

Company Profile:

IT Solutions provides long-term, comprehensive solutions that put its customers in a position to prosper. Its consultants don't just patch holes in a server - they find out why the hole was there in the first place and make sure you never see another one.

Website: www.itsolutions-inc.com

Business Challenge: From a management point of view, IT Solution's security strategy was grossly inefficient. Its Symantec solution was reliable and provided the level of protection the MSP needed, but the software was difficult to deploy, update and manage remotely. Each customer environment had to be monitored separately, forcing the MSP's consultants to repeat tasks for each client, a process that created unnecessary redundancy and required a lot of time and effort.

Solution: IT Solutions took advantage of new functionality in its MSP solution from Kaseya to migrate virus and spyware protection responsibility to the systems management solution. The new tool integrates security monitoring with systems management and backup functionality, providing administrators with a central management console and allowing them to identify a virus, find a patch and deploy the software with a single solution.



MSP Integrates Security with Systems Management through KES

Securing distributed systems is one of the most important services a managed service provider can provide its customers. Protecting servers, business applications and employee workstations is a time-consuming and resource-sapping process that many small- to medium- sized businesses and enterprise companies simply do not have the manpower or budget for. MSPs that provide this level of security while maintaining the availability and reliability of systems need to work efficiently in order to meet the aggressive availability and performance demands of their clients. Business continuity – both on a day-to-day basis and in the face of widespread data loss – depends on it.

IT Solutions, Inc. – an MSP in the Philadelphia area—relied on a brand name security software suite to help protect its clients from malicious threats including viruses, worms and spyware. While its powerful Symantec solution was robust, reliable and provided the level of protection IT Solutions needed from its security tools, the software was complex, requiring more man-hours to manage and update the solution than the MSP was willing to allocate. The solution was difficult to deploy, necessitating the deployment of an additional server in every customer site to run the massive solution. It was also hard to update and manage remotely.

When Symantec issued a major software upgrade it often took IT Solutions weeks to ensure all its customers' systems were updated. The upgrade monopolized two administrators' time, requiring them to download, install, test and roll out the software for each customer environment at a time. While the typical site could be updated in about a day, the process had to be repeated for all 25 customers, requiring weeks of mundane, repetitive administration.

"Our security strategy was great for customers. It was powerful, and it caught everything it was supposed to catch. Everyone was protected as well as could be," said Mike Brehm, a consultant for IT Solutions. "The problem was an IT management issue. We were spending too much time managing the Symantec solution and not enough time managing our customers' systems. We needed to be more efficient."

Integrated Security and Systems Management Solution

IT Solutions took advantage of new functionality in its Kaseya managed service solution and migrated virus and spyware protection responsibility to the systems management solution. Kaseya Endpoint Security (KES) integrates seamlessly with existing monitoring and maintenance features to give administrators a single solution to ensure the security, performance and availability of distributed systems.

IT Solutions already used Kaseya for remote systems management and monitoring, leveraging the solution's automatic functionality to maintain systems health of its customers' systems from a central facility. By leveraging Kaseya's new Endpoint security features, IT Solutions consolidated systems management and security under one integrated solution through a single Web-based management console. Now, its consultants can monitor for external security threats on all customer servers and workstations at the same time while ensuring they are updated with the latest patches, software versions and other hardware and software components.

“Our old Symantec solution required us to monitor our 25 customer environments separately, forcing our consultants to repeat basic maintenance and software updates for every client. An hour-long software deployment had to be repeated 25 times. That’s 25 hours of maintenance,” Brehm said. “Now, through Kaseya, we’re able to manage all our customers’ systems as one giant IT environment. This eliminates the need to repeat the process over and over, reducing management time by a factor of 25x.”

IT Solutions has rolled out the new security coverage to its customers with Kaseya continually monitoring 200 servers and 1,000 workstations as one environment – despite being deployed around the Philadelphia metropolitan area and having disparate security policies in place. The solution can be deployed in less than a day and requires no server infrastructure on the customer side.

Despite migrating away from a brand-name security suite, IT Solutions has not seen any drop-off in the robustness of its security monitoring service. According to Brehm, there has not been an increase or decrease in threats caught or reports from end users of affected machines. The same is true of performance-sapping spyware. There is no increase or decrease of activity.

“Availability and performance have been consistent since moving to the Kaseya security solution,” Brehm said. “The only thing that has changed is the time we spent monitoring systems and managing our security process. We’re now able to allocate those resources to more proactive projects.”

The one thing that has improved, however, is the coverage IT Solutions is able to achieve through KES. The solution automatically searches the network for distributed systems and identifies the machines that are not updated or are not in compliance with pre-determined security policies. The systems that the Symantec solution had let slip through the cracks were now reliably being protected.

Ensuring Quick Business Continuity

As a result of the more efficient Kaseya security management solution, IT Solutions is able to focus its efforts on more strategic projects without seeing a drop-off in protection. Security is integrated seamlessly with systems management and backup and recovery, increasing visibility within each customer environment and streamlining the overall management and maintenance of business systems. The increased visibility allows administrators to head off potential issues before they result in downtime, ultimately improving employee productivity and ensuring business continuity.

“Kaseya simplifies and streamlines the way we secure our customers’ business systems,” Brehm said. “It gives us the ability to roll out an integrated and complete service, eliminating the need to juggle and be trained on multiple tools. It makes our service more robust and more reliable.”

Key Benefits

- Service delivery is streamlined, providing customers with a complete managed service that includes systems management, monitoring, security and backup
- Administrators are able to remotely manage and secure all their customers’ systems as one IT environment, reducing redundancy
- Security is consistent throughout and across customer environments, plugging all holes in the security net
- IT Solutions consultants are more efficient and are able to monitor more systems, more reliably
- Kaseya reduces capital and operational costs by not requiring additional infrastructure or on-going maintenance

“Kaseya simplifies and streamlines the way we secure our customers’ business systems. It gives us the ability to roll out an integrated and complete service offering...making our service more robust and more reliable.”

-- Mike Brehm, consultant, IT Solutions

By integrating security, systems management and backup through a single management console, administrators can scan for viruses, identify threats, find a solution, download the patch, deploy the software and recover any data that may have been affected without having to click out of the Kaseya solution. And, administrators can do this for all 25 customers at once. As a result, the next time a major virus hits, IT Solutions will be able to get their clients back up and running on clean machines much faster than they could have using the Symantec solution.

KES also saves time and money on a day-to-day basis. Other solutions require a dedicated server at each customer site to power the bloated software. The server costs money to deploy – increasing capital costs – and takes up valuable resources and manpower to manage – increasing operational costs. The software itself needs to be updated occasionally as well, requiring on-site manual maintenance. Kaseya, on the other hand, requires no additional hardware, management or configuration. Agents are automatically deployed on all systems in the environment and are updated regularly behind the scenes without affecting end users or the IT staff. Brehm estimates that Kaseya’s low maintenance saves each administrator several hours per week.

About Kaseya

Kaseya is a global provider of IT Automation software for IT Solution providers and Corporate IT organizations who benefit from deploying Kaseya’s Systems management capabilities. Kaseya allows businesses to proactively manage distributed IT infrastructure easily and efficiently with one integrated Web based platform. Kaseya’s technology has been deployed on over 1 mm machines in over 25 countries around the world.

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