



BMS
by Kaseya



VSA
by Kaseya

Saving critical time and money
in a way no other combined
solution can.

GAIN THE ADVANTAGE: A PERFECT HARMONY BETWEEN PSA AND RMM

While the highest-performing MSPs possess highly experienced professionals and superior business acumen, the ways they successfully leverage technology is what often gives them the most notable edge over competitors. At the cornerstone of every successful MSP's technology toolkit resides robust professional services automation (PSA) and powerful remote monitoring and management (RMM). Merged, their potential operational advantages can be remarkable. With thoughtful integration, the combined solution delivers far more than the sum of its parts. Kaseya offers next-generation PSA with BMS and the industry's most powerful RMM with VSA. Together, they empower MSPs to optimize their daily operations – saving critical time and money in a way no other combined solution can.

WHAT'S WRONG WITH MY CURRENT PSA + RMM SOLUTION?

MSPs are in a highly competitive environment where margins are squeezed, and customers churn. To their disadvantage, many MSP owners are unknowingly wasting both time and money utilizing a suboptimal platform structure.

RMM combined with PSA from ConnectWise or Autotask

- ❌ **Inefficient:** Too many clicks to execute common tasks
- ❌ **Clunky:** Difficult to learn and train on due to a non-intuitive interface
- ❌ **Repetitive:** Lots of duplicated data that must be reconciled
- ❌ **Manual:** Tedious additional steps required of techs to uphold SLAs
- ❌ **Dependent:** Relies on expensive external point solutions and third-party support

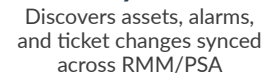
Bottom Line: Poorly integrated PSA + RMM solutions are costly to MSPs

BMS + VSA by Kaseya

- ✓ **Efficient:** Clean, task-centric user interface
- ✓ **Streamlined:** Built from the ground up using modern design standards leading to easy training and adaptation
- ✓ **Precise:** Tickets are automatically deduped
- ✓ **Automated:** Smarter ticket/asset management to quickly automate time-consuming tasks
- ✓ **Natively Integrated:** Stable API-based integration between RMM and PSA that's simple to configure

Bottom Line: Thoughtfully integrated BMS + VSA allows MSPs to maximize margins, reinvest in their business, and fuel growth

Differentiating features attributed to **40% faster** resolution:



5 work days a week

+10 minutes per day

2,500 minutes/60 = 42 hours/year

50 work weeks in a year



KASEYA LIVE CONNECT

- ✔ **Real-Time Direct Access to Valuable Assets:**
 - Allows you to launch directly into remote sessions from BMS tickets and assets
 - Auto-generates tickets from VSA alarms with asset attached
- ✔ **Next-Generation Discovery:**
 - Delivers the deepest level of device fingerprinting available on the market today, putting the best data (e.g., patch history, age, and last disk defrag) into your techs' hands by embedding critical information directly into the related ticket



VSA offers MSPs the most advanced automation capabilities in the industry, which when integrated seamlessly with BMS, significantly enhances PSA workflows and capabilities. The result? MSPs are able to **cut the volume of support by over 30%** – allowing you to scale your business quickly without adding technician headcount.

- ✔ **Automatic Asset Sync:**
 - All of the assets you discover in customers using VSA get carried over to BMS. By automatically syncing discovery assets, alarms, and ticket changes across your RMM and PSA, you'll ensure that your PSA is always up-to-date with your customer requirements.
- ✔ **Automatic Ticket Dedupe:**
 - Eliminate the need to manually deduplicate unnecessary tickets cluttering your workflows. Your techs will be more productive and deal only with real issues instead of wasting time on duplicate problems and administering the system (e.g., merging data/tickets).



Kaseya is the leading provider of complete IT management solutions for managed service providers (MSPs) and midsize enterprises. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage and secure IT. Offered both on-premise and in the cloud, Kaseya solutions empower businesses to command all of IT centrally, easily manage remote and distributed environments, and automate across IT management functions. Kaseya solutions manage over 10 million endpoints worldwide. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.