

# Sagiss Streamlines Office 365 Administration with Kaseya 365 Command

The ability to efficiently manage Office 365 mailboxes positions the MSP as a leader in cloud adoption

## Aligning Managed Services to Future Customer Needs

Jim Lancaster, co-founder and CTO of Sagiss, has little doubt that IT is moving to the cloud. Applications are migrating to public infrastructure where they can be delivered as a service to anyone, anywhere on any device. He sees email as the first to undergo widespread cloud migration, expecting 80 to 90 percent of Sagiss customers to be on Office 365 within the next two years.

The problem, however, will be how to efficiently manage mailboxes in the cloud. While Exchange is relatively easy to set up and manage, processes for setting up and deleting users, setting permissions and reconfiguring passwords are buried in a labyrinth of dials and buttons in the Office 365 administration panel. The UI is constantly changing and administrators have to also be experts in Sharepoint and PowerShell and undergo extensive training to manage the mail platform. Lancaster had to dedicate senior-level technicians to manage the migrations from Office Exchange to Office 365. Most customers decided the added complexity and cost wasn't worth the effort.

"Moving to the cloud has some great incentives—accessibility, scalability, and flexibility—but managing Office 365 mailboxes was an absolute nightmare and a major burden for us and for our clients," Lancaster said. "It was so bad that we couldn't recommend Office 365 to our customers."

## Clearing the Management Roadblocks to Cloud Adoption

Serendipity struck when Sagiss' lead service desk technician Javier Caporal heard about Kaseya's 365 Command, a new Office 365 management solution, as he was struggling to archive mailboxes for a customer that was downsizing. After gaining access to the 365 Command console, he pressed a few buttons and completed an archive task in a few hours—a process that would have taken him days using the Office 365 administration panel. Curious, Caporal started to investigate the solution's other management features and quickly realized the time savings and benefits it could provide. Now, Sagiss uses 365 Command to streamline the management of more than 1,000 mailboxes for a dozen customers, using the tool to set up and delete users, set permissions and quotas and reconfigure passwords—saving the MSP hundreds of hours per year in administrative costs.

"Every tool that an MSP takes on has to do one of two things," Lancaster said. "It has to add value to the service stack that justifies raising prices, or it has to save technicians enough time that they are noticeably more efficient in the way they deliver services. 365 Command saves my staff so much time—just on that one archive feature alone—that it is more than worth the investment."

Other features, according to both Lancaster and Caporal, only further justified using 365 Command to manage Office 365 mailboxes for its customers. The solution's auditing capabilities allow Sagiss to investigate its customers' Exchange environments to determine the amount of users and mailboxes currently licensed to discover any inconsistencies or unnecessary clients. This alone gives Sagiss a powerful tool to show customers how they can streamline their mail use and save money. The reporting feature also allows Caporal to consolidate four reports into one executive report that he can use to arm the account team, the management team and field technicians as they interact with customers.



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### Kaseya Customer

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### Problems

- Office 365 administration panel is complex and requires expensive tech resources
- Management issues made cloud adoption cost-prohibitive

### Solution

Kaseya 365 Command

### Benefits

- Able to expand managed services to include Office 365 administration
- Tasks that used to take hours or days are now completed in minutes
- Management efficiencies lead to lower costs for customers and higher retention



Overall, however, the main benefit is streamlining the day-to-day maintenance of customers' Office 365 accounts. Tasks like adding a mailbox, setting permissions and quotas and changing passwords are done with a few clicks on a single screen. 365 Command also eliminates the hassle of keeping track of Microsoft's many Office 365 Tenant updates—of which there have been 10 in the past two years, estimates Caporal—by retaining a record of all processes, procedures and policies that can be rolled over and implemented immediately after an upgrade.

The 365 Command interface is easy, intuitive and doesn't require Sharepoint or PowerShell training, meaning that any Sagiss technician can administer an account at any time—a major cost savings for customers that are often leery of paying for senior expertise for something as seemingly as simple as managing a mailbox.

## Enabling Cloud Adoption

365 Command allows Sagiss to extend its managed services offering to include Office 365 management to customers at a cost that they can afford—paving the way for cloud adoption. At the same time, Sagiss is able to staff more efficiently while eliminating unnecessary overhead and costs, freeing up resources for other, more revenue-generating projects.

"We're able to make sure our customers get what they want and we're able to service them in a consistent and cost-efficient manner," Lancaster said. "Our customers are happy because we've saved them time and money, and they're more likely to spend budget on upgrades and other services."

As mail continues to migrate to the cloud, Sagiss is in a prime position to efficiently manage Office 365 for customers without breaking the bank. 365 Command resolves these management pain points in the background and makes it easier to deliver complete managed services to clients—no matter what their current and future needs entail.

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**Jim Lancaster**  
CTO, Sagiss

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## ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to mid-sized businesses. Kaseya allows organizations to efficiently manage and secure 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 businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland 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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