KASEYA VSA INTEGRATED WORKFLOWS WITH BMS AND IT GLUE

THE CHALLENGE

MSPs often use multiple software solutions from different vendors, which leads to disparate systems not working together, inefficiency in the work process and poor productivity. The impact is felt even more acutely when customer support issues arise and the technician must gather the required information from multiple sources to not only determine the root cause of an issue, but the solution to it as well. While 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. In addition to affecting customer satisfaction, it also puts SLAs on the line.

Most importantly, with this type of disparate systems, technicians

- ⊘ *Cannot execute agent procedures from your PSA or IT documentation tools*
- ⊘ *Must switch solutions every time to work on remote devices*
- ⊘ *Are prone to a lot of human errors*

> All these factors result in technician inefficiency and directly affects the profitability of an MSP.
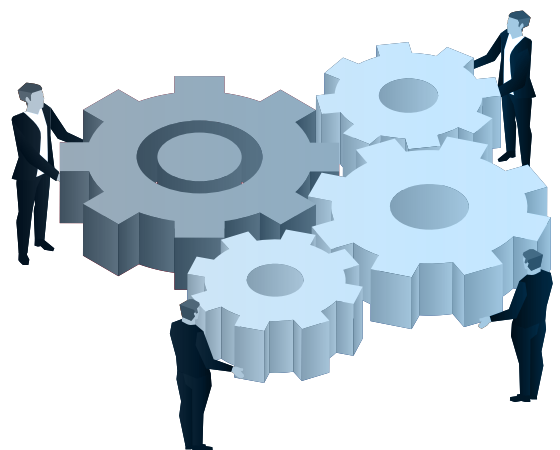
THE SOLUTION: KASEYA VSA INTEGRATION WITH KASEYA BMS AND IT GLUE

Successful MSPs know how to boost technician efficiency and optimize IT spending by using an integrated solution that brings together RMM, PSA and IT Documentation in a single, unified platform. This provides complete visibility into IT networks and allows technicians to manage their tasks without switching between different applications.

THE AVERAGE TECHNICIAN LOSES APPROXIMATELY 50% OF THE DAY TO MUNDANE TASKS.

Cycling between tasks means more interruptions in the technician workflow, which means a lot of lost time and dollars. MSPs can lower their software costs and see an immediate increase in profits through these integration workflows. This also streamlines the workflow and eliminates any kind of redundancy in the work process.

