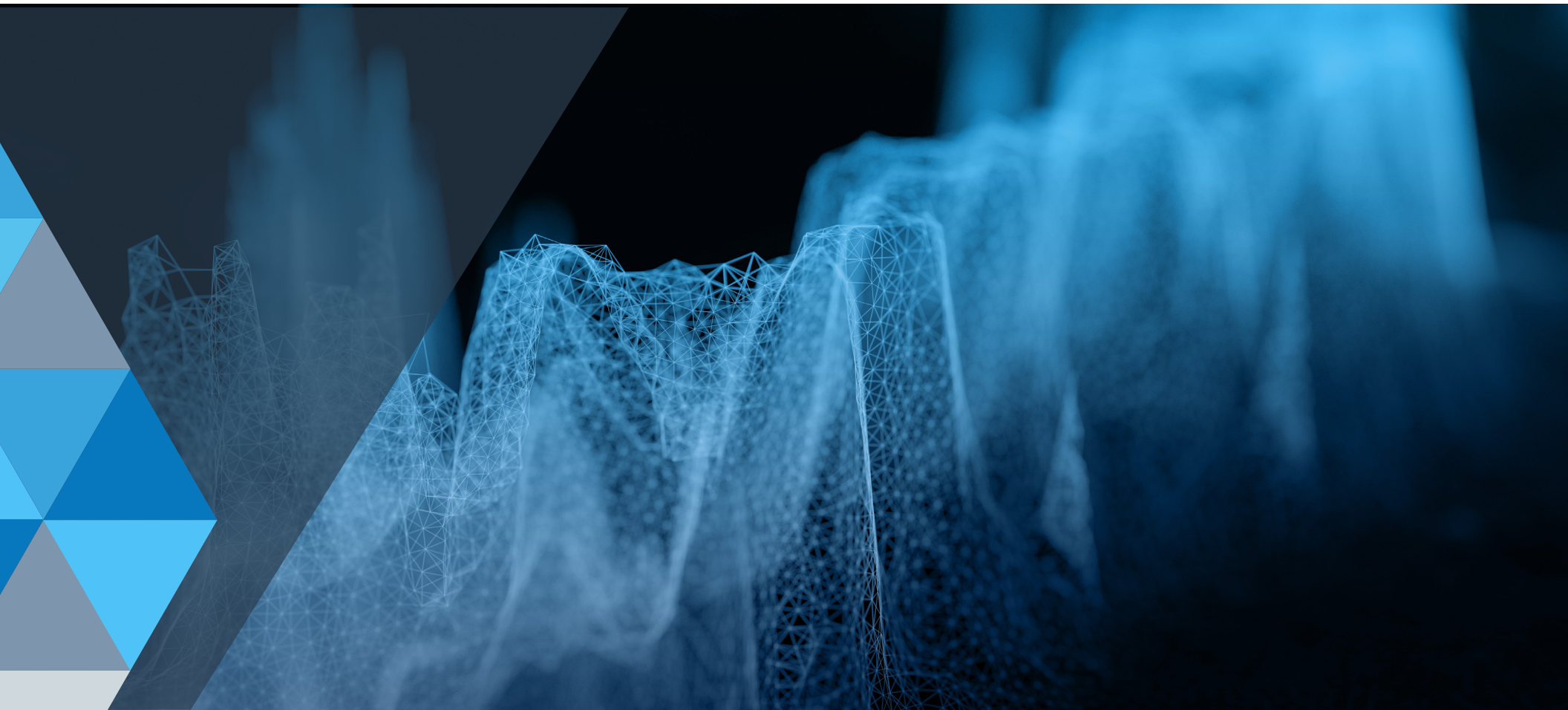




EBOOK

THE ULTIMATE RMM BUYER'S GUIDE FOR MSPs



Contents

Click on any section below to jump directly to its respective page.

