

# Kaseya Virtual Systems Administrator

Next-generation remote monitoring and endpoint management solution for today's forward-thinking IT professionals

With Kaseya VSA's powerful automation and other capabilities, you can create a robust set of IT services that drives operational efficiencies, increases system security, and ensures extremely reliable service levels.

## Deliver the Best, Most Comprehensive, Flexible IT Services

Provide world-class IT services to manage end users and clients while achieving the most efficient use of IT resources possible. Kaseya VSA offers the broadest and deepest set of IT management capabilities in a single solution.

### VSA facilitates services like:

- Desktop and server support with remote access and integrated ticketing
- On- and off-boarding
- Patching and updating for Windows, Mac, and third-party applications
- Security services (antivirus, anti-malware, and ransomware protection)
- Cloud or onsite backup and recovery
- Network and infrastructure monitoring
- Workflow automation
- Audit and compliance reporting
- Mobility management
- Service desk

Kaseya VSA relies on a modern, clean, and intuitive "single-pane-of-glass" interface designed to enhance user productivity and process workflow to deliver any IT services needed. Kaseya VSA leverages and enables pervasive use of automation to drive IT efficiency and ensure the maximum tech-to-endpoint ratio.

## Architected for Growth and Change: Flexible, Reliable, Secure, Scalable, and Open

Capability starts with architecture. IT professionals need the confidence of knowing that mission-critical solutions can evolve and change alongside their business needs. VSA is designed to provide a complete feature set in a variety of network situations, work with any IT shop regardless of size or maturity, and easily enable events from onboarding to reorganization and more.

- Available on-premises or via cloud
- Full feature set availability in a distributed network environment
- Support for Windows, Mac, and Linux operating systems
- Highest level of native security
- Great performance, even at scale
- Open integration using REST APIs
- Full support of multi-tenancy for MSPs or large enterprises
- More ways to secure and protect data and systems



### Base Features

- Audit (Inventory and Compliance)
- Discovery
- Analytics and Reporting
- Live Connect (Remote Control)
- Patch and Software Management
- Endpoint Monitoring
- Network Monitoring
- Policy Management
- Agent Procedures
- Automation Exchange

### Enhanced Options

- Security (Antivirus and Anti-malware)
- Backup and Recovery
- Mobility Management
- Service Desk
- ConnectWise and Autotask integration



## Complete Discovery that Works

IT professionals cannot manage what they cannot see! Success begins with having visibility to all on- and-off network devices and users. In a few clicks, VSA can find and correctly identify more machines, more often than any other management platform in the industry. By deploying just one agent, a simple scan can propagate throughout the network, perform a network harvest that returns critical information about the machines that will be managed, and enable VSA to monitor assets and instantly detect network changes.

### Discovery features:

- Rapid deployment
- LAN and domain discovery
- Full fingerprinting including OS, host names, and services
- Cross-subnet scanning

## The Most Productive Technician Experience on the Market

Kaseya Live Connect delivers real-time remote control across distributed networks so a technician can do everything needed from any location without ever disturbing the end user. The visual design is modern and familiar, reducing the need to train, and the workflow enables the technician to work with maximum efficiency.

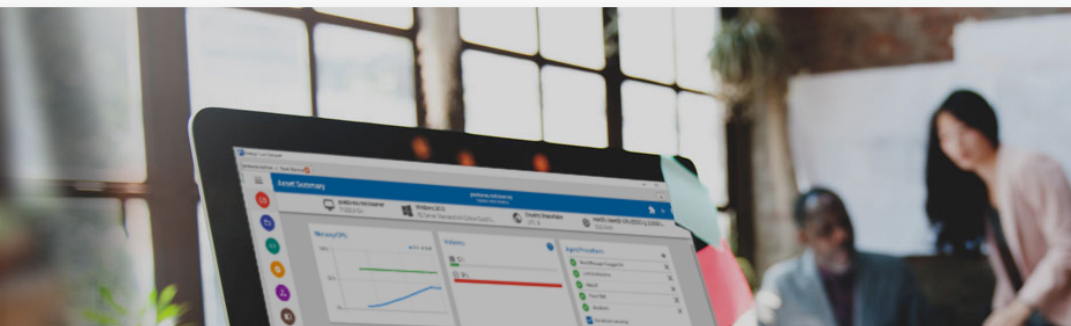
### With Kaseya Live Connect you can:

