*About **70%** of the typical IT budget goes to simply running the business!*

THE CHALLENGE

IT departments in midsize companies are usually staffed by IT generalists who have to manage many different IT functions. We call these "multi-function" IT teams because everyone wears a lot of hats and they are responsible for "all of IT." They face many challenges. Among these are cybersecurity risks, not enough time in the day, lots of non-integrated tools, outdated legacy systems and regulatory compliance concerns. Limited IT budgets and resources exacerbate the problems.

IT teams must not only keep the business running smoothly and safely, they must also help drive strategic initiatives that will grow and transform the business. It's a constant conflict between "keeping the lights on" and moving the business to the next level.

According to Gartner IT Key Metrics Data 2017, about 70 percent of the typical IT budget goes to simply running the business!

TO MEET THESE CHALLENGES, BUSINESSES ARE FOCUSED ON:

- ⊘ Mitigating software vulnerabilities to enhance security
- ⊘ Having solid backup and disaster recovery systems in place
- ⊘ Migrating to the cloud
- ⊘ Improving IT service delivery to meet SLAs through IT automation and seamless workflows
- ⊘ Automating regulatory compliance
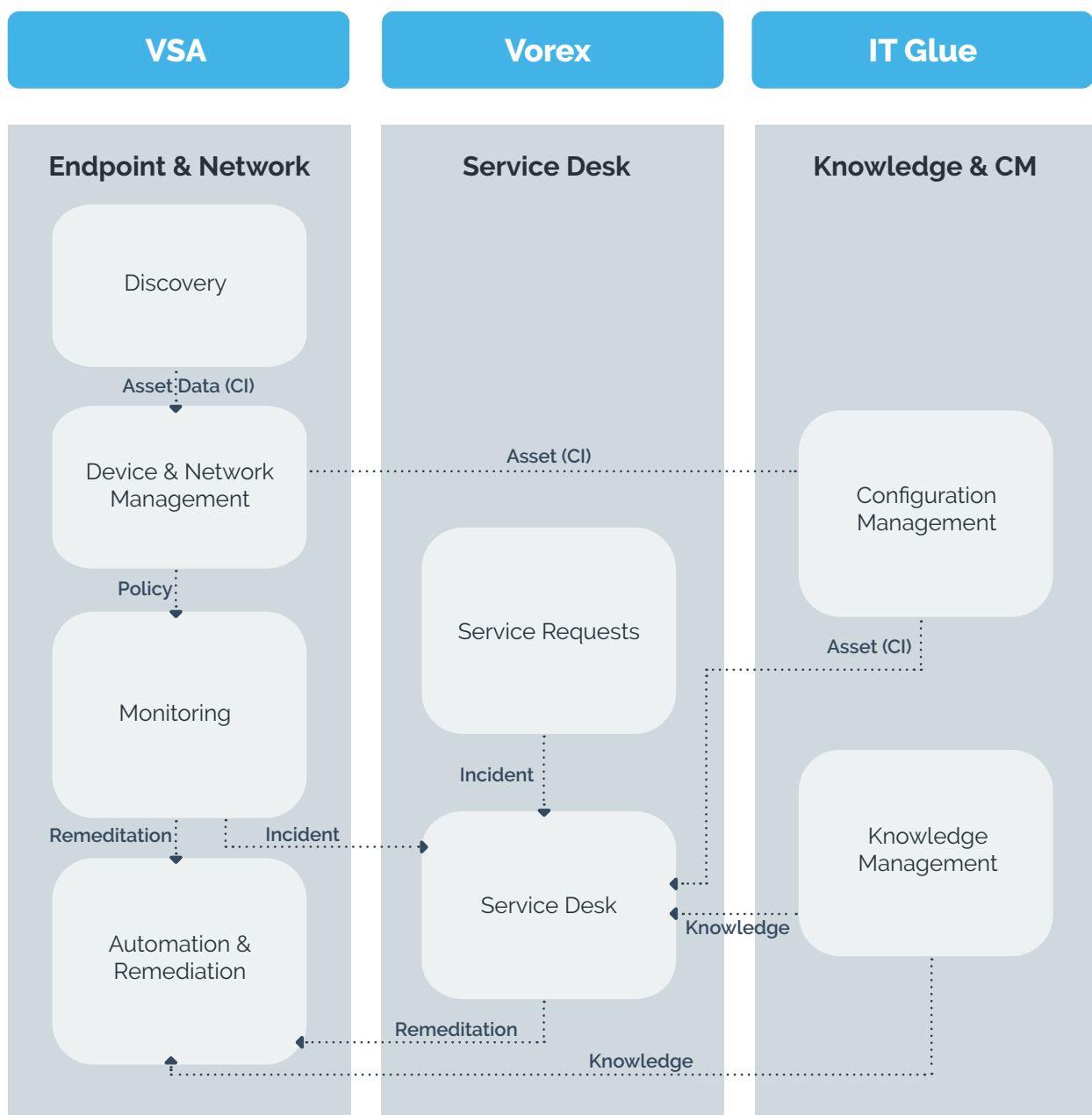- ⊘ Driving strategic initiatives to grow the business

THE SOLUTION: UNIFIED IT MANAGEMENT FROM KASEYA

Unified IT management leverages a single integrated platform that brings together **endpoint and network management, service desk, and knowledge and configuration management.** It allows midsize businesses to manage endpoints, networks, and cloud infrastructure all in one place, without the complex infrastructure requirements and skills needed to use the enterprise tools of yesterday. It's designed for multi-function IT teams and IT generalists to manage all of IT.