Introduction

Features to Look for in Your RMM Solution

- Discovery and Inventory
- Endpoint and Network Monitoring
- Remote Control and Centralized Endpoint Management
- Network Visualization
- Policy-Based IT Automation
- Automated Patch Management
- Key Integrations
- Ease of Deployment and Scalability
- Mobile Application

Kaseya VSA - A Comprehensive RMM Solution for All

Your MSP Needs

- Kaseya Remote Management
- Kaseya's Automation Exchange
- Kaseya Fusion Mobile App
- Kaseya IT Complete

Conclusion



Introduction

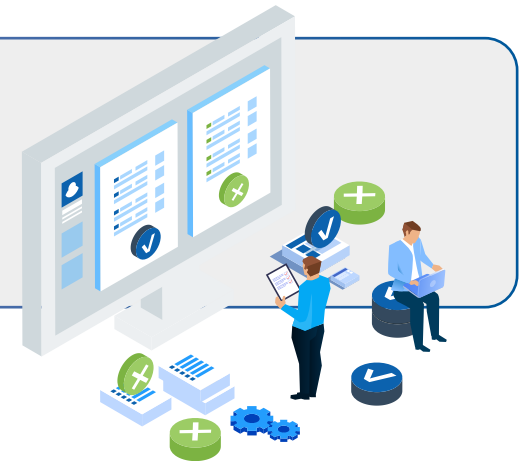
For today's managed service providers (MSPs), remote monitoring and management (RMM) software is as essential as a heart beating for a human. As per the [2020 MSP benchmark Survey Results Report](#), RMM is the most important application for nearly 61 percent of the MSPs surveyed.

For the uninitiated, [RMM is the process of remotely monitoring and maintaining IT infrastructure](#). RMM software is used by managed service providers (MSPs) to manage their clients' remote IT systems, such as servers, desktops, laptops and software, through locally installed agents. In short, it enables them to control their clients' IT operations remotely.

Our RMM Buyer's Guide will help you identify the key features that you should look for when evaluating RMM solutions and simplify the process of selecting the right one for your business.



Whether you're transitioning from break-fix to managed services, growing your business or simply looking for a better solution, the RMM Buyer's Guide can help you make one of the most important technology decisions for your MSP.



Features to Look for in Your RMM Solution

All RMM solutions are not the same. Some might possess only some of the features you require, while others may be ill-suited for your specific needs. To increase technician efficiency and to plan for long-term use, it is necessary that your RMM meets all key requirements.

Here are 12 key features that your RMM software must have:

✓ *Discovery and Inventory*

RMM software cannot manage what it cannot see. Your RMM tool must discover all endpoints on your IT network and enable automated deployment of the RMM agent to each endpoint. It should provide capabilities such as LAN and domain discovery, full fingerprinting, including operating system (OS), host names and services, and cross-subnet scanning.

✓ *Endpoint and Network Monitoring*

Once the agent is deployed to each endpoint, the RMM tool should be able to monitor both on- and off- network devices.

It should:

- Monitor events on agent-installed and non-agent installed devices
- Monitor events in log files
- Monitor the performance state on all devices
- Be able to create an alarm in case of an incident, or more sophisticatedly, create conditions that can run an agent procedure to automatically respond to the alarm
- Generate tickets automatically in case of an incident
- Send emails to users when an alarm condition occurs
- Monitor SNMP devices easily with zero configuration required



You may want to go through our [checklist](#) Everything You Should Monitor With Your RMM

✓ *Remote Control and Centralized Endpoint Management*

It's vital to have good remote management capabilities that allow you to troubleshoot and manage all end-user computers from a single centralized console, regardless of their location. Your RMM solution should provide complete visibility into all endpoints. It should be able to perform functions such as running scripts remotely, editing Registry Keys, running command line and more. Your RMM tool should enable you to proactively resolve issues without disrupting the users.

