

EMA Radar™ for Client Lifecycle Management: Q4 2011

Kaseya Profile

By Steve Brasen, Managing Research Director
Enterprise Management Associates (EMA)

October 2011



Table of Contents

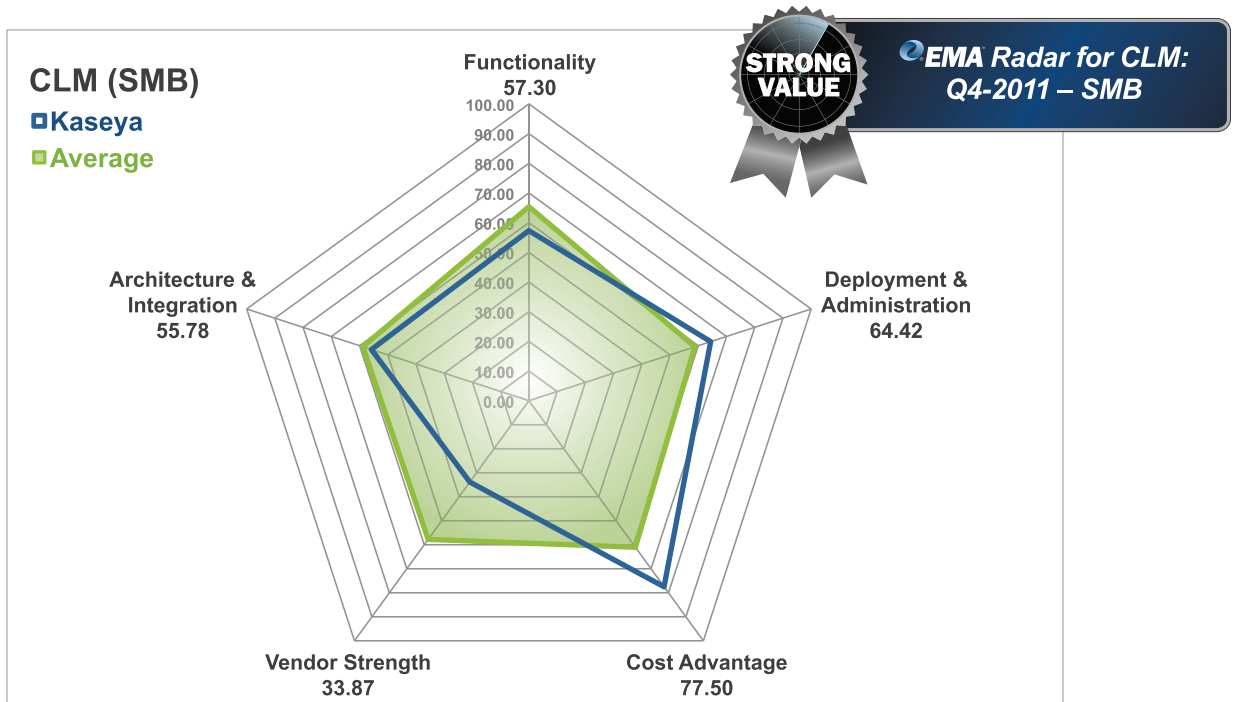
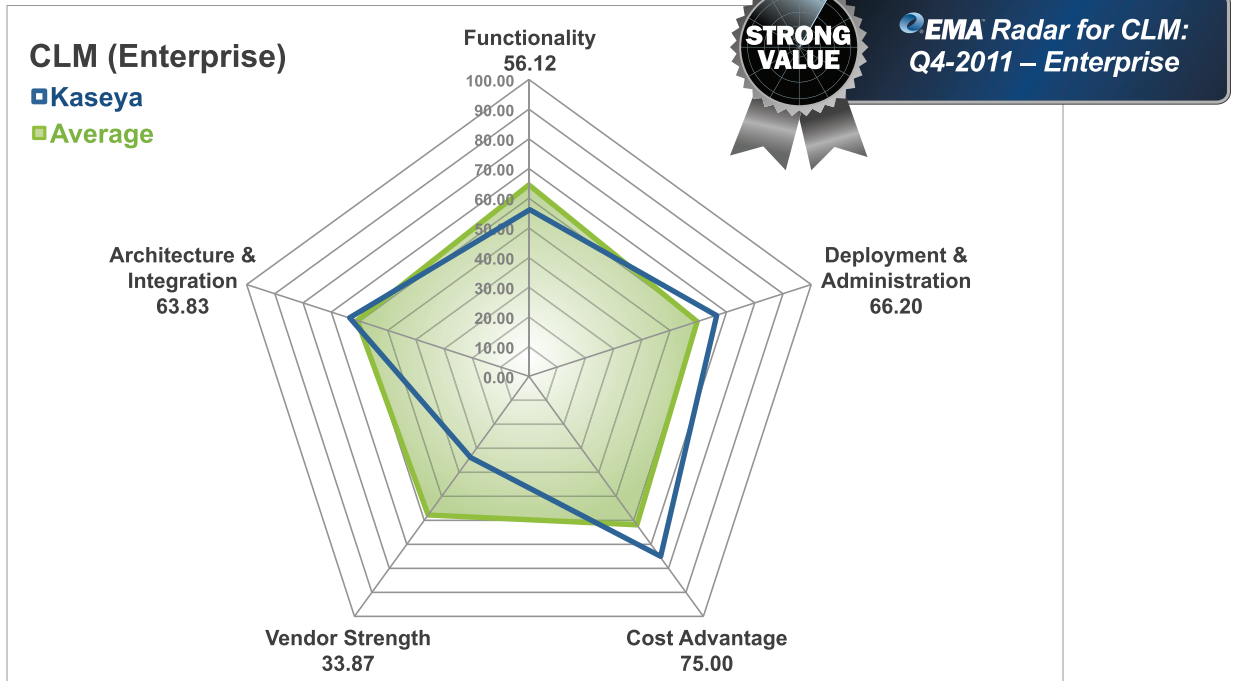
Kaseya Profile1
Introduction2
Architecture and Integration.....2
Functionality.....2
Deployment and Administration3
Cost Advantage3
Vendor Strength4
Strengths and Limitations.....4



