

Kaseya Commences Operations At Auckland – Based Global Customer Service Centre

New Zealand facility provides “follow the sun”™ support in tandem with Ireland-based centre

Auckland December 7, 2010 Kaseya, the leading global provider of automated IT systems management software, today announced its new state-of-the-art Global Customer Service Centre in Auckland has gone live to provide follow-the-sun support together with a second facility in Dublin, Ireland. The service centres are the primary contact points for all customer related inquiries from the company's extensive customer base of over 5,000 organisations around the world.

Based in Auckland, Beverley Parry will spearhead the two new service centres as Vice President, Global Customer Service. Parry joined Kaseya from Vodafone, where she held a service management role driving business transformation. Earlier, she worked for Gen-i managing the company's service desk department for outsourcing contracts.

Reporting to Parry, Mark Baldwin has joined Kaseya as Customer Support Manager for the New Zealand centre. Baldwin manages a team of dedicated customer support analysts. Paul Coan, technical consultant with responsibility for pre-sales support, completes the new Auckland-based services team.

The two global service centres will operate seamlessly, each physically operating 12-13 hours a day. They share standardised systems and provide a single point of contact with the same contact details. Customers will experience a more responsive, professional service choosing telephone assistance, live chat or logging a ticket through the Kaseya portal and their issue will be dealt with by the same person throughout and almost immediately.

Our customer support analysts are not call centre agents, they have been recruited on the basis of both their technical knowledge as well as their customer service experience, said Martin Ashby, Executive Vice President, APAC at Kaseya. Instead of just logging a job as often happens in these environments, our support agents will own and resolve an issue from start to finish whether it's a technical fault or a billing query. This is a key point of difference that will be of tremendous value for our customers.

For additional support and knowledge, Kaseya is also developing an enhanced online community, Kaseya Connections. The community will provide product information, customer networking opportunities and peer-to-peer collaboration for anyone seeking or sharing relevant information about Kaseya. Kaseya staff are active in Kaseya Connections.

Kaseya established a local presence in New Zealand in 2009. The company

is the leading provider of managed services software in the country. Managed services enable IT service providers to remotely monitor and manage their clients IT systems whilst driving efficiencies with advanced automation. Local Managed Service Providers (MSPs) working with Kaseya include CodeBlue, Maclean, Origin IT, Pulse IT, FishEye and Belton IT.

Kaseya also provides enterprises with systems management technology. Kaseya enterprise solutions enable IT departments to efficiently manage hundreds of systems through one seamless interface.

About Kaseya

Kaseya is the leading global provider of IT Systems Management software. Kaseya solutions empower everyone from individual consumers to large corporations and IT service providers to proactively manage and control IT assets remotely, easily and efficiently from one integrated Web-based platform. Kaseya solutions are trusted by IT service providers and a wide variety of industries including: banking, consumer packaged goods, education, financial services, government, healthcare, military, real estate, retail and transportation. The company is privately held and based in Lausanne, Switzerland with 33 offices in 20 countries. To learn more, please visit <http://www.kaseya.com.au> or <http://www.kaseya.co.nz>

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