✓ *Network Visualization*

A key requirement to quickly finding and fixing the root cause of an IT incident is gaining visibility of the entire IT network. Your RMM tools should be able to provide this visibility into each endpoint via a Network Topology Map. The map should show alarms associated with an endpoint in case of potential issues and allow you to navigate to the alarm summary page for more details. You should also be able to remotely access (remote control) the endpoint to troubleshoot and resolve the incident. This ensures that your technicians can reduce the time taken to resolve tickets, ultimately keeping your customers satisfied.

✓ *Policy-Based IT Automation*

Operational efficiency is highly essential for a profitable business. As an MSP, how can you expand your services, provide customer satisfaction and maximize your profits? Well, by automating the routine tasks that include software deployment, patch management and maintenance with your RMM. However, simple automation doesn't cut it for today's modern MSPs. Your RMM solution should make it easy to create new policy-based automation procedures that drive standardization of IT processes.

Policies guide the automation process and define things such as the scripts to be run, the schedule, the group of machines, the monitor sets to use, etc. Standardizing of processes ensures that all machines run the same maintenance processes on a similar schedule to maximize system uptime. With policies, you can apply IT management best practices consistently throughout your environment.

Many RMM tools provide basic scripting engines. An efficient best-in-class RMM solution offers world-class capabilities for an MSP to quickly build their own automation scripts, templates and reports.

Automation features to look for include:

- Policies that can be applied to individual machines or to logical groups of endpoints to drive standardization of IT processes
- Modern, easy-to-use, yet powerful scripting editor
- A library of crowd-sourced automation scripts, reports and other assets to easily get started on IT automation
- Ability to execute automation scripts from anywhere – RMM tool on your desktop, mobile app, service desk tool and IT documentation tool

Policy-based automation is crucial for MSPs since it fulfills core needs such as:

Meeting Service Level Agreements (SLAs)

An SLA is a crucial component of services provided by MSPs to their clients. It is a commitment a business makes to provide a predefined level of service to its clients. Your business needs to ensure that it consistently meets its SLAs.

Automating IT processes like monitoring and alerting when a server/network is down and running scripts to auto-remediate the incident will help you meet your SLAs and keep your customers happy.





You may also want to [check out](#) 11 Automation Features That Will Reinvent Your Work Day

Reducing IT Operating Costs

According to a McKinsey report, 45 percent of current paid activities can be automated by present-day technology, which is an equivalent of \$2 trillion.¹

The automation of processes helps facilitate cost savings by allowing fewer errors, offloading many routine tasks and enabling your IT team to focus on revenue-generating tasks.

Optimizing Performance

As MSPs scale, they get saddled with larger workloads, so they must perform with higher efficiency to keep their customers satisfied. Automation helps MSPs maximize their performance while meeting the changing needs and demands of their customers.

Automated Patch Management

With cyber incidents on the rise and hackers becoming more sophisticated every day, it is important to ensure that the software on your endpoints is always up to date. As MSPs grow, software patch management can become complex owing to the increasing number of endpoints and the large number of patches that are released every month. Your RMM solution should enable automation of the patch management process for both on-network and off-network devices. The tool should also provide clear visibility of the patch status for software on each endpoint to ensure that everything is up to date.

Kaseya's 2020 MSP Benchmark Survey Report showed that nearly 78 percent of MSPs provide operating system (OS) patching services to their clients.²

✔ *Native Windows Patching and Windows Group Update Policy Options*

Native Windows Patching allows you to configure Windows update settings in your RMM tool and control how Windows can manage its own patching process. Your RMM should allow enforcing of the Windows configuration settings you set up and automatically revert to them if a local admin makes changes.

You should also be able to manage Windows Update Group Policies on all your endpoints, including controlling automatic Windows updates and the bandwidth used for downloading the updates.

