

# Kaseya Enhances Systems Management for IT Service Providers

Kaseya Master IT Service Edition (MITSE) delivers a proactive, results-based IT service model, enabling service providers to increase productivity and reduce costs

Kaseya, the leading global provider of IT systems management software, has unveiled an enhanced range of features and functionality for its new on-premises Master IT Service Edition (MITSE). A robust framework for managed service delivery, MITSE is a next-generation solution for automating recurring IT tasks to extend service capabilities. It includes the widest range of functionality to provide more services at a lower cost. MITSE is ideal for service providers managing any number of seats that need a consistent interface to manage and automate IT tasks across their clients' networks with ease.

According to analyst firm AMI Partners, the North American SMB (small and medium-sized business) managed services market is expected to grow over 3.3 times during the next five years. "As businesses have steadily increased their reliance on IT over the last several years, they have also been challenged in managing their growing IT infrastructures and ensuring their high availability. The current economic challenges are forcing businesses to look for more cost effective ways to manage their IT. Managed services offered by 3rd parties provide 24/7 availability of critical IT infrastructure, without increasing the need for internal IT staff," said Anil Miglani, SVP of IT infrastructure and managed services at AMI Partners.

Kaseya MITSE leverages the next-generation enhancements found in the Kaseya 2 product family, including a re-engineered framework and new applications. Providing complete IT service delivery through an integrated, on-premises automation solution, Kaseya MITSE delivers new features and applications that increase productivity, improve service levels, maximise staff utilisation and expand service capabilities while reducing cost.

MITSE's features and applications include:

New user interface and navigation

New organisation, group and department structure

New users, roles and scopes security model

New scheduler with Wake On LAN

New reporting interface

New agent procedure interface

New Kaseya Live Connect for one-click instant remote desktop access and critical machine functions

New branding and site customisation

New end-user portal with self-service

Window 7 migration readiness report

Over 150 SNMP sets for the most common network devices

Over 100 new features and enhancements for audit, vPro, monitoring, agent procedures, agents, ticketing, patch management and other system-wide functions

New service desk application with ITIL desks and templates

New desktop policy management application

New desktop migration application

Updated Kaseya Antivirus application

Updated Kaseya Backup and Disaster Recovery application

New and updated Web service APIs

"We understand that IT service providers have a serious responsibility in maintaining the availability and integrity of their customers' IT systems," said Tim Dickinson, regional director at Kaseya Australia and New Zealand. "With this in mind, we developed Kaseya MITSE to meet service providers' unique needs in a simple, straightforward way. Our goal is to make the lives of service providers easier through a proactive systems management solution."

Kaseya MITSE is available now. For more information, please visit <http://www.kaseya.com.au>.

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About Kaseya

Kaseya is the leading global provider of IT System 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. To learn more, please visit <http://www.kaseya.com.au>