

Kaseya SMART Pilot



- Kaseya SMART Pilot is a SMART way for a business to experience the benefits of Automated Managed Services
- Kaseya SMART Pilot is implemented & showcased based on the customer's IT Activities and Business needs
- KSP is either done in an end customer's environment or in Kaseya's hosted environment which gives a real-time experience.
- Kaseya SMART Pilot is showcased on 5 to 10% of the total number of endpoints
- Kaseya SMART Pilot has 4 focused sessions
- Kaseya SMART Pilot conducted by an expert group and it is FREE!

KASEYA SMART PILOT - SCOPE

IT Activity/Service	AUTOMATED MANAGED SERVICES	SMART SLA	Kaseya SMART Service Category
Inventory Management	All the asset information is available within a single dashboard. In AMS, built around SMART SLAs, up-to-date and accurate inventory information can be obtained at the click of a button.	All hardware and software of the managed assets will be tracked and reported with a SMART SLA of 99%. Physical hardware details and the software licenses along with any changes are tracked and reported.	Prime Services, Standard Operating Services
Software Deployment	The entire software deployment process across the organization is automated, seamless, highly configurable yet consistent, secure and least intrusive	Software deployment will be carried out automatically without user intervention with a SMART SLA of 90 %.	Prime Services
Hard Disk Optimization	Hard Disk Optimization involves the process of improving hard disk performance significantly & keeping the Hard Disk free from physical damage.	All hard disks and storage devices in the organization will be optimized at the highest level to the extent of 99%.	Prime Services
Basic Monitoring	Constantly Monitor and alert as per requirements	All standard IT services on the managed IT assets will be monitored and alerted automatically with a SMART SLA of 99%	Monitoring Services
Standard Monitoring	Demonstrates Monitoring Capability & Suggestion for Remediation	All critical IT services on the managed IT assets will be monitored, alerted automatically and suggestions provided for remediation's with a SMART SLA of 99%	Monitoring Services
Advanced Monitoring	Demonstrates Advanced Monitoring and Automatic Remediation	All critical IT services on the managed IT assets will be monitored, alerted and remediated automatically with a SMART SLA of 99%.	Monitoring Services
Patch Management	Business critical applications and other essential software are automatically patched, updated and monitored to ensure consistency across the entire organization.	On all the managed IT assets the approved patches will be installed automatically with a committed SMART SLA of 99%.	Prime Services
Standard Operating Environment (SOE) Management	Ensures that a consistent safe and secure environment is maintained across your network. All the Organizational policies will be applied, monitored and enforced to be compliant with the organizations security standards	All managed IT assets will conform to the approved the organizational SOE policies with a SMART SLA commitment of 99%.	Standard Operating Services
Information Security Management	As per organizational internal information security policies and configurations are applied on all the assets. The Security Policies will be applied, monitored and enforced to be compliant with security standards.	All managed IT assets conform to the approved IT Security policies with a SMART SLA commitment of 99%.	Asset Security Services/Prime Services
Advanced Back up and Disaster Recovery	Through a highly spontaneous interface, incremental backups as well as complete backups are scheduled and made to run automatically at specific times. Offsite replication too is scheduled and all this happens seamlessly in the background.	For all managed IT assets that require backup or restore, 90% of them will be successfully backed up and restored.	Backup Services
Antivirus Management	An integrated centralized console makes antivirus monitoring just one of the other activities that the IT staff need to address. AV-software installations are automated and all actions are tracked from a central console.	All the managed IT assets will be protected by the antivirus with a committed SMART SLA of 99% ensuring high availability of all IT assets and business applications.	Asset Security Services
Mail/Exchange Server Services	Mail/ Exchange Server critical services and processes are monitored for deviations in performance of critical services and pre-set auto repair/auto remediation steps and minimize manual intervention. The Exchange Server is proactively monitored, preventive steps are enforced and corrective actions are performed automatically.	Availability of email service with a SMART SLA of 99%. This SMART service ensures high accessibility of business critical mailing applications and uninterrupted communication channels across an organization.	Server Availability Services
Basic Help Desk Services	Ticketing system to track, respond and resolve issues quickly and efficiently	IT infrastructure issues submitted will be tracked and reported with a SMART SLA of 99%	Help Desk Services
Advanced Help Desk (ITIL Compliant)	Effectively manages Vendor, Incidents, Problems, Change, Service Requests and Capacity Planning	IT infrastructure issues submitted as per ITIL framework will be tracked and reported with a SMART SLA of 99%	Help Desk Services