Efficient Endpoint Management

Kaseya VSA is a remote monitoring and management (RMM), endpoint management and network monitoring solution that empowers your business with all the functionality required for success.

MAXIMIZE IT OPERATIONAL EFFICIENCY

Kaseya provides your business with a complete solution stack to maximize technician efficiency. VSA, combined with our service desk and IT documentation solutions, enables you to manage all essential IT functions from a single pane of glass. Kaseya eliminates the "space between," which is the time wasted switching between applications, by having seamless workflow integrations between products.

Kaseya VSA facilitates IT services like:

- ⊘ Desktops, laptops and server remote monitoring and management
- ⊘ Deployment, patching and updating for Windows, Mac and third-party applications
- ⊘ Security services management (antivirus, antimalware and ransomware protection)
- ⊘ Cloud and onsite backup and recovery management
- ⊘ Auto-remediation of IT incidents
- ⊘ IT process automation
- ⊘ Audit and compliance reporting
- ⊘ On- and off-boarding of devices

Kaseya VSA has a modern, intuitive user interface (UI) that provides a streamlined user experience. It gives you the visibility and functionality you need to efficiently manage all of IT. Unlike other RMM solutions, VSA gives you the freedom to seamlessly switch between applications and not be forced to follow a specific product path. All necessary information is readily available, leading to greater operational efficiency and a higher endpoint-to-technician ratio.

BUILT FOR SCALABILITY: FLEXIBLE, RELIABLE, SECURE AND OPEN

IT professionals require confidence in knowing that their mission-critical IT solutions can evolve to meet their changing business needs. VSA is designed to scale with your business. A single SaaS instance of VSA supports tens of thousands of endpoints.

Kaseya VSA:

⊘ Available on-premises or via cloud
⊘ Highest level of native security with more ways to protect data and systems
⊘ Great performance, even at scale
⊘ Open integration using REST APIs
⊘ Full multi-tenancy support

COMPLETE IT ASSET DISCOVERY AND INVENTORY

IT professionals cannot manage what they cannot see. Success begins with having visibility and control of all devices on or off the network. Kaseya VSA automatically discovers all endpoints on the network. Its network visualization feature uses a Network Topology Map to provide you with complete visibility of your IT environment, showing both agent-based and agentless endpoints on your network. This helps in quickly identifying potential problem sources for faster remediation of IT incidents.

VSA's automated discovery finds and correctly identifies more machines, more often, than any other endpoint management platform in the industry. By deploying just one agent, a network scan finds all of the other endpoints on the network and then deploys an agent to each device. The agent enables VSA to monitor assets, detect changes, and provide remote management of the endpoint.

DISCOVERY FEATURES

⊘ Rapid deployment
⊘ Provides both Network based and Active Directory (AD) domain based discovery
⊘ Automatically keeps VSA synced with all AD domain changes
⊘ Collects detailed hardware and software asset information
⊘ Cross-subnet scanning
⊘ Network topology map showing all endpoints (agent and agentless (SNMP)) on the network
⊘ Easily access the VSA QuickView window from the topology map to see detailed asset information and access VSA's remote management capabilities

POWERFUL AND EFFICIENT REMOTE MANAGEMENT

Kaseya VSA offers two remote management functions—Live Connect and Remote Control. Live Connect allows technicians to work behind the scenes to resolve an issue without disrupting the end user. Remote Control provides direct console access to the endpoint in either a shared session with the user or in a private session. 1-click access allows techs to access the endpoint with Remote Control without have to know or manage passwords for the target machine.

PRODUCT BRIEF
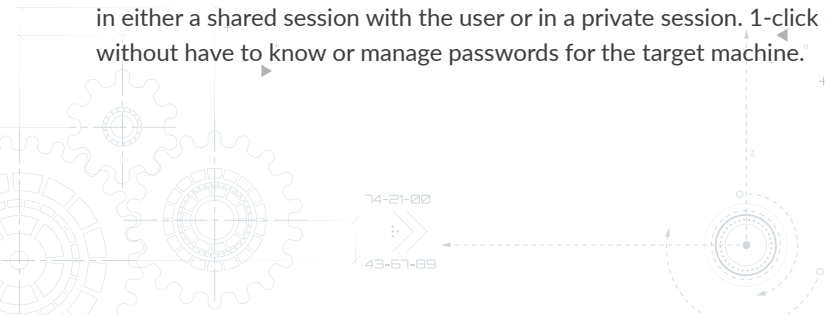
With Kaseya Live Connect you can:

