

Kaseya Live Connect

Secure, Reliable IT Systems Management Without Being a Nuisance

You're known by your clients as the Coffee Guy, as in "Can you go get a coffee while I upload this patch?" or "Can you go get a coffee while I defrag your hard drive?" You like nicknames as much as the next guy, but why can't they call you something cool like Maverick or Captain Mustache? Coffee Guy? Please, if they only knew why you keep interrupting them.

The fact is, a proactive, preventative IT systems management strategy is essential in providing your clients with reliable, robust and cost-effective IT services. The problem is that the more hands-on and proactive you are, the more disruptive you may seem to users who just want to be left alone. And, they sort of have a point. Two people can't possibly use the same computer at the same time, can they?

With Kaseya, they can. **Kaseya Live Connect Remote Access** gives you instant access to a number of system-level controls without having to interact with the desktop of a remote computer. The technology directly connects you to a machine's command line, system registry and disk drives without having to go through peer-to-peer software or firewalls. This allows you to work behind the scenes and initiate any shell commands you need to monitor machines and conduct basic, proactive maintenance. Kaseya also allows you to transfer files to computers, monitor CPU and memory usage, view a live desktop thumbnail in real time and quickly remediate recurring issues.

Users won't even know you're there, continuing to work right through periodic maintenance. Coffee Guy? Sorry, it's Captain Mustache from here on out.

Helpful Links:

Kaseya Live Connect Remote Access Product Page:

<http://www.kaseya.com/features/remote-access.aspx>

Kaseya 2 Live Connect Remote Access Demo:

<http://www.youtube.com/watch?v=VDgK72jY2ME>

About Kaseya

Kaseya is the leading global provider of IT Systems 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 www.kaseya.com

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