

# Kaseya helps MSP become the largest nationwide IT service provider for SMBs and mid-sized enterprises.

All Covered's Unified Management platform uses Kaseya as an important ingredient.

Traditionally a provider of multi-function product (MFP) solutions, Konica Minolta wanted to get into the IT managed services space, realizing that a robust services portfolio could provide a steady stream of recurring revenue for the company. At the same time, All Covered, an IT managed services provider outside of San Francisco, was quietly building a national presence, expanding into metropolitan areas around the country while working with companies that were forward looking and eager to expand. It was a match made in heaven, and Konica Minolta acquired All Covered in 2011, creating the only IT managed services provider for small-to-medium businesses and mid-sized Enterprises with a national reach.

"Konica Minolta saw an opportunity to expand into the IT services and support business and needed a partner with the expertise and experience dealing with the problems that plague businesses," said Mike Verner, Vice President, Central Services for All Covered. "For us, it was simple. Konica Minolta gave us a trusted well-known brand and opened up all sorts of doors across the country."

### Continuing to Build the Business and Acquire Service Providers

The rebranded All Covered, a division of Konica Minolta Business Solutions U.S.A., Inc. quickly grew into a nationally respected provider with operations in nearly every metropolitan area in the country. To create a truly integrated company, All Covered needed to standardize its IT services and support across the entire organization, so that a client in Tempe, Arizona would receive the same level of support as a client in Manhattan. It did this through developing its Unified Management platform as part of the All Covered Care recurring support contract.

### Standardizing IT Systems Management on a Single Platform

After reviewing best practices from its field offices and acquired companies, All Covered combined its own expertise and in-house developed systems with a range of best-in-class industry tools. For automated system management, it selected Kaseya. An automatic and remote IT systems management solution, Kaseya gives administrators complete access into and control over the service provider's 45,000 client systems distributed throughout the U.S. The solution combines disparate management functions—from patch management to end point security and data protection—on a single pane of glass.

Through the All Covered Unified Management system, the company's engineers are able to create policies and apply them to groups of machines. The systems are continuously monitored to make sure they are in compliance of the established policies, ensuring patches are installed and the systems are up to date with the latest security settings, are running the appropriate—and only the appropriate—software and are operating optimally based on pre-set performance and availability thresholds.

"Our Unified Management platform, and the Kaseya technology it includes, allows us to be proactive," Verner said. "If we detect that a machine is not in compliance with our policies—



All Covered®

A division of Konica Minolta Business Solutions USA Inc.

### Kaseya Customer

All Covered, a Division of Konica Minolta Business Solutions U.S.A., Inc.  
Foster City, Calif.  
[www.allcovered.com](http://www.allcovered.com)

### Industry

Managed Service Provider

### Employees

750+

*"Kaseya's technology increases the power of our All Covered Unified Management platform. We see the benefits in the stability of our clients' networks."*

### Mike Verner

Vice President, Central Services, All Covered



Kaseya

[www.kaseya.com](http://www.kaseya.com)

whether it's an uninstalled patch, memory has spiked, or a particular event log occurs—the software automatically creates a ticket and either takes corrective action itself or elevates the issue to one of our engineers who then has the visibility to go in and troubleshoot the problem quickly before it impacts user productivity. We have made a considerable investments in building two Remote Support Centers in Phoenix and Denver with true 3-shift 24/7 coverage. We feel it is the team of more than 60 engineers that run the centers that really set us apart from the competition. But great teams need great tools, and Kaseya has some of the best.”

For example, All Covered has historically employed engineers whose job it was to install patches on hundreds of systems all night, every night of the week. The team would move from one patch to the next, identifying the appropriate machines, making the required system updates and pushing out the patch to one machine at a time. Now, systems that are not in compliance of patch policies are detected and automatically pushes out the updates overnight. Systems that aren't patched correctly are identified as being out of compliance and are immediately resolved by its national help desk. According to Verner, those engineers now come in during normal hours and spend their time on client-facing initiatives.

### A Service Provider with National Reach

As a result of standardizing IT systems management through Kaseya, All Covered, a Division of Konica Minolta Business Solutions U.S.A., Inc, is able to provide consistent IT services to a number of clients spread out across the U.S. The company can continue to grow—whether organically or through acquisition—and scale its service delivery strategy as it sees fit.

“As a company with national reach, we need to have the ability to scale quickly without degrading our level of services,” Verner said. “Kaseya helped us build our Unified Management platform from which to deliver high quality services anywhere our clients may be.”

Kaseya gives All Covered a solid foundation in which to bring the new client environments and employees on board. Administrators can deploy the Kaseya agent in several minutes, get a complete view of the managed environment and start applying existing policies to groups of machines. The new systems are automatically managed exactly the same as machines in pre-existing client environments.

“A standard platform like Kaseya gives us the flexibility to be more creative,” Verner said. “We can write scripts, automate processes and create operational efficiencies. Instead of worrying about whether the latest OS version is deployed, we can concentrate on projects that make our clients' businesses run more smoothly.”

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### About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

Go to [www.kaseya.com/download](http://www.kaseya.com/download) for a **FREE** trial.

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### Business Challenges

- Deliver consistent IT services to diverse end users across the U.S.
- Provide broad remote management capabilities as part of a Unified Management solution

### Solution

Kaseya Managed Service Automation Solution

### Service Category

- Business Continuity Services
- Security Services
- Monitoring Services
- Service Delivery and Support Services

### Core Benefits Delivered

- Enable automated patch management across a broad client base
- Automated deployment and management of backup and anti-virus software

### Summary Benefits

- Kaseya is a key ingredient in All Covered's Unified Management platform
- Customer service is the same for all clients across the board—regardless of branch office or location
- Less time spent on manual tasks and more time spent on strategic projects