- ⊘ Remote into an endpoint without interfering with end users
- ⊘ Execute Powershell Scripts
- ⊘ Access anything, including SSH devices
- ⊘ Leverage universal search to find any asset
- ⊘ Install, with a single click, an extensible library of automated procedures to address common issues, such as rebooting, disk cleanup, service restarts or clearing registries
- ⊘ Quickly spin up a session for devices without installed agents with Live Connect On Demand
- ⊘ Screen capture for regulatory compliance purposes
- ⊘ Secure and configure access to devices behind firewalls and NAT without requiring port mapping or infrastructure changes
- ⊘ Access Live Connect from the BMS/Vorex Service Desk and IT Glue Documentation
- ⊘ Get IT Glue documenation in the VSA Live Connect window

PATCH AND SOFTWARE MANAGEMENT FOR MAXIMIZING SECURITY

Centrally manage software for Windows and macOS platforms. Remediate software vulnerabilities with fully automated patch management. Have the ability to review and override patches and see patch history. This scalable, secure and highly configurable policy-driven approach is location-independent and bandwidth-friendly. It helps ensure all machines are in compliance with patching policies and are secure by offering:

- ⊘ Support for Windows, macOS, browsers and third-party applications
- ⊘ The ability to automate the deployment and installation of software and patches for on and off-network devices
- ⊘ Governance via policy and profiles
- ⊘ Bandwidth optimized for deployment even over low bandwidth networks

SECURE, BACKUP AND RECOVER

Today's cybersecurity threats, such as ransomware, require a multifaceted approach. VSA starts with a fully encrypted agent that calls home on a single outbound port, reducing vulnerability exposure. Layer in robust endpoint protection with fully integrated antivirus/antimalware tools from leading vendors including Bitdefender, Webroot and Kaspersky. VSA is also integrated with a robust backup and disaster recovery solution—Kaseya Unified Backup, to ensure recoverability. *VSA provides:*

- ⊘ Fully-hardened agent architecture and secured communication
- ⊘ Integrated antivirus and antimalware protection
- ⊘ Integrated backup to an appliance or cloud
- ⊘ Recoverability from many platforms, including virtual machines
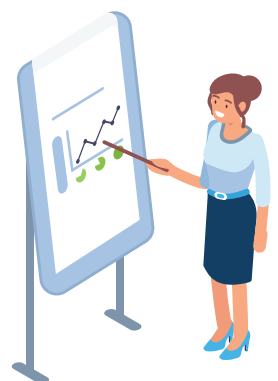
MORE WAYS TO MONITOR AND AUTO-REMEDIATE

Implement proactive endpoint monitoring and take immediate action via the agent on the endpoint. Agent executed scripts can auto-remediate issues. Automatically address problems such as low disk space, performance issues, processor spikes and more with:

- ⊘ Up/down endpoint monitoring
- ⊘ Performance, event and condition monitoring
- ⊘ Alarms that can trigger actions including: alerts, auto-generated tickets in BMS/Vorex, execution of scripts (agent procedures) and email notifications

POWERFUL AUTOMATION ENHANCES IT PERFORMANCE

Kaseya's high-powered IT automation enhances technician efficiency and boosts productivity by providing you with:

- ⊘ Agent executed scripts (agent procedures) to automate IT processes including routine server maintenance, patch management and much more

- ⊘ Policy guide IT automation that helps standardize best practice processes across groups of devices

- ⊘ New Agent Procedure Editor that makes it easier for users to create and customize IT automation scripts

- ⊘ Out-of-the-box access to content packs that let you automate onboarding

- ⊘ Kaseya Automation Exchange — a marketplace for sharing, buying and selling Agent Procedures, Monitor Sets, Reports, Templates and other types of automation for Kaseya's products. With over 600 listings, 11,000 users and an average of five new time-saving innovations a month, Automation Exchange multiplies your productivity and enhances technician efficiency

- ⊘ The ability to execute agent procedures from anywhere — your desktop or the Kaseya Fusion Mobile App — for easy automation on the go

- ⊘ Workflow integrations with BMS/Vorex and IT Glue allow VSA Agent procedures to be executed in your Service Desk and IT documentation tools

BACKED BY KASEYA PROFESSIONAL SERVICES AND THE KASEYA CUSTOMER COMMUNITY

A robust ecosystem of industry expertise:

- ⊘ Specialized Onboarding and Professional Services Teams
- ⊘ Dedicated Customer Success Organization
- ⊘ Technology alliance program for VSA extensibility
- ⊘ Kaseya customer community portal
- ⊘ Kaseya-sponsored customer meetups and annual Connect IT conferences that provide access to best practices and cutting-edge content
- ⊘ Free and premium training resources via Kaseya University

REQUEST A DEMO OR START A FREE TRIAL TODAY!

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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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PRODUCT BRIEF