EMA Radar™ for Client Lifecycle Management: Q4 2011

Kaseya Profile

Kaseya Profile



EMA Radar™ for Client Lifecycle Management: Q4 2011

Kaseya Profile

Introduction

Kaseya is a global provider of IT automation software for IT solution providers and both public and private sector IT organizations. Founded in 2000, the company's flagship solution, the Kaseya IT Automation Framework, is designed to provide a consolidated platform for monitoring, managing and maintaining distributed IT infrastructures. Two editions of the solution set are offered, allowing organizations to choose the appropriate level of support necessary for their business. The Essentials edition includes core management capabilities at an exceptionally low cost, whereas the Advanced edition extends more comprehensive functionality. Both editions are also offered as either on-premise, software-based solutions or as subscription-based SaaS services. Add-on modules are also available for these management suites including those for endpoint security, antivirus, antimalware, and backups.

For the purposes of this evaluation, EMA reviewed only the on-premise solutions for functionality and pricing. The Essentials edition was reviewed for the SMB analysis and the Advanced edition was examined for meeting Enterprise requirements. In both cases, a "Strong Value" was awarded to Kaseya for maintaining a low-cost solution while delivering broad functional support. The feature set proved to be comprehensive but is diminished principally by a lack of OS deployment capabilities. With the addition of OS deployment functionality, the Kaseya solution will likely excel significantly in future evaluations.

Architecture and Integration

The Kaseya Automation Framework employs a common, centralized console for all management activities. Each console can support up to a recommended limit of 20,000 managed endpoints and is accessed via a 100% Web-accessible user interface. All monitoring and management functionality is supported with the use of a single, lightweight, client-side agent. Asset data collection, change detection, and security and compliance scans are all performed without the assistance of the client-side agent. In addition to Windows and Mac endpoints, Kaseya's management platform provides broad support for Linux platforms, including CentOS, Debian, Fedora, Red Hat, SUSE, and Ubuntu.

The solution set is eminently scalable with the entry-level Essentials edition, and is easily upgradeable to the Advanced edition. Add-on packs provide additional opportunities to expand the platforms capabilities to meet organizational requirements. The entire support infrastructure can also be easily ported to and from the SaaS-based solution and the on-premise solution, providing additional paths for optimizing the management experience.

Functionality

Supported functionality for the Kaseya platforms excels in asset, application, patch, service, configuration, and security management disciplines. Detailed asset data is automatically collected in real time and is stored in a centralized database. Applications details and their licenses are also recorded and applications can be automatically provisioned to managed endpoints. Patches can be repackaged and automatically deployed to clients, and patch vulnerability scans ensure continual compliance across the support stack. Both applications and patches can be quickly rolled-back to previous editions in the event of a faulty deployment. A service desk is fully integrated and natively included with the solution suites and workflows are directly integrated into the management process. Policy based configuration checking and configuration change detection ensure supported clients do not drift from established



EMA Radar™ for Client Lifecycle Management: Q4 2011

Kaseya Profile

baselines. Security features for both solutions include application whitelisting and blacklisting and security vulnerability scans and reports. Additionally, automated power management is supported with power policy enforcement, scheduled power-downs, and wake-on-LAN.