✔ *Third-Party Patching*

Almost all businesses use third-party applications for some of their business processes. And, of course, everyone uses one or more browsers to access all the SaaS applications we use in business today. Failing to patch these third-party apps and browsers in a timely manner can put your clients at risk. Adopting an RMM solution that automates patching of your OSes, browsers and third-party apps ensures that you and your clients are secure.

✔ *Key Integrations*

A few of the solutions that your RMM tool should be able to integrate with are:

✔ *Professional Services Automation (PSA)*

Nearly 70 percent of MSPs worldwide consider the integration between their core IT applications, such as RMM and PSA, very important. In addition, 81 percent believe that this integration could help their organization drive better bottom-line profits.³

MSPs use PSA software extensively for service delivery, billing, ticketing and customer management.

Although MSPs recognize the importance of RMM and PSA integration, they often struggle to integrate these tools and make the best use of them.



✔ *Backup and Disaster Recovery*

Integrating your backup solution with your RMM solution allows you to backup, restore and manage your data and infrastructure from a single interface. Non-integrated point solutions won't provide the visibility you need to efficiently manage your clients' IT environments. A cohesive RMM and backup solution means you have all your organizations, machine groups, alarms, etc., synchronized for easy backup.

✔ *IT Documentation*

This kind of integration allows MSPs to have contextual data at their fingertips, whether it's for troubleshooting issues or to execute any IT process.

Having efficient IT documentation reduces the dependence on specialized client-level technician knowledge and increases customer satisfaction levels with faster resolution of tickets.

✔ *Ease of Deployment and Scalability*

The ability to quickly install and deploy an RMM solution is an important factor when selecting an RMM tool. Deploying RMM requires an agent, which is a lightweight software installed on client servers, hypervisors, workstations, networking devices, laptops and all other devices connected to the network. This agent allows technicians to get real-time insights on the health of the client's IT environment. It also enables them to control and monitor remote devices.

The RMM agents can connect without VPN and firewalls, hence when you install an RMM agent onto a device, the RMM platform can recognize it from anywhere, allowing technicians to control devices remotely. As your business grows, so do your endpoints. Your RMM platform should be able to support not only your existing devices but also the devices you intend to add to you network in the years to come.



✓ *Mobile Application*

Most MSPs have multiple clients and manage hundreds to thousands of endpoints. Each of those clients may have unique IT needs. To cater to these needs, MSPs need a robust RMM mobile application that allows IT technicians to get their work done on the go, for cases where they need to be on site at the client's office. Ideally, the mobile app should provide access to both the RMM and PSA/Service Desk functions in a single app.

