

HOW TO FIND THE RIGHT SOLUTION TO STREAMLINE IT OPERATIONS

Given the extensive dependence on IT systems to help run almost every facet of a business, IT management is a top priority for most organizations today. Cybersecurity, system uptime, regulatory compliance, and resource constraints are some of the most common IT challenges.

Streamlining IT operations is a critical need for most multifunction IT teams because it means they can get more done faster and deliver higher quality IT services to the business.

MISMATCHED IT MANAGEMENT SOLUTIONS CAUSE MORE HARM THAN GOOD

Small and midsize businesses often make the mistake of choosing "enterprise-class" IT solutions to address these challenges. These solutions are usually not appropriate for their needs.

Small, multifunction IT teams lack the resources to manage complex enterprise-class solutions that require an inordinate amount of time and effort to manage on a daily basis.

Enterprise solutions may require a consulting team to configure and set up – at an additional cost.

Enterprise-class solutions are typically more expensive than solutions designed for midsize businesses.

POINT SOLUTIONS AREN'T THE ANSWER EITHER

Alternatively, some companies opt to purchase a disparate collection of best-of-breed "point solutions" that lack effective workflow integration.

Since point solutions are designed to address a specific concern, you will need multiple products for your various IT management functions.

Although these off-the-shelf point solutions are great at their piece of the action, lack of integration between tools results in time wasted switching back and forth among solutions and user interfaces.

Training technicians in multiple tools and user interfaces carries a longer ramp-up and continues to impede efficiency on a day-to-day basis.

Midsize businesses spend nearly 4.5% of their annual revenues on IT.¹

Businesses spend nearly 75% of this managing obsolete legacy systems and operating multiple point solutions.²

Configuring, integrating, and maintaining multiple point solutions is complex, time-consuming, and expensive.

UNIFIED IT MANAGEMENT PUTS YOU BACK ON THE FAST TRACK

Your multifunction IT team needs the capabilities of a Unified IT Management (UIM) solution. As the name suggests, UIM is an integrated platform that brings capabilities together.



ENDPOINT AND NETWORK MANAGEMENT



KNOWLEDGE AND CONFIGURATION MANAGEMENT



HELP DESK AND SERVICE MANAGEMENT



SECURITY

Enhance Security by leveraging the power of:

- Automated patch management
- Antivirus/antimalware deployment
- Automated backup for files, servers and SaaS application data
- Secure authentication

An endpoint management tool is the foundation of your UIM solution, allowing you to:

- Monitor & manage endpoints (agent-based and SNMP devices)
- Automate IT processes
- Remotely manage endpoints

Increase IT Productivity with fast access to IT documentation and information.

- Improve technician efficiency
- Save time
- Reduce IT operating costs

Resolve IT Issues Faster with seamless workflow integration to service desk solutions. So you can:

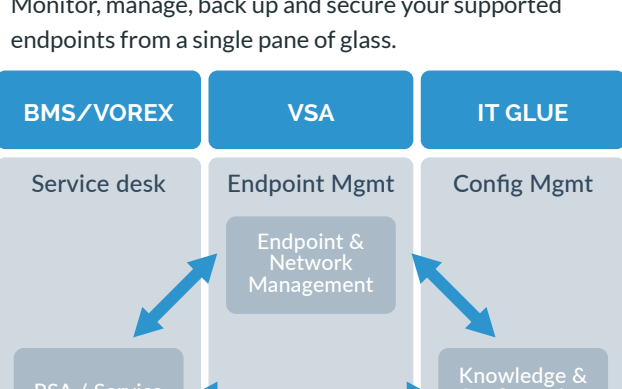
- Service users more efficiently & improve customer satisfaction
- Easily jump from service tickets to remote management

UIM SEAMLESSLY BRINGS TOGETHER ENDPOINT MANAGEMENT, SERVICE DESK AND IT DOCUMENTATION SOLUTIONS

A unified user interface, IT automation, workflow integration and information at your fingertips are core tenets of UIM, and thus the first steps in streamlining your IT operations.

UNIFIED USER INTERFACE TO MANAGE ALL SYSTEMS AND PROCESSES

Monitor, manage, back up and secure your supported endpoints from a single pane of glass.



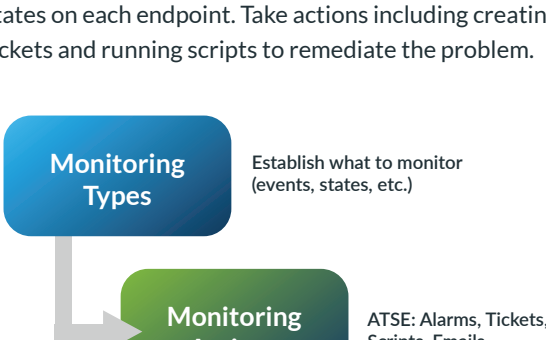
Integrate your endpoint recovery and management tool with leading backup and disaster recovery and antivirus/antimalware solutions.

View RTO and RPO status for a given application and dataset in your endpoint management dashboard.

AUTOMATED SERVICE TICKET CREATION FROM YOUR ENDPOINT MANAGEMENT SOLUTION

Workflow integration with the service desk allows the endpoint management tool to automatically create service tickets in response to an alert. This reduces manual effort and streamlines IT operations.

Auto-remediate IT incidents by monitoring events and states on each endpoint. Take actions including creating tickets and running scripts to remediate the problem.



Endpoint Management Monitoring & Automation

FAST AND EASY ACCESS TO REMOTE MANAGEMENT FUNCTION TO TROUBLESHOOT TICKETS

Workflow integration between endpoint management and service desk solutions lets you quickly troubleshoot service tickets using remote management functionality. Move efficiently from ticket to endpoint at the push of a button.

Technicians should be able to work behind the scenes (onsite or offsite via remote management connections) on the IT issue, without disrupting end users.

IT ASSET INFORMATION FROM THE ENDPOINT MANAGEMENT SOLUTION IN THE SERVICE DESK TOOL

Inventory data from endpoint management tools can be provided to the service desk solution. This aids service delivery and faster resolution of tickets.

IT asset information can include:

- Memory
- CPU
- Disk usage
- Last reboot
- Asset location
- Model and serial numbers

INTEGRATED IT DOCUMENTATION

IT team productivity improves with easy access to structured documentation.

View contextual information associated with a service ticket right in the service desk. This can include:

- Organization information
- Contact information
- Location
- IT asset information – for the asset associated with the ticket
- Other related items (e.g., IT documentation and installed applications)

See enhanced IT asset information right in the remote management function of the endpoint management solution.

- Troubleshoot more effectively and resolve IT incidents faster with contextual information at your fingertips.

STAY AHEAD OF THE CURVE WITH UIM

By incorporating all the core IT management functions, UIM provides a single platform than ever before. Gain the visibility and control you need to maintain system uptime and keep your IT environment secure. Seamless access to critical asset data and other information across endpoint management and service desk solutions helps speed up ticket resolution, ensuring greater client and user satisfaction.

Gain an edge over your competition. Request a demo of Kaseya VSA and experience the power of UIM in action.



Sources
1 Gartner Survey Analysis: Midsize Enterprises Must Further Align IT Spending to Business Change
2 Ibid