Kaseya VSA, our endpoint management and remote control product, is the foundation of our unified IT management solution. VSA integrates seamlessly with backup and disaster recovery (BDR), Office 365 backup, antivirus and anti-malware (AV/AM), and identity and access management (IAM) solutions to enhance security. It also integrates with Kaseya's compliance solution to allow businesses to automate the compliance reporting process and avoid penalties for non-compliance. Stay in compliance with HIPAA, PCI, GDPR and other regulations.

Unified IT management enables businesses to improve security and IT productivity, reducing risk and driving business growth.

VSA	Vorex	IT Glue
Endpoint & Network	**Service Desk**	**Knowledge & CM**

Discovery

Asset Data (CI)

Device & Network Management

Asset (CI)

Configuration Management

Policy

Service Requests

Asset (CI)

Monitoring

Incident

Remediation   Incident

Service Desk

Knowledge Management

Knowledge

Automation & Remediation

Remediation

Knowledge

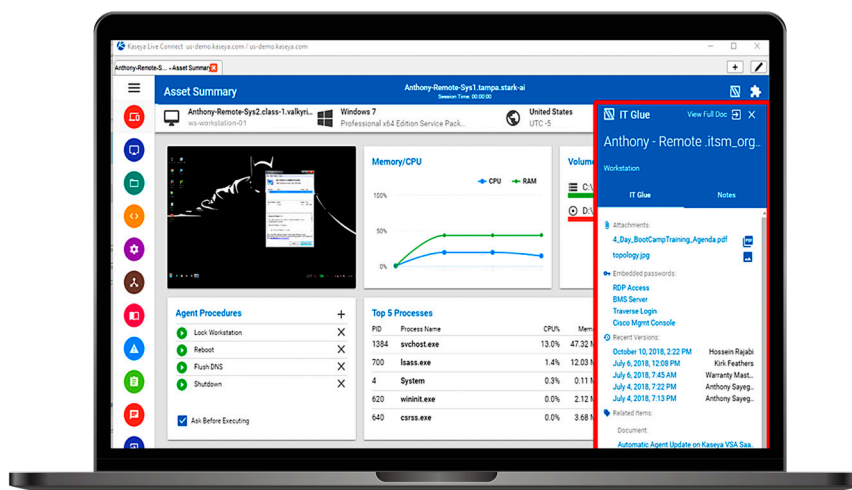**Kaseya's Platform for Unified IT Management**

KEY COMPONENTS:

VSA

Manage both endpoints and networks. Scale with built-in automation to increase IT productivity. VSA includes:

- ⊘ Discovery and inventory of all of your IT assets — Have complete visibility and control of your entire IT infrastructure including on-network and off-network devices. The discovery features include LAN and domain discovery, full fingerprinting including OS, hostnames, and services and cross-subnet scanning

- ⊘ Network monitoring — Monitor all aspects of network-connected devices, including servers, hypervisors, databases, routers, switches and firewalls

- ⊘ Software management — Easily manage deployment of software and patches across the IT environment

- ⊘ IT automation and Automation Exchange — Implement policy-based automation to deploy software, apply patches to mitigate software vulnerabilities, and proactively resolve issues across your entire IT environment. Get started quickly by leveraging the pre-built and tested scripts in the Automation Exchange

- ⊘ Remote Management — Remotely access, troubleshoot, and manage end user computers regardless of their location

- ⊘ Antivirus and anti-malware (AV/AM) protection — Deploy and manage AV/AM solutions across your network with integrations to leading solutions including Bitdefender, Kaspersky, Webroot, Malwarebytes, and more

- ⊘ Service ticket remediation — Leverage Live Connect to remotely access end-user devices without disrupting users, and look to our IT Glue integration for easy access to asset information, configurations, passwords and procedures

Free up resources for strategic IT initiatives that will help transform your business.
TAKE THE FIRST STEP TOWARD TRANSFORMATION.
REQUEST A DEMO OF VSA

VOREX

Vorex is a powerful Service Desk where you can easily manage all of your service requests and support tickets. Vorex allows you to:

- View real-time information on the status and progress of service tickets in the Service Desk Dashboard
- Use workflow rules to ensure tickets move through your support process in a timely manner
- Leverage VSA integration so technicians can resolve service tickets quickly using remote control (Live Connect)
- Access IT asset data via the IT Glue integration

IT GLUE

Manage and grow your business with the world's leading IT documentation and knowledge management software. IT Glue lets you find, track and know everything. With IT Glue, you can:

- Use checklists to create lists of action items, and assign them to specific team members
- Automate documentation via integration with other tools, including VSA and Vorex
- Track and manage IT asset configurations (Configuration Management)

BENEFITS OF UNIFIED IT MANAGEMENT

Faster Ramp-up for New Technicians

Common user interface for endpoint and network management, as well as unified backup and recovery. This 'single pane of glass' makes it easy to learn and use, which streamlines onboarding and improves ongoing technician efficiency.

Enhanced Security

- Automates software patch management to mitigate software vulnerabilities
- Protects all of your endpoints with AV/AM deployment and management
- Integrated backup and disaster recovery ensures that you can quickly recover from an incident such as a ransomware attack or server failure
- 1-Click Access enables technicians to access end-user devices quickly without having to know or keep track of passwords; no need to change passwords if a technician leaves the company

Increased IT Productivity

Tool integration and automation drive increased IT team productivity, reducing the time required to complete common IT tasks.

About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.