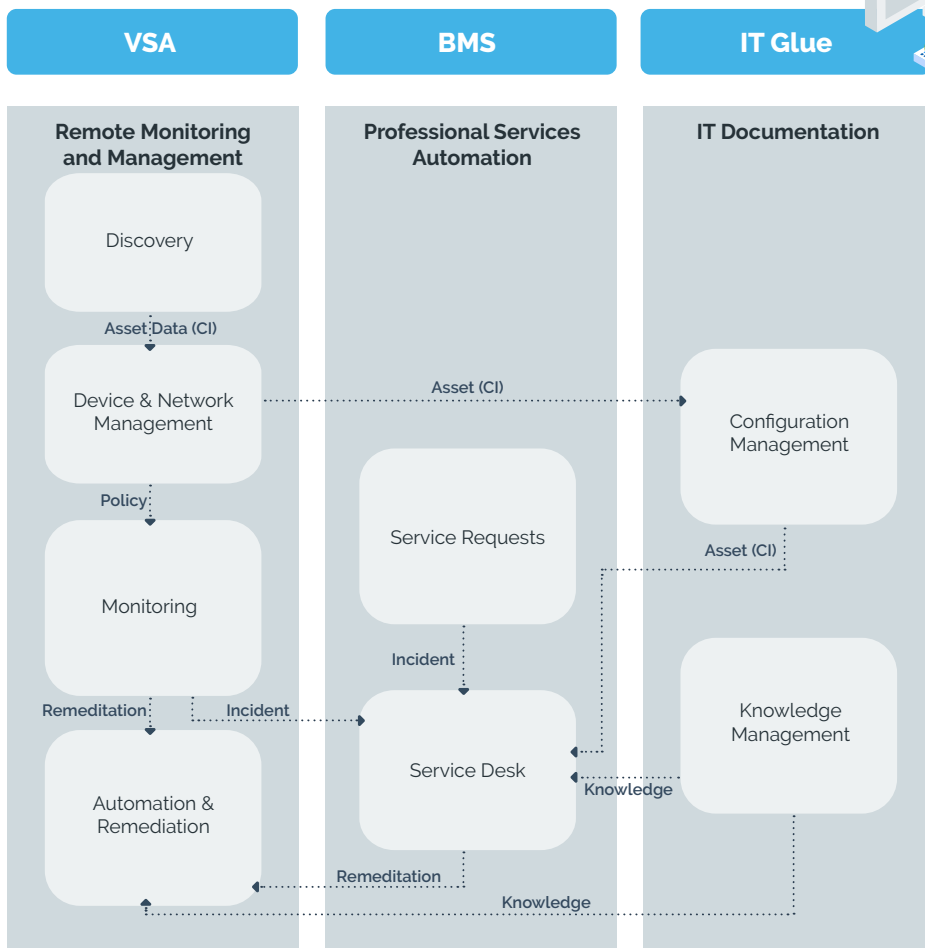**BY CONTROLLING KIT COSTS, YOU CAN INCREASE CASH GENERATION 33%**

This is achieved by integrating workflows between the following solutions:

Kaseya VSA - Kaseya VSA is a comprehensive RMM solution that helps you manage both endpoints and network infrastructure in a SINGLE solution. You can also scale using its high-powered automation capabilities and drastically increase the speed and efficiency of your technicians. VSA is the central solution of IT Complete that has integrated workflows with BMS and IT Glue to provide your core set of MSP solutions.

75% MORE AUTOMATION WITH A MARKETPLACE OF OVER 11K USERS

VSA	BMS	IT Glue
Remote Monitoring and Management	**Professional Services Automation**	**IT Documentation**
Discovery		
Asset Data (CI)		
Device & Network Management	Asset (CI)	Configuration Management
Policy		Asset (CI)
Monitoring	Service Requests	
	Incident	
Remediation / Incident	Service Desk	Knowledge Management
Automation & Remediation	Remediation	Knowledge
	Knowledge	

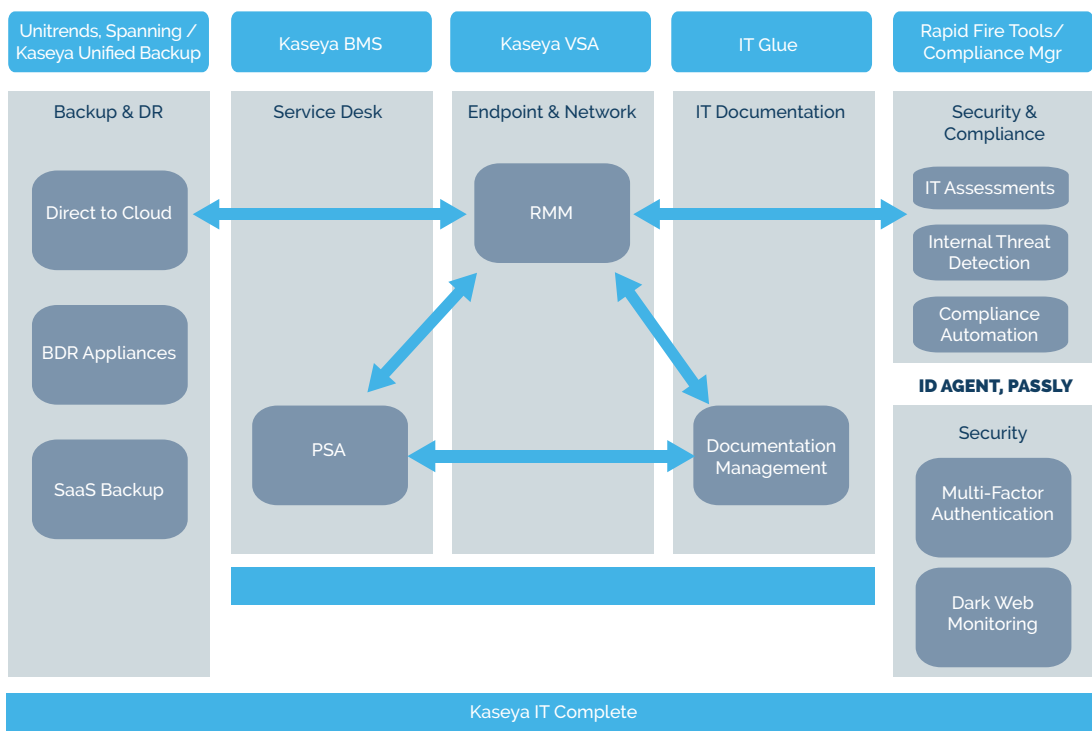*Kaseya VSA Integration with Kaseya BMS and IT Glue*

