BE SMARTER, FASTER, STRONGER BY SWITCHING TO AUTOTASK

Autotask®

Comprehensive, integrated, action-oriented service delivery platform for modern IT operations.

Autotask is a cloud-native Professional Service's Automation (PSA) platform providing a singular view of the entire business. Whether you're an emerging IT organization looking to implement your first PSA or an established IT team switching platforms, Autotask PSA enables you to centralize business operations and make data-driven decisions to improve service, productivity and profitability.

Those who switched to Autotask:

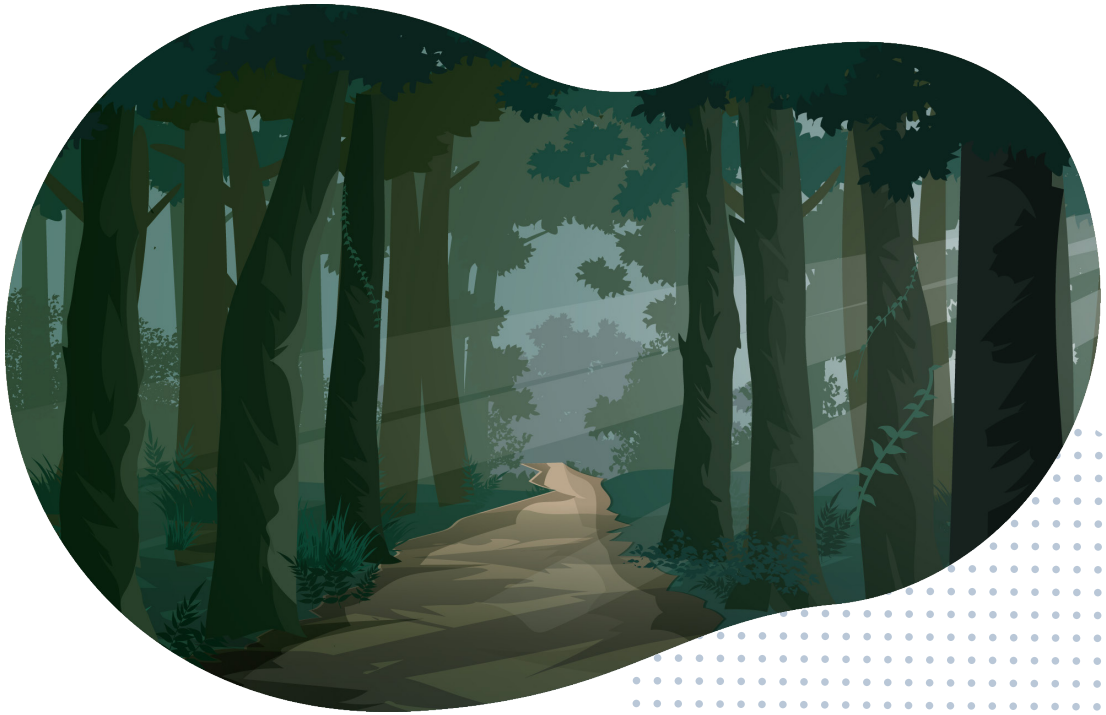
Resolved tickets 50% faster

Onboarded five new clients which equated to $100K in recurring revenue without adding new staff

Recovered $50K in billing leakage

Many IT operations can get stuck in the day-to-day activities of running a service desk. Technicians are bogged down by the backlog of tickets, and never-ending alerts from IT tools.

Over 50% of business decisions lead to lost efficiency, usually due to a lack of business intelligence data.



SMARTER

INDUSTRY-LEADING SERVICE DESK INSIGHTS

Autotask's **actionable dashboards** and widgets combine **at-a-glance visuals** with **tactical drilldowns.**

Executives can easily spot trends or bottlenecks in their operations while front-line staff can act upon any data presented in a dashboard with just a click.