Kaseya VSA - A Comprehensive RMM Solution for All Your MSP Needs

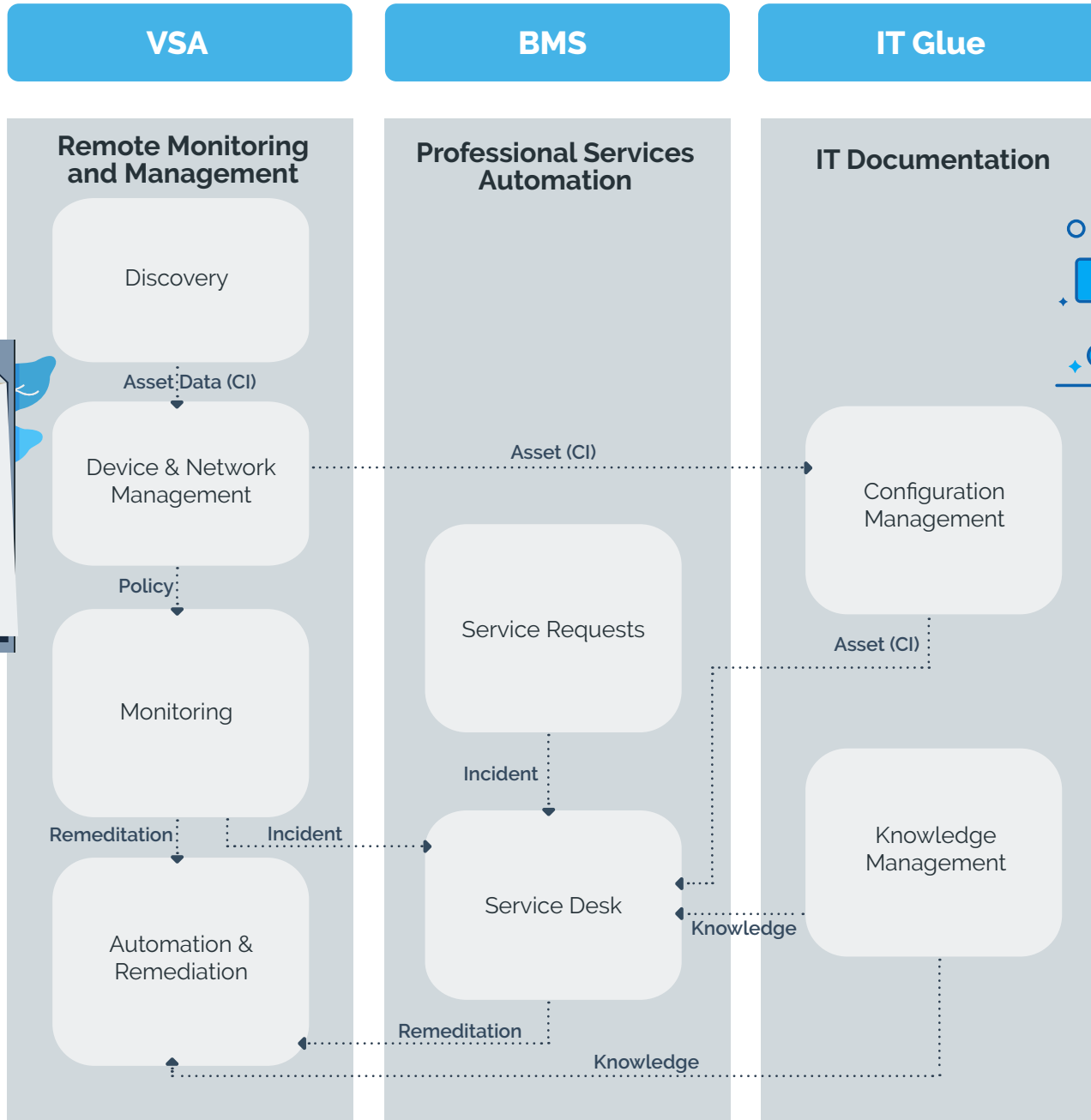
Kaseya VSA provides the best RMM experience in the market today, with all essential IT management tools in a single pane of glass. Kaseya VSA automatically discovers all endpoints on the network and provides a [Network Topology Map](#) that shows how all of the endpoints are connected.

You can access any endpoint directly from the map and resolve any IT incidents related to it. VSA, combined with our PSA solution, Kaseya BMS and IT documentation tool, IT Glue, provides the core IT management functions required to run your MSP business and maximize technician efficiency.

It enables seamless workflows that allow your technicians to work efficiently across tools and access the right information when and where they need it, automates patch management and vulnerability management to remediate security vulnerabilities and monitor all infrastructure components, performance metrics (CPU, memory, disk space, uptime, etc.), processes and services, event logs, application and hardware changes, and much more.

Kaseya VSA integrates with AV/AM solutions, such as Bitdefender, Webroot, Kaspersky, ESET, etc., to ensure maximum security of endpoints, and Kaseya Unified Backup to enable backup of on-premises servers and workstations as well as SaaS application data.





✓ *Kaseya Remote Management*

Kaseya Live Connect and Remote Control are two of the most important features of Kaseya VSA that facilitate smooth IT operations and seamless service delivery for users or clients that are working from home.

