

## Managed Service Automation Bundle

Provide More Services Through an Automated Process Driven Approach

As an established IT Service Provider with multiple clients, your role as a "Trusted Advisor" carries the responsibility of maintaining the very lifeline of your customer's companies through the availability and integrity of their IT systems. Despite budget restraints, possible reduction in personnel and limited resources you have a commitment to:

- Provide Exceptional Service
- Utilize a Pro-active Service Delivery model
- Increase Productivity
- Exceed Customer's Expectations
- Expand Your Service Capabilities
- Grow Without Adding Staff
- Focus on the Business

You can accomplish this with a complete, secure, reliable and full service IT Management Solution that will meet your needs today and provide the scalability you need to continue to grow your business profitably and efficiently.

The **Kaseya Managed Service Automation (MSA) Bundle** is the ultimate solution for automating recurring IT tasks, services and billing. With Kaseya, IT Service Providers can offer extended service capabilities with better service delivery. And, with flexible payment terms, deployment options, optional configurations, maximum scalability and multiple domain capabilities, IT Service Providers of all sizes can experience the rewards of IT automation.

### Features

#### Complete IT Service Delivery Through Integrated Automation

**IT Automation** is the key to delivering a proactive, results based IT service model. Kaseya provides unparalleled automation of periodic IT tasks required to manage and maintain systems and devices.

Through IT Automation, the Kaseya MSA Bundle provides pro-active service delivery capabilities that result in increased productivity, consistent service levels, increased utilization of staff, expanded service capabilities, cost reduction and much more!

- The intelligent, lightweight and efficient **Kaseya Agent Technology** makes every system on your network accessible, independent of their location
- Leverage hundreds of additional Scripts for automating procedures such as agent control, configuration changes, clean-up and maintenance, disk management, network testing and more with the **IT Services Delivery Kit**.
- Perform fast, accurate and up-to-date **Audit and Inventory** of computers, servers, and mobile devices. Deployable over the LAN, WAN, and Internet
- Implement proactive, user-defined **System Monitoring** with instant notification of problems or changes such as low disk space, processor spikes and memory issues
- **Live Connect** provides a quick and powerful single machine interface to give you full control over your endpoints with minimal end user interruption
- Utilize complete, fast and secure **Remote Access and Remote Control** for you and your users that even works behind firewalls and NAT
- Exceed expectations by providing IT support personnel with the **Service Desk and Ticketing** tools they need to track, respond and resolve issues quickly and efficiently

**The core functionality within the Kaseya Managed Service Automation Bundle includes the following essential functions:**

- Audit & Inventory
- Endpoint Monitoring
- System Management
- Efficient Agent Technology
- Software Deployment
- Agent Procedures
- Power Management
- ITIL Compliant Service Desk
- IT Services Delivery Kit
- Service Billing
- Remote Control & Management
- Management Reporting & Dashboards
- Patch Management
- Flexible Administration & Customization
- Application Programming Interface (API)
- Cross Platform Support (PC, Mac & Linux)
- Computer-Based Training & Community

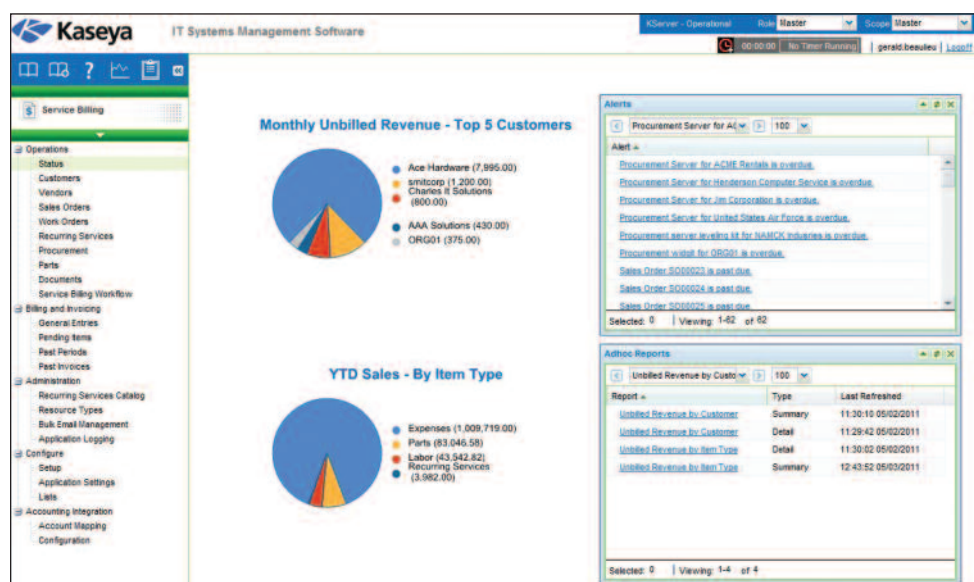
#### Fully integrated add-on options:

