

## Kaseya® Managed Services Edition

Kaseya's platform, the industry standard in managed services, provides a unified set of tools that proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web based platform.

The Kaseya Managed Services Edition is an integrated IT Automation framework specifically designed for managed service providers. The Kaseya framework manages each client's IT infrastructure, network components, servers and users' desktop PCs - remotely, comprehensively, and transparently.

### Solutions for Managed Service Providers

With the Kaseya Managed Services Edition, Managed Service Providers (MSPs) can manage multiple customers, install and configure systems, collect system status data, protect critical data and system resources, and provide a robust set of managed services for their customers. The Kaseya solution makes all this possible without the need for the MSP or their clients to add additional staffing resources to manage the solution.

### The Kaseya IT Automation Framework

The Kaseya framework consists of the Kaseya Agent and the Kaseya Server. The Server manages client services and maintains a database of client configurations.

### Kaseya Agent

The Kaseya agent (PC and Mac) provides a non intrusive, non evasive and seamless OS service addition. This light-weight agent initiates all communications back to the server. It is responsible for communicating system information and status back to the server, and for executing tasks and delivering managed services as defined by the MSP and the client company.

Kaseya does not need any input ports opened on client machines. This lets the agent do its job in any network configuration without introducing susceptibility to inbound port probes or new network attacks.

Communication between the components is secure from all perspectives. Kaseya protects against man-in-the-middle attacks by encrypting all communications between the agent and server with full 256-bit RC4 encryption protecting all sessions. The keys roll every session and passwords are never exposed. Kaseya fully automates all key management, eliminating human error induced security breaches.

### Kaseya Server

A single Kaseya Server manages the Kaseya database, web interface and provides all of the functionality and management facilities for the MSP. The administrators access all the features through a straightforward Web-based interface using any standard browser after a secure logon process.

The system never sends passwords over the network and never stores them in the database. Only each administrator knows his or her password. The client side combines the password with a random challenge, issued by the Kaseya server for each session, and hashes it with SHA-1. The server side tests this result to grant access or not. This unique random challenge protects against a man-in-the-middle attack sniffing the network, capturing the random bits and using them later to access the Kaseya server.

The Kaseya Server easily and quickly installs on any standard Microsoft Windows 2000 or 2003 Server running IIS 5 or 6 web services.

Kaseya offers several options for implementing the Kaseya Server. The most common implementation is for the MSP to host the Kaseya Server at their facility. Alternatively, the MSP may choose to have the Kaseya Server hosted by a third-party hosting service. When appropriate, a provider can choose to have the Kaseya Server hosted at a client facility as well. Installation and operation of the Kaseya Managed Services Edition is the same no matter where the Kaseya Server resides.



**The core functionality within the Kaseya IT Automation Framework provides the following essential functions for the managed service provider. These include:**

- Computer Audit and Inventory
- Patch Management
- Automated System Management
- Automated Power Management
- Managed Service Templates
- Cross Platform Support (PC and Mac)
- Help Desk
- Automated User State Management
- System and Windows Event Log Monitoring and Alerts
- Desktop Policy Enforcement
- LAN Discovery
- Software Deployment
- Remote Control
- Kaseya IT Business Processes
- Real Time Monitoring
- FTP
- Chat
- Messaging
- Comprehensive Reporting
- Desktop Privacy Suite
- Anti-Virus
- Application Programming Interface (API)

### Fully integrated add-on modules:

- Backup and Disaster Recovery
- Endpoint Security
- User State Management



Our Automation. Your Liberation.™

[www.kaseya.com](http://www.kaseya.com)

Provisioning managed services is simple with Kaseya. All interaction with the system is through a Web interface. The Kaseya Agent reports back to the Kaseya Server providing it with all of the information on the client side. The administrator has a global view of the client networks, including servers, workstations, remote users and network infrastructure devices and is able to take action on any, some or all of those systems.

