



*See All, Know All, Do All with  
One Cohesive View*



## THE CHALLENGE

IT departments in midsize companies are usually staffed by IT generalists that have to manage many different IT functions. They face many challenges. Chief among these are the issues that come with using lots of non-integrated tools and lack of scalability. Non-integrated and unintuitive point solutions result in lower technician efficiency, which results in poor service delivery to the business and higher operating costs. A critical need is having the ability to quickly create, manage and resolve service tickets.

To meet these challenges, businesses are focused on:

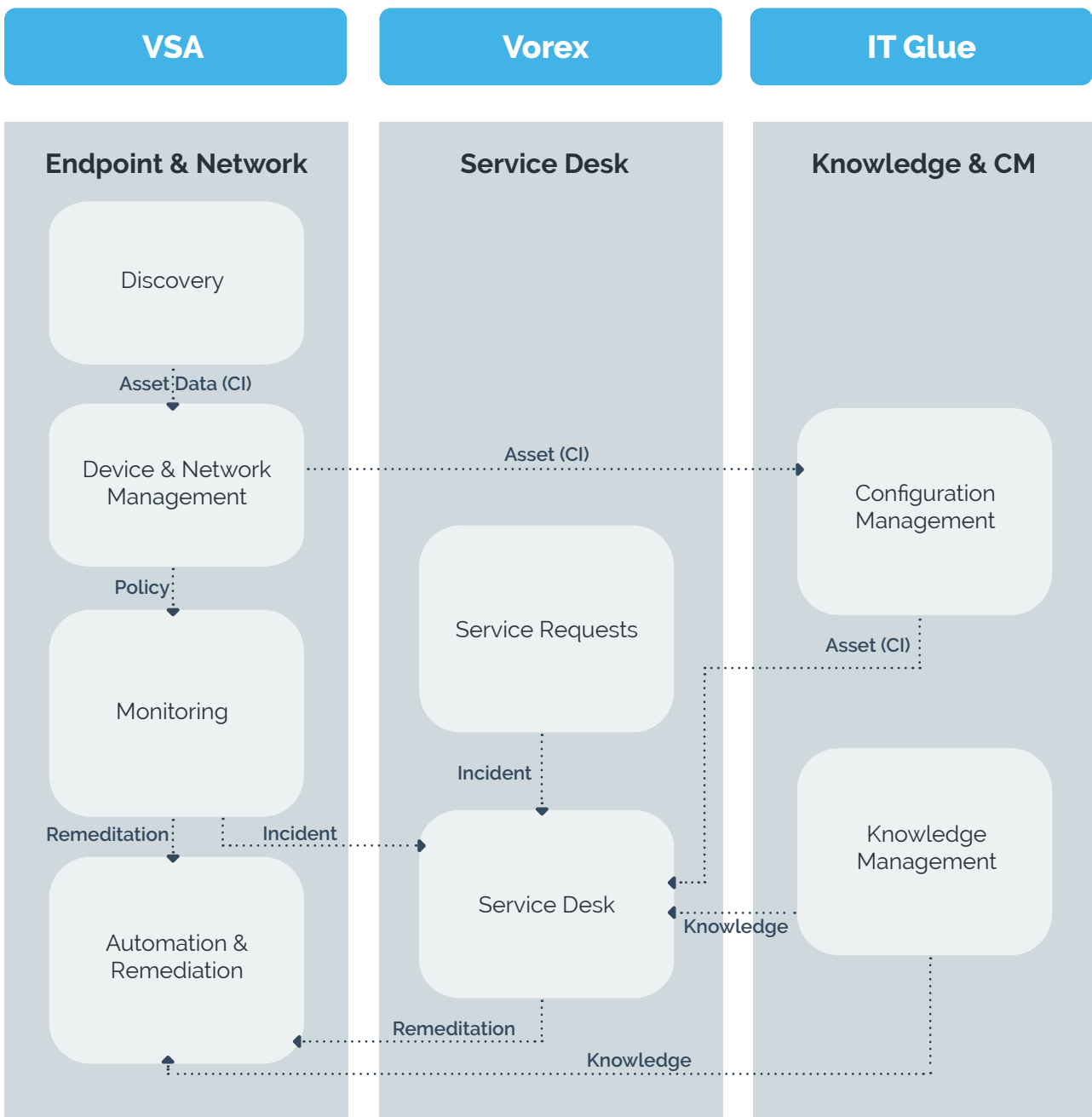
- Using more integrated and efficient tools to boost productivity
- Meeting Service Level Agreements (SLAs) and improving user satisfaction
- Implementing tools that can scale with the business

## THE SOLUTION: VOREX AND OMNI IT FROM KASEYA

Omni IT is a single integrated platform that brings together service management, endpoint and network management, security, and knowledge and configuration management. Vorex is Kaseya's service desk solution and is a central component in our Omni IT platform. Omni IT is designed for multi-functional IT teams and IT generalists to provide unified IT management.