- Network Discovery
- Desktop Policy Management
- Desktop Migration
- Backup & Disaster Recovery
- Antivirus & Antimalware
- Directory Services



- Automated **Time Tracking and Service Billing** gives you the ability to track and bill for actual services delivered regardless of whether you bill by the hour or by recurring services delivered
- With **Management Reporting** you have all the information you need to effectively manage and convey the status of the network infrastructure and communicate the value of your services
- Through **Patch Management**, automatically keep servers, workstations and remote computers up-to-date with the latest important security patches and updates
- Manage the end user experience with **Desktop Policy Management**. From interface options to hardware config and everything in between
- Automate the backup and collection of user settings with **Desktop Migration** then simply, through the Kaseya interface, redirect them to another machine and have them back working with the same settings and customizations as before
- Experience the power of **Backup and Disaster Recovery** to implement real-time automated disk remote backup, disk imaging, file level remote backup and bare metal restore for Windows servers and workstations
- With the powerful **Antivirus** functionality you can enhance and extend support for the IT service delivery process by including an essential security protection component
- Flexible system administration and **customization** makes it easy to tailor the application to your unique needs

With Kaseya MSA, you can exceed expectations! You can do more with less staff, less budget and less hassle than ever before. All within an integrated environment that can scale as you continue to grow and become more profitable. You will have complete management capabilities, the power of automation and finally the time to focus on the strategic initiatives for expansion, efficiency and technology advancements.



Effectively manage billing, procurement and ongoing service engagements from a single dashboard view.

## About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

See the MSA Bundle in action and Register for a Free Demo: <http://www.kaseya.com/MSAbundle>  
 Contact Kaseya: [www.kaseya.com](http://www.kaseya.com) | [sales@kaseya.com](mailto:sales@kaseya.com)

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## Why Kaseya?

- Used by more than 10,000 business worldwide
- More than 5,000,000 devices managed
- Patented technology and FIPS 140-2 compliant
- Common User Interface
- Seamless Integration
- Automated Billing
- Robust Reporting Options
- Optional Delivery Methods

## Minimum System Requirements

System Requirements vary based on number of endpoints managed.

## Agent Requirements

- 333 MHz Pentium-class CPU or greater
- 128 MB of RAM
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Microsoft Windows NT, 2000, XP, 2003, 2003 R2, Vista, 2008, 2008 R2, 7
- Macintosh OSX v10.3.9 and above, Intel and PowerPC editions
- SuSE Linux Enterprise 10 and 11, RedHat Enterprise Linux 5.4/5.5, Ubuntu 8.04-10.4, and OpenSuSE 11
- TCP/IP Outbound Port 5721
- No Inbound Ports

## Kaseya Server Requirements

- Single processor (2.4 Ghz, 160 Mhz front side bus, 1 MB cache)
- 3 GB RAM
- 40 GB hard drive
- Microsoft Internet Information Server (IIS) version 5.1 and up
- Microsoft Windows:
  - Server 2003, 2003 R2, 2008, 2008 R2, or
  - XP Pro, Vista, and Windows 7 are supported for evaluation purposes only with systems that have no more than 5 Kaseya Agents
- Microsoft SQL:
  - SQL Server 2005 or 2008, 2008 R2, or (3)
  - SQL 2005, 2008, 2008 R2 Express Edition with Advanced Services (3)
- 100 Mbps Network Interface Card (NIC)
- DSL or Cable modem internet connection
- TCP/IP open ports:
  - Web UI: port 80 or 443 inbound/outbound
  - Email Notifications: port 25 outbound
  - Agent connections: port 5721 inbound

