



RELEASE ANNOUNCEMENT
Kaseya Service Billing (KSB)
Version 1.0

ANNOUNCEMENT DATE: JANUARY 11, 2011
GENERAL AVAILABILITY DATE: APRIL 19, 2011

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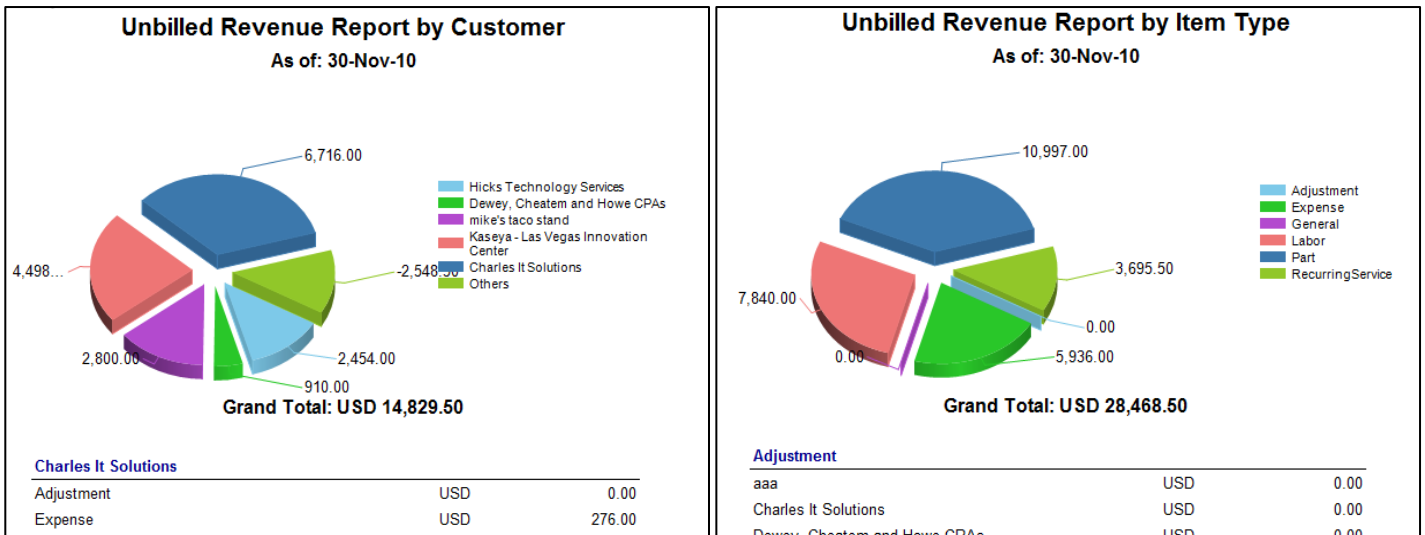


KASEYA SERVICE BILLING

OVERVIEW

Kaseya's Service Billing is where the technical work becomes revenue. It is where you measure and grow your business. Service Billing ties together the people and accounting sides of the business with the proven Kaseya IT Systems Management framework, creating a truly unified platform for managed service providers.

With Service Billing, you now have the ability to manage not just systems, but the entire business through a simple integrated web-based service delivery automation module.



Name	Website	Primary Contact	Primary Phone	Primary Email	Contact Method	Sales Person
aaa						Center
Charles It Solutions	http://www.kaseya.com		702-555-1212	charles.custer@kaseya.com	Email	mike eager
Dewey, Cheatem and Howe CPAs	http://www.dch.com		321-443-2333	main@dch.com	Email	
Hicks Technology Services	http://www.hicks.com					
Jim Corporation	http://www.jimco.com					
Kaseya - Las Vegas Innovation Center	http://kaseya.com					

Order Number	Name	Customer
SO00001	Install Exchange Server	Charles It Solutions

Please return this portion with your payment

Previous Balance	0.00
Invoice Total	2,106.00
Amount Due	USD 2,106.00
Due Date	9-Dec-10

Customer ID: Charles IT Solutions

Invoice: 10000000002

Charles It Solutions
Attn:
1515 Park St.
Henderson, NV 89052
United States

Enclosed Amount USD

Kaseya LVIC
Attn: Darth Sidious
2485 Village View Dr #100
Henderson, NV 89074
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FEATURES

CUSTOMER MANAGEMENT

A unique advantage of Service Billing is the ability to view all aspects of a customer from an IT Service Management perspective. Through a single point of entry, administrators can view managed assets, service requests and tickets in addition to work orders, sales orders, billing history and associated recurring services.

- 360° View of Managed Assets
- Linked with Organization, Department and Staff.
- Customer Contact Information
- IT Inventory, Service Request and Tickets
- Billing and Rate Setup
- Open and History Financial Views
- Associated Documents and Notes

VENDOR MANAGEMENT

Working with and establishing a common set of vendors for asset procurement and other services is a universal need for service providers while also providing the ability to track purchase history patterns. Service Billing administrators can associate parts, documents and notes that can be used and referenced during the procurement process.

- Vendor contact Information
- Default parts list, list price and unit cost
- Associated Documents and Notes

DOCUMENT ATTACHMENTS

An unlimited number of documents including correspondence and service agreements can be imported and assigned to a customer or vendor record.

