

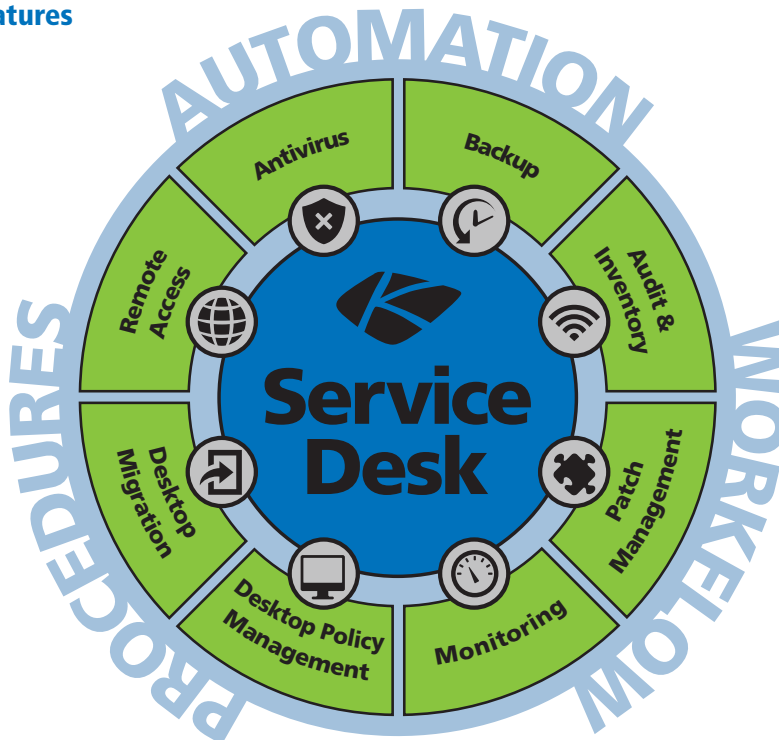
Kaseya® Service Desk

Provide maximum service levels through efficient helpdesk automation

Kaseya Service Desk is an ITIL designed solution that provides a comprehensive and flexible web-based helpdesk environment. Think of it as your Hub of Knowledge where your pre defined IT processes flow through a central repository creating a fully automated service desk strategy.

Kaseya Service Desk consolidates all incidents, requests, problems and change requests in one tool while enabling IT professionals to resolve issues by leveraging Kaseya's award-winning IT Automation platform. The result – IT Services that are aligned with the needs of the business, improved service quality and increased return on investment.

Features



Industry Standard Templates

Kaseya Service Desk provides multiple templates based on ITIL standards. Each service desk can be configured with unique processing characteristics, roles and policies.

- **Incident Desk** – Track and categorize user disruptions from phone or electronic media for direct or automated response
- **Problem Desk** – Identify and consolidate common threads based on events, trends and incidents to understand root cause and impact to business
- **Change Desk** – Provides a collaborative view of change requests with approval procedures for pool assignment to ensure proper scheduling across department teams

Knowledge Base

Kaseya Service Desk includes a built in Knowledge Base which allows your IT department to reduce the impact of incidents in a timely manner.

- Quickly find related known error data, resolutions and workarounds.
- Convert tickets into Knowledge Base articles and link articles to tickets.
- Provide end user accessible Knowledge Base search capabilities



Key Benefits:

- Track and manage Incidents, Problems, Service Requests, and Change Requests through a single integrated console
- Automated remediation and escalations with rules-based procedures
- Establish fine grained control of Service Desk access through comprehensive Roles and Scopes
- Leverage Key Metrics for SLA Measurement with policies, goals and reporting
- Empower users with searchable Knowledge bases, process documents and ticket submission from a browser portal
- Incorporate best practices and ITIL standards through built-in Service Desk templates
- Consolidate and categorize information to understand trends, resolve problems and make informed business decisions
- Remote access and direct computer management from anywhere with Live Connect



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Direct and Automated Remediation

With increasing demands on your service organization, the ability to automate common procedures and act proactively without requiring direct end user communication is crucial. Powered by the Kaseya Framework, a comprehensive set of integrated IT Automation processes, the Kaseya Service Desk can streamline helpdesk processes by routing tickets automatically to the appropriate role or initiate agent procedures based on unique business rules. Kaseya's integrated agent-based architecture provides complete history tracking with direct access to the critical resources you need.

- **Automated Routing** – Event monitoring identifies key characteristics of reported incidents with the ability to route to the appropriate pool of technicians
- **Agent Procedures** – Kaseya's English based scripting can initiate updates or routines at the targeted device with or without user intervention
- **Live Connect** – Provides direct access to device from service request with the ability to transfer files, update the registry, view event logs and much more

Goals and Escalation Rules

Kaseya Service Desk allows you to document service level policies, set goals and objectives and define escalation rules, insuring that you achieve the goals set in your SLA by alerting you if you are in danger of failing to meet them and the ability to escalate accordingly.

24x7 Mobile Access

Kaseya Mobile for iPhone provides service desk managers and technicians the ability to respond to service requests anywhere at any time.

- View service desk tickets assigned to you and team members
- Obtain driving directions to the ticket location or call user directly from ticket
- Create and update tickets

Response Templates

Create automated templates for commonly used responses, status and resolutions to improve communication between Service Desk and end users.

Time Collecting and Reporting

With Kaseya Service Desk it's easy to track, automatically calculate and/or enforce employee time allocations on service requests. With the built-in reporting, track the productivity of employees and document incidents that prove the most time consuming.

End User Portal

Kaseya End User Portal provides an easy to use browser-based solution that empowers users with business process documentation, knowledge base access, technician access and ticketing with a single click from their system tray.

- Create, modify and review status of individual ticket submissions
- Interact directly with helpdesk technicians through text or video chat
- Search for answers to the most common problems through the Kaseya Knowledge Base
- Complete machine audit information including network details, installed applications, system information, hardware and printers
- Provide custom links to internal documentation and company intranets

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya's solutions empower virtually everyone — from individual consumers to large corporations and IT service providers — to proactively monitor, manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform.

For a free 30 day trial visit www.kaseya.com/download

Contact Kaseya: www.kaseya.com | sales@kaseya.com

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Why Kaseya?

- Architecture & Technology Advancements
- Common User Interface
- Seamless Integration
- IT Automation Capabilities
- Robust Reporting Options
- Optional Delivery Methods
- Global Presence

Minimum System Requirements

System Requirements vary based on number of endpoints managed

Agent Requirements

- 333 MHz CPU or greater
- 128 MB of RAM
- 30 MB of free disk space
- Network Interface Card (NIC) or modem
- Microsoft Windows 98, Me, NT, 2000, XP, 2003, Vista, 2008, 7
- Apple Mac OS X version 10.3.9 or above
- TCP/IP Outbound Port 5721 (1)
- No Inbound Ports

Kaseya Server Requirements

- Single processor (Intel Xeon 3 Ghz Dual Core, 1066 Mhz front side bus, 4MB cache)
- 8 GB RAM
- 3x73Gig 10k SAS (hardware RAID 5)
- Microsoft Windows Server 2003 or 2008 Standard Edition 64 Bit 2
- Microsoft SQL Server 2005 or 2008 32 Bit (with AWE enabled) or 64 Bit 3



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