While Kaseya Live Connect allows IT technicians to remotely manage and troubleshoot endpoints behind the scenes without disrupting the end user, Kaseya Remote Control allows them to access the remote endpoint console, either in a shared session with the end user or in a private session (for Windows-based devices).

✓ *Kaseya's Automation Exchange*

Kaseya provides robust built-in automation with libraries on integrations, agent procedures, monitor sets and reports. Over 600 of these scripts are shared, bought and sold at Kaseya's Automation Exchange – a marketplace for Kaseya's customers. We at Kaseya also share solutions built by our in-house experts.



New MSPs that do not have the time or the resources to build custom automation can make use of the ready-made solutions available on the platform. Mature MSPs can build on the automation scripts they already use for enhanced efficiency or build their own.

Glenn Barnas, Network Operations Center Manager at Baroan Technologies says, “We have reduced the number of alerts by 62 percent and saved 50 percent of the time spent on tickets by using VSA’s automation scripting engine. Two years ago, we were managing only 1,200 endpoints and today we are managing more than 3,000 endpoints. We could accomplish this without adding any resources within our helpdesk. We still have only three technicians working on our helpdesk at any given time.”

Rather than keeping this invaluable knowledge to themselves, Baroan Technologies chose to help the greater MSP community by offering their bundled scripts on Kaseya's Automation Exchange.



[Learn more about how Kaseya VSA has enabled Baroan Technologies to scale efficiently.](#)

✓ Kaseya Fusion Mobile App

Kaseya Fusion Mobile App is the industry's first combined RMM and PSA application. It brings the functions of Kaseya VSA and Kaseya BMS together on a single platform. The app gives you the visibility you need between Kaseya VSA and Kaseya BMS to complete tasks from anywhere, at any time. You can manage and resolve service tickets quickly from your mobile device and keep your business running while on the go.

Key features of the Kaseya Fusion Mobile App include:

- **IT Automation:** Automation in the palm of your hand. Users can execute scripts on the go.
- **Mobile Ticket Management:** Users can instantly create, view, search, update and resolve tickets no matter where they are, right on their mobile devices. The app will even identify which tickets require off-site assistance.
- **IT Asset Visibility:** IT professionals can now easily filter to quickly search for agents, organizations and machine groups, and have visibility into all IT assets.
- **Check Endpoint Status:** Users have instant access to the latest audit of any machine while on the go, including which endpoints are currently online and offline, and a snapshot of recent events, such as the last time an endpoint checked in.

Note: Kaseya Fusion Mobile App works on both iOS and Android platforms.