- Assign Document Type
- Associate with Customer or Vendor
- View from Customer and Vendor Management

BILLING SETS

One of the most powerful features of Service Billing is its ability to leverage asset information from the core systems management platform for creating a flexible and dynamic billing engine without the worry of duplicate entry and missed revenue. By leveraging Kaseya's Machine Group and View options, administrators can establish Unique billing sets for specific asset types such as servers and workstations and ultimately associate them with a recurring service rate. This also ensures that all managed assets are accounted for during a billing cycle.

- Create Multiple Billing Sets by Customer
- Assign Machine Groups and Views
- Assign Billing Code

NOTES

User defined notes can be added throughout the systems including Sales Orders and Work Orders. Hidden notes can be provided to internal personal to relay key processing steps required for a given customer.

Another powerful feature of the Notes engine within Service Billing is the ability for users to add billable Note Entries for work completed at the line item level. These additional notes will display within the printed invoice and help customers review the detailed work completed for the line item and ensure expectations have been properly met.

RECURRING SERVICES

A limitless amount of recurring services can be configured and associated with one or more customers. Each service can be based on a flat fee or quantity basis with the quantity being derived through a dynamic billing set or specific number.

- Unlimited number of services
- Flat Fee or Quantity Pricing
- Billing Set or specific Quantity
- Optional Initial Service Fee



RESOURCE TYPES

User defined Resource Types provide a flexible method for defining default billing costs and rates that can be assigned during billing entry and thus ensure standards are applied throughout the billing process.

Resource types can be defined as:

- Employee Skill
- Material
- Miscellaneous Cost

CUSTOMER RESOURCE RATES

Unique resource rates can be established by customer for services offered such as custom development, cabling and other miscellaneous services and can be adjusted during the billing process.

PARTS

Inventory parts can be defined to help streamline the procurement process with defaults for:

- Vendor
- Unit Cost and Price
- Vendor and Manufacturer Part Number

PROCUREMENT

Required material or asset purchases can be assigned to a work order or directly billed to a customer through the Procurement process. All vendor and default part information are assigned to the purchase order with the ability to override the price.

SALES ORDERS

The sales order process provides a streamlined interface for selling and invoicing recurring services other related service offerings.

- Include Multiple Recurring Services
- Custom Services
- Track for Billable and Non-Billable services

WORK ORDERS

For more complex and custom services, the Work Order process provides a multi-line breakdown structure for service engagements. The work order can contain parts, labor and miscellaneous expenses.

- Associate to Service Requests and Tickets
- Labor based on Resource Rates by Customer
- Billable and Non billable Items

INVOICE NOTIFICATION

Processed invoices are automatically distributed via email as a PDF attachment to streamline the billing process. Invoices can be optionally printed and mailed. Lost or un-received invoices can be resent directly from the Kaseya Portal.

REPORTS AND ALERTS

A bundled set of report templates allow the administrator to view and aggregate data across the entire Service Billing module. Alerts can also be viewed within the dashboard to notify key personal when specific billing metrics fall outside of the.

- Work Order Summary
- Unbilled Revenue

DASHBOARDS

A built-in Dashboard includes a variety of key performance indicators that allow business leaders to quickly identify customer, vendor and billing status and revenue drivers.

- Top Customers
- Monthly Revenue
- Delinquent Customers
- Year To Date Sales
- Ad-hoc Reports

QUICKBOOKS INTEGRATION

Customers that leverage QuickBooks online or QuickBooks desktop for their financial accounting needs can benefit from a real-time integration with Service Billing. New and



existing customer records can be synchronized including address and customer balances. Generated invoices from Service Billing flow immediately into QuickBooks for receipt processing in addition to generating required tax and financial statements. This powerful integration provides Managed Service Providers a complete view of their business operations.

- Customer Address and Balance
- Invoices
- Terms Mapping
- GL Billing Code Mapping
 - Labor
 - Parts
 - Misc Exp
 - Recurring Services

RELEASE LOGISTICS

Update Best Practices

We know that Kaseya is a mission critical application within your organization. As such, proper planning and process is necessary for upgrades or changes to these systems. Failure to plan properly and follow a change management process will yield less than desirable results.

Availability

Controlled Release – January 31, 2011

On-Premises Availability – ~~March 7, 2011~~

Update: April 19, 2011

On-Demand Availability – On or before 45 days of on-premises availability

On-Premises Requirement

Kaseya 2 version 6.1 or higher Master IT Service Edition (MITSE) or Enterprise Edition (EE). Customers moving from older versions of Kaseya including version 5, should plan accordingly. This would include a review of current system requirements in addition to

running in a controlled environment prior to upgrading their production server.

On-Demand Requirement

IT Center version 6.1 or higher

Web Casts and Training

Q1-Q2 2011 – Overview and Training

Pricing

Perpetual

- \$1,000* for Module
- \$100* per Concurrent User

Subscription

- Starting at \$0.75* per seat and per month

* Regional price factors will be applied

License

Kaseya Service Billing is sold as a perpetual license for On-Premises and as a subscription license for On-Demand.

AGREEMENT

The purchase and use of all Software and Services is subject to the Agreement as defined in Kaseya's "Click-Accept" Software and Service Terms and Conditions and the applicable EULA as updated from time to time by Kaseya at <http://www.kaseya.com/legal.aspx>. If Customer does not agree with the Agreement, please do not install, use or purchase any Software and Services from Kaseya