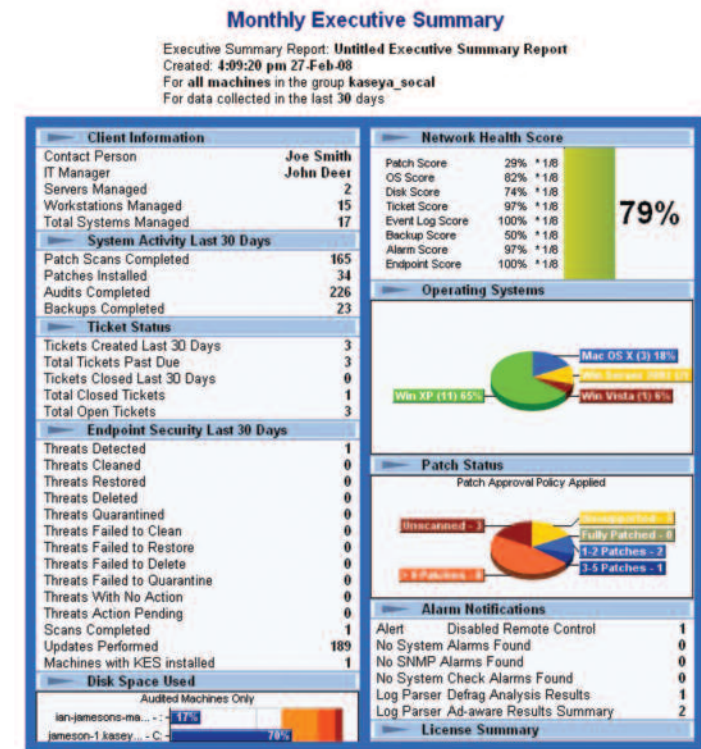
## Kaseya Architecture

The robust, distributed architecture of the Kaseya Edition provides maximum flexibility, scalability, redundancy and reliability. Administrators can solve problems ranging from simple system installation and upgrades to resolution of complex emergencies, remotely, transparently, effectively and economically.

Kaseya's Web-based model enables MSPs to automate and aggregate delivery of management services, and to build a knowledge base of past problems and solutions. The Kaseya solution, combined with each MSPs own expertise, delivers a positive, customized experience to mid-sized business clients and their users, while reducing the risks and difficulties of deploying new services.

The Kaseya Edition is a complete, integrated and extensible system. It redefines managed service provisioning through innovative delivery of remote desktop management. The Kaseya solution delivers an administrator-driven, scalable, flexible and economical distributed managed services platform. That platform enables MSPs to give their mid-sized business clients better service, and to earn higher margins.

The architecture of Kaseya is simple, flexible and reliable. The easy to use and quick to learn web-based interface gets administrators productive and managing remote machines in minutes.



*Kaseya's Executive Summary provides an easy and effective way to demonstrate the value of your managed services.*

*"Kaseya enables improved employee productivity, better visibility into our customers' IT environment and a consistent approach to service delivery. It's truly transformed the way we do business."*

## Key Benefits

- Improve resource optimization
- Increase performance while promoting energy efficiency
- Enhance data protection and business continuance capabilities
- Contribute to the "Green Computing" initiative through automated power management

## 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 98, Me, NT 4.0, 2000, XP, Vista, Server 2003
- Macintosh OSX v10.3.9 and above, Intel and PowerPC editions
- TCP/IP Outbound Port 5721
- No Inbound Ports

## Kaseya Server Requirements

- Single processor (1.0 Ghz, 160 Mhz front side bus, 1 MB cache)
- 1 GB RAM
- 40 GB hard drive
- Microsoft Windows Server 2003
- Microsoft Internet Information Server (IIS) version 5 and up
- Microsoft SQL Server 2005 (or 2000) or SQL 2005 Express Edition (included in standard download)
- Cannot be installed on a server running Microsoft Exchange
- 100 Mbps Network Interface Card (NIC)
- DSL or Cable modem internet connection
- TCP/IP open ports: 80 inbound and outbound, 5721 inbound

## About Kaseya

Kaseya is the leading global provider of IT automation software for IT Solution Providers and Public and Private Sector IT organizations. Kaseya's IT Automation Framework™ allows IT Professionals to proactively monitor, manage and maintain distributed IT infrastructure remotely, easily and efficiently with one integrated Web based platform. Kaseya's technology is licensed on over three million machines worldwide.

For a free 30 day trial visit [www.kaseya.com/download](http://www.kaseya.com/download)

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