

Kaseya® Professional Services

Kaseya Professional Services are designed to accelerate IT service delivery, realize a rapid return on investment and reduce total cost of ownership.

KASEYA PROFESSIONAL SERVICES

Kaseya Professional Services offers a range of resources to provide education and assistance in the implementation and operation of the Kaseya IT Automation Framework™ to achieve maximum success in automating and managing your IT infrastructure and service delivery. The key areas addressed include:

Implementation | Accelerate Kaseya Software Deployment

Kaseya Implementation Services assist organizations in the configuration, set up and deployment of the Kaseya solution. Driven by Customer requirements, Kaseya utilizes a proven implementation and deployment methodology to deliver a solid, best practice based, fully operational, and highly functional Kaseya system that can be rapidly deployed across the entire IT infrastructure.

Education | Learn to Leverage the Power of Kaseya

Kaseya Education Services assist organizations by providing comprehensive training programs that teach users how to fully leverage the powerful functionality of Kaseya. Kaseya Education Services include Kaseya Education Workshop Services, a deep consultative, hands-on technical workshop on the product features, functionality, management and operations and free access to comprehensive fundamentals product education via an On-line, Self Paced, Computer Based Training (CBT) option.

Consulting | Utilize Kaseya Experts to Accomplish Strategic IT Goals

Kaseya Consulting Services assist organizations by providing expert resources for IT projects and operations on a short term or long term basis. Kaseya experts develop an understanding of your specific needs and provide the right complement of project management, technical, and development resources to fulfill them.

KASEYA IMPLEMENTATION SERVICES

Kaseya Implementation Service offerings provide one-on-one Professional Services focused on delivering a standard and/or advanced implementation of the Kaseya Software within the Customer environment. In concentrated one, two or three day sessions, Kaseya installs, configures and reviews the core product features with the Customer. The choice of time required is based on the level of complexity behind the Kaseya use case and involvement the customer requires from the Kaseya team. Standard Implementation focuses on the out-of-the-box best practices system set-up and configuration. Advance Implementations take a more customized approach starting with in-depth requirements gathering session evaluating service delivery methods, infrastructure needs and operating goals. A specialized implementation plan is created and executed to meet the specific requirements.

KASEYA EDUCATION SERVICES

Kaseya Education Services are designed to provide the training and educational resources required to successfully implement and maximize the capabilities of the Kaseya IT Automation Framework.

Online Self-Paced, Computer-Based Training (CBT)

Free online access to the Kaseya Self Paced Education library that can be viewed at any time and as often as desired. Pre-recorded education tracks include content and materials covering product and business objectives and can be completed and repeated at your own pace. Customers are encouraged to pass the end of session online multiple-choice Test as well as complete the Lab exercise for the session and submit the results to Kaseya for evaluation – resulting in a “Certificate of CBT Completion”



Kaseya Professional Services:

- Implementation Services
- Education Services
- Consulting Services
- Or combine them all into the Success Tracks Service

Implementation Services:

- Basic Kaseya Software Installation and Configuration
- Business and Technical Goal Setting
- Detailed Core Feature Review
- Deployment Planning and Execution
- Customization and Documentation
- Agent Configuration & Deployment

Education Services*:

- Kaseya Education Workshops
 - Core Kaseya
 - Advanced Kaseya
 - Kaseya System Administrator
 - Kaseya Endpoint Security
 - Kaseya Backup and Disaster Recovery
 - Kaseya User State Management
 - Kaseya Service Desk – Administrator
 - Kaseya Service Desk – User
- Online Self Paced, Computer-Based Training

**Kaseya educational content is revised throughout the year as industry standards change and Kaseya products are released or updated.*


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Online Education Workshops

Online Education Workshops are instructor-led training in a public classroom environment covering specific functional areas of the Kaseya product and business objectives. Targeted to engineers and operational managers that want to supplement the training obtained through the Online Self Paced CBT and/or On-Location Education Workshop options, these courses provide Customers with the benefit of direct access to Kaseya instructors and extensive training content from the comfort and convenience of their office.

On-Location Education Workshops

On-Location Education Workshop is an Instructor-led training in a public classroom environment. Providing deep technical training targeted to engineers and operational managers. This option provides a comprehensive review of all options available across the Kaseya product offering and is designed to optimize interaction between participants in a technical discussion surrounding a successful Kaseya implementation.

KASEYA CONSULTING SERVICES

Kaseya Consulting Services are Time & Materials based options that provide one-on-one engagements focused on a customized set of deliverables specific to the needs of the Customer. Kaseya performs a needs assessment with the Customer prior to engaging this Service and delivers a unique project Statement of Work (SOW) to identify and define the Customer specific issues, priorities, tasks, project duration, and costs. These engagements can be for discrete issues requiring as little as ½ day or, for larger multiple day or multiple phase projects. Kaseya Consulting Services can be engaged for both consulting and training requirements. Upon acceptance of the SOW, Kaseya Professional Services will conduct the Services defined in the SOW either remotely or on-site as necessary (3 consecutive days minimum for on-site). Through Kaseya Consulting Services, Kaseya delivers talented professionals with the product and business expertise to address an array of Customer needs in a range of specialized areas. Through these engagements, Kaseya and the Customer discuss topics relevant to the Customer. Examples of Kaseya Consulting Services include: System Upgrades and Migrations, Technology Implementations and Deployments, Consolidations and Relocations, Operations Augmentation, and System and Process Documentation.

KASEYA PROFESSIONAL SERVICES – BUNDLED OPTIONS

Kaseya Success Track Services™

Kaseya has also developed a proven strategy called Kaseya Success Track Services which combine the delivery of Kaseya implementation, education and project based Services that align with the overall needs of customers. The Success Tracks, based on the complexity and size of the Kaseya deployment, are recommended for new Kaseya customers to get up and running quickly in a consistent, best practice based configuration. By following the course set in these Success Tracks, the Customer is rapidly armed with the knowledge, resources and tools necessary to effectively manage, support, and enhance their IT systems and service delivery using Kaseya.

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

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Consulting Services:

- Customized Training Agenda
- Business & Technical Goal Development
- IT Service Delivery Strategy & Planning
- Best Practice Development and Implementation
- Operational & Management Method Reviews
- Implementation and Deployment
- Infrastructure and Resource Assessment
- System Installation and Configuration
- Product Features Discussion and Set-Up
- Automation Development and Testing
- Third Party Integration
- Transitional Assistance and Migration

Success Track Services:

Get up and running quickly in a consistent, best practice based configuration that combines the delivery of Kaseya implementation, education and project-based Services.



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