

Infrastructure management solution provider Kaseya announces ProfitFuel and BudgetFuel-- a pair of value propositions for IT Complete, the suite of monitoring, management, security, cloud, continuity and compliance tools.



Described by the company as the two pillars for a comprehensive, workflow integrated platform to serve SMB IT and MSP needs, ProfitFuel and BudgetFuel promise to bring savings while allowing users to operate more productively, leading to increased customer acquisition for MSPs and budget user satisfaction for internal IT teams.

Kaseya also has updates for a number of products. For instance, the latest VSA release provides a topology map visualisation of both network and endpoint environments to speed troubleshooting, understand asset relationships and actively manage devices from a single, unified view. The Unitrends Unified Backup Portal allows users to manage all backups from a single portal, while IT Glue Passwords Folder Security gives organisations full control over password management with macro (folders) and micro (individual password) controls.

Unitrends Conditional Alerts reduce the noise of backup alerts through user-specified conditions, and Unitrends Helix delivers AI-powered self-healing remediation able to monitor and automatically fix the most common backup issues. Network Detective gets RapidFire Tools Microsoft Cloud Assessment, a tool focused on the aspects of Microsoft Cloud related to Office 365 and Azure AD, and a Work from Home feature provides employees with a self-service portal to initiate network and security scans before connecting to corporate networks.

Kaseya Enhancements to Managed Solutions

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21 May 2020

Moving on to workflow integrations, technicians can create automated remediation, running endpoint scripts in BMS (via Agent Procedures in VSA) and remediate issues based on tickets. VSA automation within IT Glue allows technicians to run VSA agent procedures for specific configurations directly within the IT Glue platform, as well as get "suggested documentation" for IT Glue directly within the BMS ticket system. An advanced integration between Unitrends MSP and Kaseya VSA allows MSPs to reduce the time needed to manage backups by 25% through alerts, organisation sync and deployment built into VSA.

"This new world economy has accelerated a full digital transformation for small and mid-sized businesses reminiscent to the enterprise market evolution from years ago, and IT is the center of it all," Kaseya says. "IT is now what enables SMBs to exist in this current climate and this has ushered in an era of dependence on SMB IT, where IT service providers now need a new, modern platform to meet this demand. This new platform must be able to deliver a comprehensive set of technologies that allow you to deliver all of the IT infrastructure that your clients or internal users require."

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