Kaseya BMS – Kaseya BMS is the fastest growing PSA solution in the market, 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. VSA Agent procedures can now autocratically be executed from workflow rules in BMS. You can also leverage the power of Live Connect, our non-intrusive proprietary remote client from VSA, right inside a ticket. This allows technicians to stay in the interface they are working in to complete a ticket. In addition, the integration with IT Glue shows Related Documentation in the BMS service ticket. These are documents that are specifically related to the incident in that ticket. Access to the right information speeds up ticket resolution.

100%
of the FUNCTION

200%
of the INTEGRATIONS

30%
of the COST

IT Glue – IT Glue is an IT documentation tool that allows MSPs to place contextual information at a technician's fingertips, enabling them to centralize and standardize documentation for IT processes, applications, devices, passwords and other IT assets. You can also run VSA agent procedures and Live Connect right inside IT Glue.

The new ticketing feature in IT Glue, from BMS is designed to deliver high efficiency in ticket management through an intuitive user interface. It addresses the most desired navigation and user experience improvements and enables technicians to work on multiple tickets at the same time.

20% OF TECHNICIAN TIME IS WASTED SEARCHING FOR INFORMATION.

Unitrends, Spanning / Kaseya Unified Backup	Kaseya BMS	Kaseya VSA	IT Glue	Rapid Fire Tools / Compliance Mgr
Backup & DR	Service Desk	Endpoint & Network	IT Documentation	Security & Compliance

- Direct to Cloud
- BDR Appliances
- SaaS Backup
- RMM
- PSA
- Documentation Management
- IT Assessments
- Internal Threat Detection
- Compliance Automation

ID AGENT, PASSLY

Security
- Multi-Factor Authentication
- Dark Web Monitoring

Kaseya IT Complete

LEVERAGE THE POWER OF INTEGRATION WORKFLOWS

Kaseya provides your MSP with a complete solution stack to maximize technician efficiency, leading to better customer and technician satisfaction, and higher profitability. The integration of Kaseya VSA with BMS and IT Glue under one comprehensive solution stack enables you to manage all essential MSP functions in a single, cohesive platform.

MSPs can leverage the power of this comprehensive solution to control their software costs, thereby enabling higher profitability and boosting technician efficiency by not getting lost in the space between applications. MSPs should avoid paying for multiple disparate solutions and aim to reduce their software costs. This solution will also boost efficiency by streamlining workflows and eliminating redundancy.

25% TECH EFFICIENCY INCREASE BY INCREASING WORKFLOW AUTOMATION AND ELIMINATING TIME WASTED SWITCHING TASKS.

Don't Get Lost in the Space Between. See the Integrated Workflows With VSA, BMS & IT Glue Today!

Find out for yourself how you can achieve real technician productivity and why thousands of MSPs use Kaseya solutions every day to get more IT work done.
But don't take our word for it. *Sign up for a demo of VSA now!*

About Kaseya

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