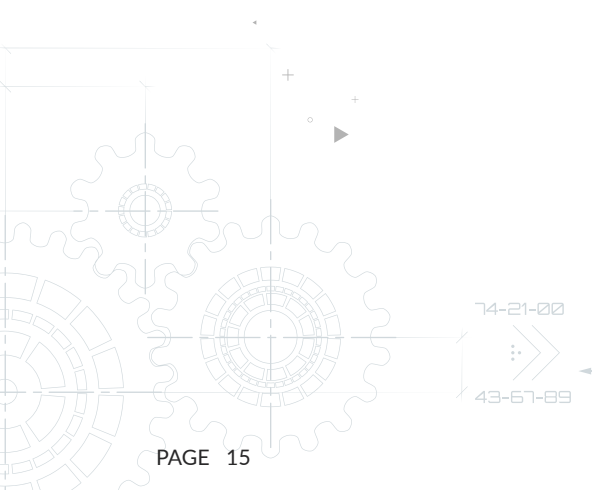
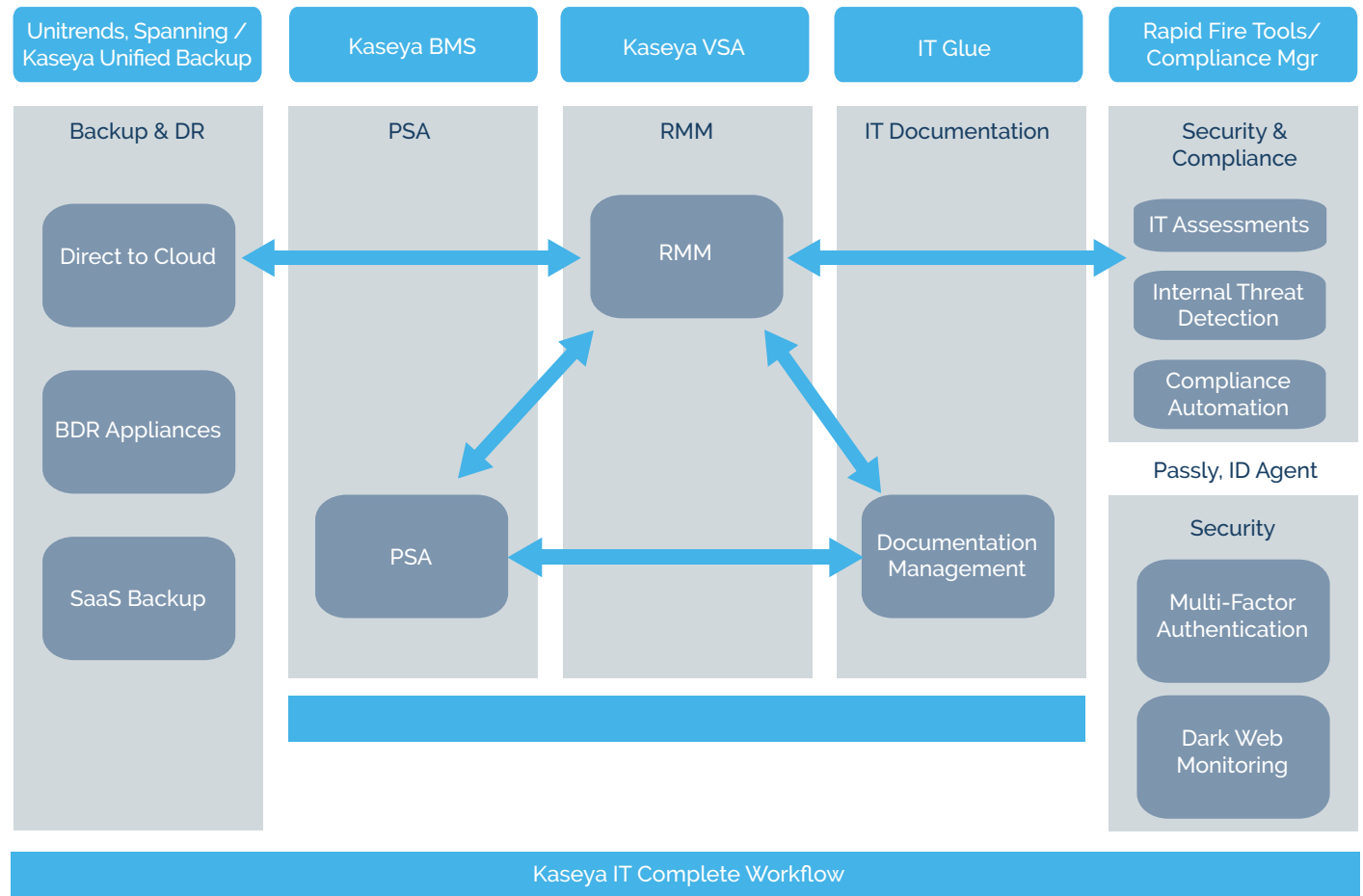
I would recommend the Kaseya Fusion Mobile App to others. It is working well for me. There are definitely great advantages that I found after using this integrated mobile application. It has improved the way I handle and manage my tickets. Many MSPs will benefit from this. I'm glad Kaseya came up with this.

- Larry Robertson, Chief Technical Officer, Merit Solutions.