- Access anything, including SSH devices
- Leverage universal search to find any machine with faceted search
- 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
- Remotely control machines from a mobile device without interrupting users via Live Connect Mobile
- Quickly spin up a session for devices without installed agents with Live Connect On Demand (which allows MSPs to access both managed and break-fix customers) remotely in a single solution
- Screen capture for regulatory compliance purposes
- Secure and configure access to devices behind firewalls and NAT without requiring port mapping or infrastructure changes
- Integrate ticketing

*In a few clicks, VSA can find and correctly identify more machines, more often than any other management platform in the industry*

## Kaseya Native Integrations

- NOC Services
- BMS and Vorex (PSA)
- Traverse
- AuthAnvil



## Fully Automate Patch and Software Management to Prevent Vulnerabilities

Centrally manage all software for any platform. Fully automate patch audits, deployment, roll-back, and history. This scalable, secure, and highly configurable policy-driven approach is location independent and bandwidth friendly, and helps ensure all machines are in compliance and protected by offering:

- Support for Windows, Mac, and third-party applications
- The ability to install, deploy, update, and automate software and patches
- Governance via policy and profiles
- Bandwidth optimized for rapid deployment

Coming soon – a unified, single touch console and integrated management.

Agents	Search	Refresh	Export	
↑ ID	User	Last Checkin Time	Last Reboot Time	Version
ittc-ws8.root.forkidz	Administrator100	01:25:49 pm 27-Feb-17	07:52:35 am 13-Dec-16	9040003
ittc.mainoffice.forkidz	Alex	09:30:12 am 09-Nov-16		9040000
ittc.root.ittc	oscar.hernandez	08:54:21 am 06-Jan-17	08:38:49 am 06-Jan-17	9040002
pc.forkidz.root	ITTC	03:28:20 pm 21-Dec-16	06:09:21 pm 26-Oct-16	9040000
pseduvs.a.root.kserver	nicolas.ponce	01:09:16 pm 29-Mar-17	10:22:53 pm 26-Mar-17	9040003
reception.root.ittc.com	Alex 2	06:58:15 am 08-Mar-17	04:02:27 am 03-Feb-17	9040002

## Protect, Secure, Recover

Today's threats, such as ransomware, require a multifaceted approach. VSA started with a fully encrypted agent that communicates through one inbound port, reducing vulnerability exposure. Layering in robust endpoint security protection that is fully integrated for automation to prevent and remediate threats fosters confidence that the environment is backed up and completely recoverable. VSA provides:

- Fully hardened agent architecture and secured communication
- Layered automation for maximum protection
- Integrated antivirus and anti-malware protection
- Integrated backup of anything (local or cloud)
- Recoverability from any platform, including virtual machines

## More Ways to Monitor and Auto-Remediate

Implement proactive, user-defined system monitoring with instant notification of problems or changes, such as low disk space, processor spikes, and memory issues with:

- Up/down endpoint monitoring
- Performance monitoring
- Alerts via alarms, ticketing, scripting, and email
- Network monitoring, with dozens of OS choices including VMware and Cisco
- File and directory monitoring



- Log monitoring
- Database monitoring
- SNMP traps

## Powerful Automation Enhances IT Performance

- Policy-driven automation for consistency at scale
- Ability to create specialized scripts using the most comprehensive, easy-to-use, automated scripting engine on the market
- Out-of-the-box access to hundreds of built-in automated processes, such as monitoring, management, network oversight, and testing
- Includes use of 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

## Backed by Kaseya's Transformational Thought Leadership

A robust ecosystem of industry expertise that features the following:

- Specialized Onboarding and Professional Services teams
- Dedicated Customer Success Organization
- Technology Alliance Program for VSA expansibility
- Kaseya customer community
- Kaseya-sponsored customer meetups and annual conferences
- Access to best practices and cutting-edge content
- Free and premium training resources via Kaseya University

### ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit [www.kaseya.com](http://www.kaseya.com)

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