4 Steps to Successful
IT Systems Management
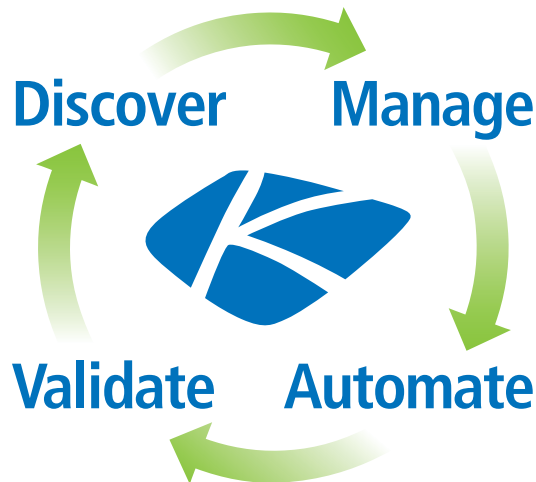
Discover, Manage, Automate and Validate

Organizations, both large and small, public and private, U.S.-based and international—are facing unprecedented challenges in an effort to support critical business initiatives in today's dynamic business environment. Users are now distributed, mobile and technology savvy. They bring their own mobile devices to the workplace and expect quick and efficient IT services and support for those systems. It's the Wild, Wild West out there and IT teams are expected to bring law and order to the table in order to protect and secure the organization while supporting the changing needs of each user.

While seemingly counter intuitive, organizations can actually create IT efficiencies without having to cut service levels by adopting a systems management strategy that embraces the concept of "Discover, Manage, Automate and Validate."

Discover **Manage**

Validate **Automate**

You can't manage what you can't see, so
Discover
all of your assets.

You're under pressure to do more with less, so
Manage
your distributed systems more efficiently.

The goal is to prevent problems before the user is aware, so
Automate
IT tasks.

It's best to align IT with business initiatives, so
Validate
the results.

Discover

See Your Network in a New Light

Every aspect of an organization's IT systems management strategy relies on the discovery process. Administrators need to know what is on the network, how assets are behaving, which ones are not meeting IT policies and what needs to be done to bring them back up to compliance. Unfortunately, inventory lists do not always match reality, and systems often fall through the cracks.

Kaseya provides visibility into all assets in the IT environment by automatically collecting and updating management data in real time. Whether new assets come into the environment through acquisitions, ITAM lifecycles, new hires, mobile workers or Bring Your Own Device policies and whether they stay connected to the network or not, Kaseya applies pre-defined policies on the new system and brings them under management. The solution then stores the information in a central repository that can be used for proactive maintenance, remediation and reporting and alerts administrators of any changes. The result is complete visibility into the state of all assets on and off the network and what actions are taking place on each machine.

Visibility in Action

A federal regulator was on site conducting our audit and tried to access software through our wireless network. Luckily, we had Kaseya watching the gates. It automatically identified the regulator's laptop as it logged onto the network and immediately alerted us of the suspicious activity. The regulator was a little embarrassed, but he was also impressed with the way we were able to detect suspicious activity. The rest of the audit went off without a hitch.

Kaseya

Manage

Manage Your Environment More Efficiently

Most organizations today require 24x7 operations, but traditionally, IT systems management has been done in a decentralized manner with multiple point products and manual processes that fall short of providing ubiquitous availability. Administrators are able to conduct maintenance and typically keep systems in operation, but the work is hardly consistent across systems and is usually undocumented and manual.

Kaseya provides a single, unified framework in which to remotely conduct management tasks from anywhere in a consistent manner. Administrators can manage groups of machines by type, OS, platform, department, geography or virtually any other distinguishing feature. The single solution offers a single username, password, dashboard, GUI and terminology across management functions while Intel vPro technology allows maintenance and updates to be scheduled during off-hours.

Combined with visibility into all IT assets and systems' behavior, this accessibility enables a policy-based approach to IT systems management. Administrators can set up, monitor and update policies from a central dashboard and push them out to distributed machines in the environment. Systems can fit in multiple groups and conform to multiple policies. This creates a "Paint by Number" approach to systems management, allowing organizations to maintain a consistently healthy IT environment efficiently and with minimal impact on users.