Improve security and IT productivity, reduce risk, and drive business growth with Omni IT





Kaseya's Omni IT Platform



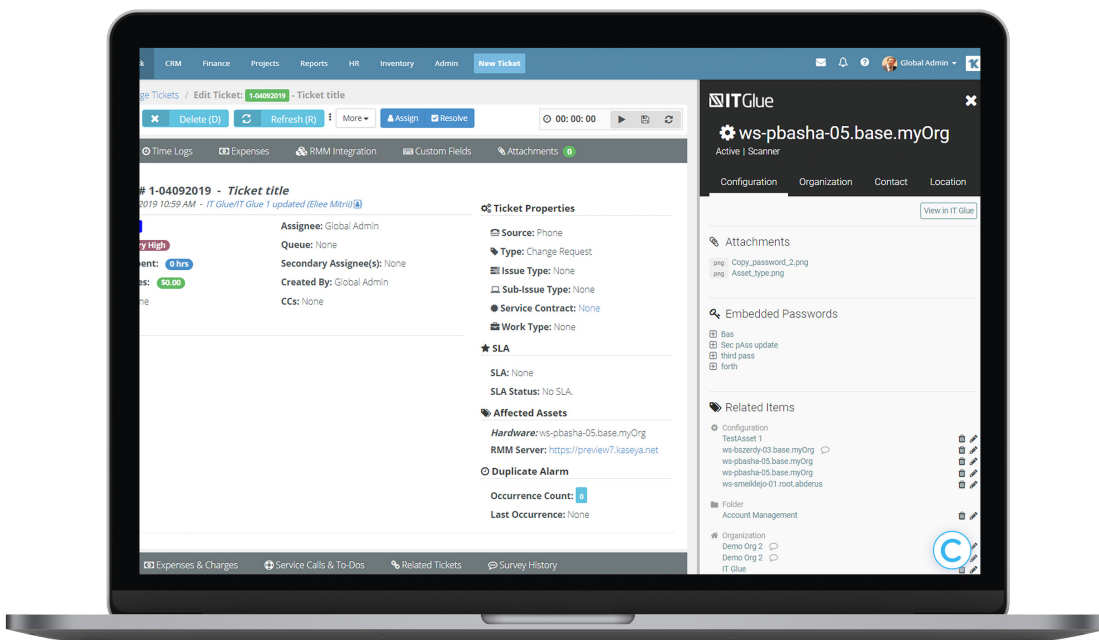
## VOREX IS A KEY COMPONENT OF KASEYA'S OMNI IT SOLUTION

Vorex Service Desk enables midsize businesses to **easily create, manage and resolve all of their service requests**. It works seamlessly with VSA, IT Glue and VoIP systems for more efficient IT operations.

The IT Glue knowledge and configuration management solution is tied tightly to both Vorex and VSA. This makes the asset information and IT process documentation available right where you need it, when you need it.

## VOREX INTEGRATED SOLUTIONS

- **Vorex and VSA** – Vorex is integrated with the VSA endpoint and network management solution. This seamless integration allows technicians to use VSA Live Connect to remotely access any end-user device at the click of a button. Quickly resolve service tickets via Live Connect. The VSA Monitor module can also automatically create service tickets in Vorex.
- **Vorex and VoIP** – Vorex integrates with Voice over IP (VoIP) tools. When a user calls your support line, the VoIP system will automatically identify the caller and can display information about the caller in Vorex. Create a service ticket at the push of a button with relevant information pre-populated.
- **Vorex and IT Glue** – The integration with IT Glue provides enriched asset information right in Vorex. This complements the asset data already available from VSA asset discovery and inventory. Access IT processes, passwords and documentation related to the asset or organization in under 3 clicks. Better data means faster resolution of service tickets and better service delivery.



Vorex - IT Glue integration



## VOREX INCLUDES:

- A Service Desk dashboard that provides real-time information on the progress and status of tickets as they move through your company's support process.
- Workflow rules that ensure tickets move through your support process in a timely manner and reminders get sent along the way until final resolution.
- Project Management — Effectively staff projects and get real-time project status reports, while also improving forecasting through comprehensive project management.
- A modern user interface — all of your dashboards, reports, and workflows are intuitively designed – making adoption simple and keeping your day-to-day activities streamlined.
- Cloud architecture that keeps pace with your business, offering you the flexibility to scale and uniquely accommodate the changing needs of your organization.

## BENEFITS OF VOREX AND OMNI IT

- Increased IT Productivity — The powerful integration of Vorex and VSA enables businesses to optimize their daily operations with 30% fewer tickets that are resolved 40% faster – saving you critical time and money in a way no other solution can.
- Happier End Users — Frictionless execution pays dividends in the form of end-user satisfaction. Raise the bar with Vorex and drive improved response times and better service delivery. Meet service level agreements (SLAs).
- Better Business Insights — With enhanced business intelligence capabilities, visualization, and reporting, Vorex arms you with powerful insights to make the right decisions – quickly and confidently.

**GET STARTED WITH Kaseya Vorex TODAY!**

### About Kaseya

Kaseya is the leading provider of complete IT management solutions for managed service providers (MSPs) and mid-sized 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.

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