.

But with Kaseya, you can. This eBook highlighted the top three ways Kaseya's extensive automation capabilities give you back control of your IT operations, so your users, management – and your team – are happy and productive.

Find out how you can get even more done in IT with Kaseya's IT systems management and security solutions:

## Are you an Automation Rock Star?

Find out by checking out this [IT Automation Cheat Sheet](#).

## Take back control.

Find out how Kaseya's capabilities help you [Manage Remotely](#) and [Command Centrally](#) to save even more time.

**Try it!**

Take Kaseya for a spin.  
Sign up for a free trial.



Kaseya is the leading provider of cloud-based IT management software. Kaseya solutions allow Managed Service Providers (MSPs) and IT organizations to efficiently manage IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower MSPs and mid-sized enterprises to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions are in use by more than 10,000 customers worldwide in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya is privately held with a presence in over 20 countries. To learn more, please visit [www.kaseya.com](http://www.kaseya.com)

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