Management in Action

We manage an inconsistent environment. Systems come in and go out on a daily basis and often spend weeks disconnected from the network while users are on the road. We cannot risk having those systems fall into a non-managed state. Luckily, Kaseya continues to manage those systems whether they are connected to the network or not while allowing us to remotely monitor and execute commands as if those machines were local. The manageability of Kaseya allows us to provide proactive IT services and enables us to support our mobile users without increasing overhead.

Automate

Automate Maintenance and Remediation

Many organizations already have some sort of automation in their IT environments—usually in the form of monitoring and alerting. Typically, some light pops up on a dashboard and maybe an email blast gets sent out to the IT team. However, an administrator still has to manually create a ticket and troubleshoot a solution. Regular maintenance is done much the same way: task by task, machine to machine.

Kaseya's workflow engine can automate recurring IT tasks like patch management and software deployment as well as remediation and root-cause analysis. An integrated Service Desk solution provides pertinent inventory and performance information to administrators working to resolve a problem and can even resolve issues automatically without manual intervention. This creates one integrated IT systems management solution.

The result is that IT is able to head off issues using minimal IT resources. At the same time, automation of regular maintenance allows organizations to improve IT service levels, expand capacity and meet the needs of new business initiatives while reducing IT costs.

Automation in Action

Patching used to be a tedious, painful process for both the IT team and users. Now we deal with patches through our policy-based approach to ITSM. We set security policies for groups of machines that prioritize the patch updates, and when an update is available, agent procedures automatically kick in to test the patch, prepare each system for the update, install the software and reboot if necessary. It helps that every system is automatically discovered, continually monitored and updated consistently and according to our policies.

Kaseya

Validate

Track Tangible Results

Informing the management team of the IT services that are being provided is one of the most important—yet inconsistent and time-consuming functions of the IT team. Rather than being seen as a cost center, IT needs to show the contributions it is making to the rest of the business and the value of supporting business initiatives and goals.

Kaseya provides the framework to collect pertinent management data from distributed systems, store the information in a central repository and report on it in a meaningful way. Given that different audiences require varying levels of technical detail, Kaseya's customizable reports span executive summaries to detailed system snapshots and historical reports. And because the data is already collected in real-time and stored centrally, the time to compile the reports is minimal—often at the press of a button.

One Integrated Framework

Kaseya gives IT organizations the visibility and control they need to effectively and efficiently manage distributed systems. Automation streamlines maintenance and remediation, improving user productivity without increasing IT costs. Administrators can then leverage this visibility and control to validate their results and show the management team and auditors the information they need to make informed decisions. This integrated management framework consolidates all aspects of the management apparatus under a single pane of glass, standardizing IT maintenance, monitoring and remediation across the entire organization.

For more information on how to Discover, Manage, Automate and Validate your IT environment please visit **Kaseya.com**.

Validation in Action

" *We recently created an initiative to replace all our Windows XP machines. We needed to formulate an action plan that would be the least disruptive to our users. Kaseya made it easy. I ran a report that identified our XP systems and what upgrades were needed to bring each machine to a state where it could support Windows 7. We then formulated a plan to upgrade the systems, and Kaseya calculated the cost. I then took the plan and budget to the management team to show them the benefits of doing the upgrade.* "

About Kaseya

Kaseya is a leading global provider of IT systems management software. It is the only vendor to provide a complete IT management cloud solution and an on-premise solution built on the same core technology. Kaseya solutions are in use by more than 10,000 customers worldwide. Kaseya technology empowers mid-sized businesses, enterprises and MSPs to proactively manage and control IT assets remotely, easily and efficiently from one integrated web-based platform. Kaseya solutions are used in a wide variety of industries, from healthcare to education, finance, government and more. The company is privately held with a presence in over 20 countries. To learn more, please visit **www.kaseya.com**

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