



Kaseya Consulting Services: Customized to Meet Your Unique Needs

Your success is our success. We offer a range of professional services designed to support you in meeting your specific goals. Our full suite of consulting services can be customized to meet your unique business and technology needs at any stage of your customer journey.

Custom Services for Your Unique Needs

Whether you are looking for help with a systems upgrade and migration, consolidation and relocation, operations augmentation, system and process documentation, or any other need, our expert consulting team is here to help.

Work with our services team for discrete projects requiring as little as a half a day, or consulting for large multi-phase projects. We'll start by reviewing your goals, infrastructure and technology automation needs to assess and identify project priorities. Then, we'll deliver a project Statement of Work (SOW) outlining project goals, deliverables, duration and costs.

Engagements will cover best practices, management methods, implementation and deployment plans, and overall automation. This includes reviewing available Kaseya Content templates/policies and configuration of appropriate templates/policies to meet your identified business requirements.

Examples of common Kaseya Consulting Services engagements include:

- Adding new Kaseya VSA modules (such as Service Desk)
- Conducting advanced agent procedures
- Configuring periodic health-checks
- Customizing internal training agendas
- Developing and implementing IT management best practices
- System installation and configuration
- Developing and testing new automation
- Integrating third-party applications
- Upgrading and/or migrating systems

Please note that there is a 3-consecutive-days minimum for on-site consulting engagements. Otherwise, the consulting engagement will be delivered remotely.

Proven 4-step Methodology

All our consulting engagements take advantage of a proven four-step methodology to ensure effective, streamlined project management.

Implementation Kick-off

- Introduction to implementation methodology and process
- Implementation readiness review
- Server infrastructure readiness review (where applicable)

Planning, Implementation and Deployment

- Develop recommendations, designs and solutions
- Assistance with automation configuration and development
- Assistance with testing, piloting, implementation, migration and deployment
- Knowledge transfer and transition assistance
- Documentation, guides, procedures, automation and other work files

Project Closure

- Formal implementation closure (project sign-off)
- Support hand-off

Product, Add-On and Transformational Training

- Learning Management System including free videos and recorded webinars and how-tos
- Formal certification education workshops (optional depending on program)
- Access to the Kaseya community at <http://community.kaseya.com>

About Kaseya

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

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