✔ Kaseya IT Complete

Kaseya IT Complete is a comprehensive suite of products that allows MSPs to run their business efficiently. It integrates Kaseya VSA (RMM), Kaseya BMS (PSA) and IT Glue (IT documentation), with backup solution – Kaseya Unified Backup, compliance solution – Kaseya Compliance Manager and security solutions – ID Agent (Dark Web monitoring) and Passly (multifactor authentication). To sum up, Kaseya IT Complete provides you with every capability you require to manage your operations, without the need to scour the market for any other tool.

With Kaseya IT Complete, you can be guaranteed of enhanced security, increased technician productivity and satisfied customers – the three pillars of a successful MSP.



CONCLUSION

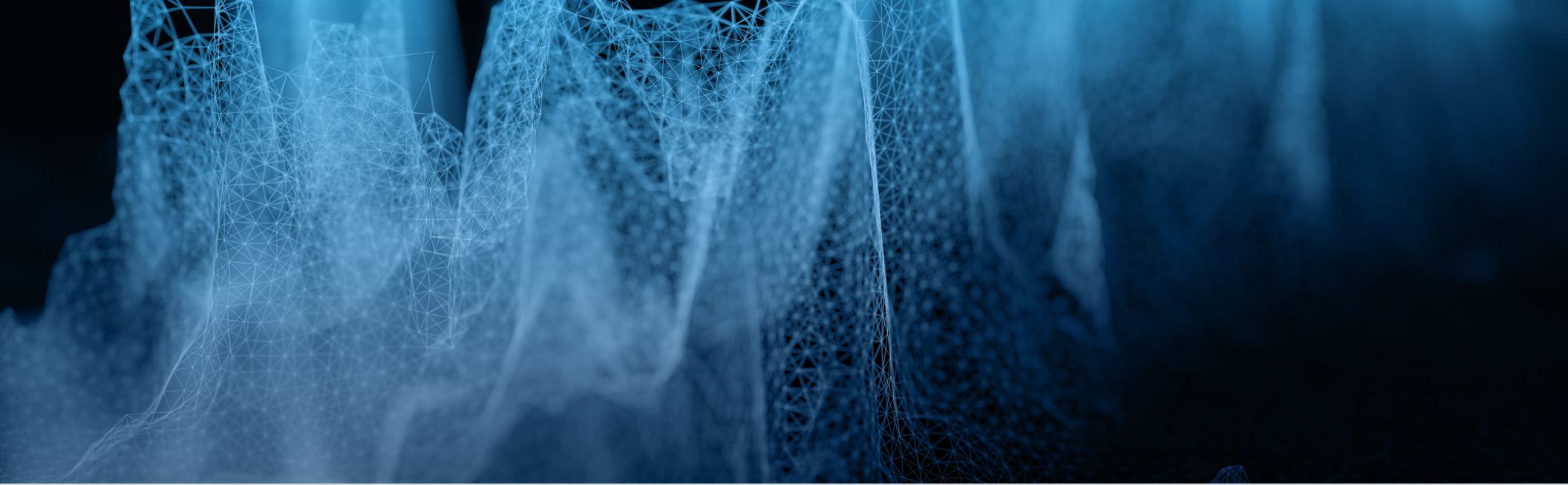
Whether you are a new MSP or a mature one, your RMM software can make or break your business. Your RMM can set you apart from the crowd in the MSP market. To ensure that your business operates efficiently and can grow with the demands of the technological landscape, select an RMM tool that meets all your requirements.

And if you'd like to see whether Kaseya VSA is what you are looking for, we'd be happy to schedule a demo with you.

REQUEST A DEMO OF KASEYA VSA

OR START A FREE 14-DAY TRIAL TODAY!





Sources:

1. Four fundamentals of workplace automation, McKinsey
2. 2020 MSP Benchmark Survey Results Report, Kaseya
3. Ibid.
4. Ibid.



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.

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