See all. Know all. Do all.
From one cohesive view.

THE CHALLENGE

Most MSPs leverage products from multiple vendors, which leads to disparate systems not working together, resulting in inefficiency and lowered productivity. The impact is even more acutely felt when customer support issues arise, and the technician must gather the required information from multiple sources to determine the root cause and the solution. While the back-office functionality sits in a professional services automation (PSA) tool, the device information rests in the remote monitoring and management (RMM) solution, and documentation hides somewhere in a Word document.

Then it gets worse. The technician must get into the RMM solution to remotely log in to the client's device to fix the issues and then follow up with ticket resolution in the PSA tool. Going to different products to complete a given workflow is frustrating and time consuming. Even the smallest mistake can derail the entire process. It not only brings down customer satisfaction, but also puts SLAs on the line. **At the same times there is**

- ⊘ *No guarantee of finding the required information*
- ⊘ *A lack of documented standard operating procedures*
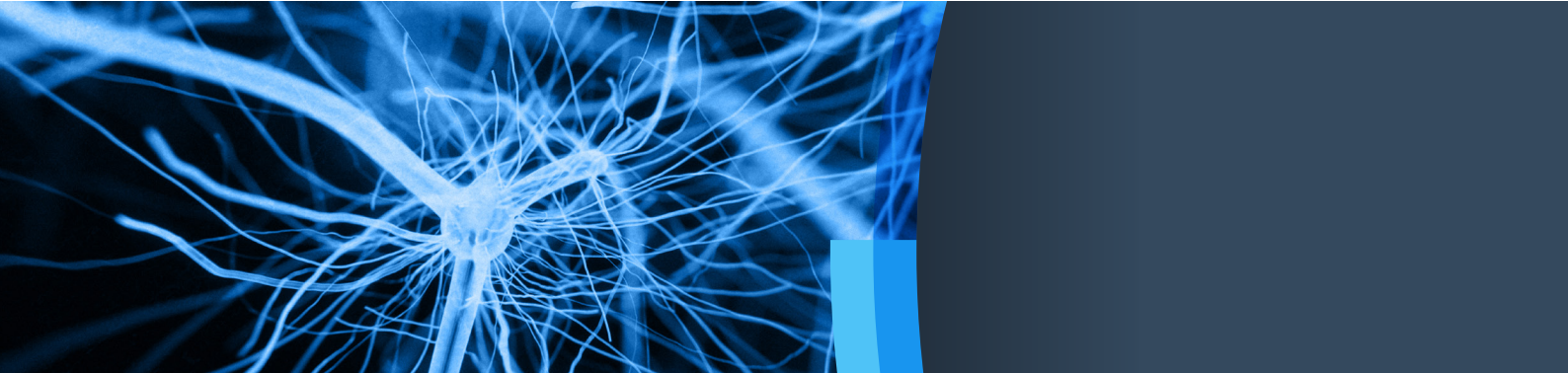- ⊘ *Ample room for human error*

RESULT? No consistency in process, workflow, or customer experience for clients.

THE SOLUTION: AN OMNI ECOSYSTEM WORKFLOW FROM KASEYA

Successful MSPs know that the best results are realized when RMM, PSA, and IT Documentation work cohesively together, providing visibility and functionality for any work stream being managed while also offering the freedom to switch between applications without forcing a specific product path. Not just that, it lets you do all this without fear of lost information and an entire workflow that drives the most efficient technician-to-endpoint ratio.

Remote Monitoring & Management

IT Documentation

OMNI-MSP

Professional Services Automation

Kaseya VSA is an RMM solution that empowers your MSP business with all the essential functions you need. With VSA, you can manage both endpoints and infrastructure, scale using included automation, and increase the speed and efficiency at which your technicians function.

Kaseya BMS is a next-generation PSA solution built specifically to help MSPs spend more time selling and delivering services, and less time on non-revenue-generating tasks like billing and project management.

IT Glue allows MSPs to puts contextual information at the technician's fingertips, enabling them to centralize and standardize documentation for IT processes, applications, devices, passwords, and other IT assets. Critical information can be stored securely and efficiently, and be readily accessible for those who need it when they need it.

OMNI MSP

Kaseya provides your MSP business with a complete solution stack to maximize technician efficiency, leading to better customer satisfaction. A cohesive RMM, PSA, and IT Documentation solution enables you to manage all essential MSP functions from a single pane of glass. A solution that does not tie down your technicians with linear workflows, and instead allows them to defy the traditional barriers of interface dependency by giving them the freedom to switch between applications how and when they want. No information lost and no workflows broken. Your technicians have all the information they need, when and where they need it, with seamless visibility and functionality for any work stream they are managing.

WANT TO SEE COST SAVINGS FROM EFFICIENCY?

Measure and monetize the performance of every dollar that you spend. Use our ROI calculator to see how much you can save in dollars and time by deploying a Kaseya solution. **Calculate the ROI** of your move and decide for yourself.

GET STARTED WITH VSA TODAY ...

And see for yourself how you can achieve real technician productivity. Find out why thousands of MSPs use Kaseya solutions every day to get more IT done. But don't take our word for it.

Sign up for a demo of VSA.

PRODUCT BRIEF