At the time of this EMA Radar Report, Kaseya did not offer a system deployment solution. Since EMA considers this a core CLM requirement, the lack of OS imaging and provisioning tools adversely affected scoring of both Kaseya platforms in this category. It should be noted, however, that vendor has subsequently released the Kaseya Imaging & Deployment module, which includes these capabilities. EMA will credit Kaseya with these capabilities during the next release of the CLM Radar Report evaluation and expects inclusion of these features will greatly enhance the product sets overall score.

Deployment and Administration

With the on-premise solutions, deployment involves the installation of the management console along with its related operating environment. Client-side agents can be automatically delivered from the server onto target endpoints. Naturally, the SaaS solution does not require a console installation and has equivalent options for performing automatic client-side agent deployments.

The solution sets can remotely support clients on a local LAN, over a dedicated WAN or over the internet with or without the assistance of an additional connection server. Role-based access and wizard-based tasks simplify management activities, and a self-service user portal allows end users to initiate service requests with minimal administrator interaction.

Maintenance support services offered by Kaseya include 24x7x365 phone and email help desk support. Web chat services are also provided during regular weekday business hours and a facility is provided to initiate support requests directly from the console. The company maintains an online knowledgebase, manages an online discussion forum, and hosts regular vendor conferences. Kaseya also offers consulting and education services to assist customer organization resolve a wide array of IT challenges.

Cost Advantage

The on-premise edition of Kaseya Essentials has a manufacturer's suggested retail price of \$36.00 per managed endpoint and Kaseya Advanced is available for \$75.60 per managed endpoint. Discounts apply to bulk orders. Maintenance contracts are available at an annual subscription cost of 20% purchase price. Implementation costs include the provisioning of a console server and its operating environment.

Although the on-premise pricing was evaluated as the basis for EMA's analysis (in order to provide standardized pricing models for comparison), it should be noted that Kaseya's SaaS-based offerings may provide a more cost-effective solution for many organizations. The pay-as-you-go model of the SaaS solution has a subscription price entry point of just \$2.50/month (\$30 per year) per managed client. Again, discounts are available for larger support stacks. As a SaaS solution, no additional implementation or infrastructure costs are incurred and maintenance support is included.



EMA Radar™ for Client Lifecycle Management: Q4 2011

Kaseya Profile

Vendor Strength

As Kaseya is a privately held and funded company, EMA is unable to make determinations on the businesses profitability, equity, stability, and development investments. EMA believes this lack of visibility generates a level of uncertainty of the company's ongoing viability which, in turn, has negatively impacted its scoring in this category. Kaseya markets and sells its management solutions both directly and through channel partners and managed service providers. The company's vision for IT management includes CLM as only one facet of a larger integrated solution set that also addresses comprehensive, service-oriented resource planning. EMA believes Kaseya's innovative SaaS delivery model offers significant opportunities for marketing in channels inaccessible to many of its competitors, such as to especially small business units (with less than 100 managed clients) or severely budget-constrained organizations unable to make the initial up-front investment necessary in other solutions.

Strengths and Limitations

Kaseya strengths are:

- Scalability – Multiple product set editions (Standard, Advanced, SaaS, on-premise) plus the ability to extend capabilities with the use of add-on packs allow organizations to select an appropriately sized and priced solution to meet their business requirements.
- Tightly integrated service desk – Provides customizable workflows based on ITIL v3 standards.
- Extensibility – Add-on packages for antivirus, antimalware, and backups provide integrated functionality not commonly available with other CLM suites.

Kaseya limitations are:

- Virtualization platforms not supported – The solution set is not virtualization aware and does not provide integrated support for desktop or application virtualization implementations.

About Enterprise Management Associates, Inc.

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help its clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals and IT vendors at www.enterprisemanagement.com or blogs.enterprisemanagement.com. You can also follow EMA on [Twitter](#) or [Facebook](#).

This report in whole or in part may not be duplicated, reproduced, stored in a retrieval system or retransmitted without prior written permission of Enterprise Management Associates, Inc. All opinions and estimates herein constitute our judgement as of this date and are subject to change without notice. Product names mentioned herein may be trademarks and/or registered trademarks of their respective companies. “EMA” and “Enterprise Management Associates” are trademarks of Enterprise Management Associates, Inc. in the United States and other countries.

©2011 Enterprise Management Associates, Inc. All Rights Reserved. EMA™, ENTERPRISE MANAGEMENT ASSOCIATES®, and the mobius symbol are registered trademarks or common-law trademarks of Enterprise Management Associates, Inc.

Corporate Headquarters:

5777 Central Avenue, Suite 105

Boulder, CO 80301

Phone: +1 303.543.9500

Fax: +1 303.543.7687

www.enterprisemanagement.com



2334-Kaseya.111811