> ***"Having a 'single pane of glass' view helps identify gaps in the business. It's also helped reduced the number of tools used to manage the business along with their associated costs."***
>
> **Bill H, Mobile Mentor**

"Autotask has given me the push I was looking for especially in terms of tracking estimated earnings, organizing assets, keeping track of contracts and time spent on tickets. It also gave us the ability to separate break fix services from proactive services and keep track of licenses and other services that we use through API"

Chris C, Titan Tek Inc

FASTER

INTEGRATED WITH THE BEST TOOLS TO STREAMLINE YOUR DAY-TO-DAY

Autotask has **200+ integrations** to extend functionality to **every aspect of IT service delivery**

1. Solve every request right the first time by accessing suggested IT Documentation right from a ticket with IT Glue.
2. Quickly help customers with 1-click remote take over with Datto RMM.
3. Grow your business with insights from quote to cash with myITprocess, Datto Commerce and ConnectBooster.

> ***"Everything is just easier to manage. Seamless integration with RMM, Malwarebytes and Datto Backup is great. I signed up for ConnectBooster which saves me lots of time in bookkeeping."***
>
> **Andy S, Relia-Tech**

STRONGER

TAKE ON MORE CUSTOMERS WITH YOUR EXISTING TEAM

Autotask's **powerful workflow engine** can automate even the most complex processes, enabling you to **increase** the customer or **endpoint to technician ratio.**

Service desk managers can spend more time coaching and growing their team instead of manually enforcing process, while technicians can focus on helping customers instead of pushing data through the system.

> *"We've improved our SLA ticket resolution time from 92% to 99% as a result of notification and workflow rules. We also have 100% more visibility into contract renewals than before."*
>
> **Bill H, Mobile Mentor**

> *"Implementing Autotask has decreased my time to invoice by 50% and decreased ticket resolution time by 20%."*
>
> **Jonathan T, ICT Services**

DON'T LET MIGRATION HOLD YOU BACK. SUPPORT YOU CAN COUNT ON.

Your PSA is the brain of your IT operation. It directly impacts the quality of service you deliver to your customers, and has a great personal impact on your day-to-day. Kaseya is here to support you in every step of this process. Unlike the other guys, we offer free round-the-clock product support and implementation services included with each subscription to Autotask.

> *"The Autotask migration and training went really well and we were happy with our experience."*
>
> **Ryan F**
>
> *"It was very easy. Migration of all client information and history was taken care of for me."*
>
> **Andy S**
>
> *"It was a lot easier than I expected. Our Datto onboarding rep was awesome and walked us through every step. The day we went live I was anticipating all of our staff to form a line out my door needing help. But nope, no line. Everyone was able to pick up the software and run with it."*
>
> **Amber M**
>
> *"The migration process was great. Our rep who assisted us was prompt, friendly and understanding and made the process easy. We had no issue migrating over within the first month."*
>
> **Chris C**

Businesses often outgrow their tools, or their customers outgrow their processes and services the business offers. Autotask offers a scalable solution that is often described as the Goldilocks "just right" fit.

"We used ConnectWise before, all modules were an extra cost to have the functionality that we have now. I aways had issues with getting support from them when we had an issue. even canceling with them was an issue."

Ryan K, Bahati Group

"We had been using ConnectWise Manage for several years. We found the interface clunky and over complicated, plus their price rise made it the straw that broke the camel's back in us making the move to Autotask."

Jonathan T, ICT Services

"Prior to Autotask, our company was using Connectwise Manage. We faced many challenges through implementation and daily usage.mWe often fell back to using our traditional ways of tracking time we spent on tickets. Cost and what was offered to us was a prompt that made us switch to Autotask."

Chris C, Titan Tek Inc

> ***"Change is inevitable. Growth is optional."***
>
> **John C. Maxwell**

"We used Zendesk Support. It's only a ticketing solution and as an MSP we needed a full lifecycle suite from CRM to invoicing."

Bill H, Mobile Mentor

"We considered Syncro MSP and ConnectWise Manage. Syncro didn't have all the integrations we needed and ConnectWise was too unmanageable for us who are already tied to many other Datto and Kaseya tools."

Shaun G Gannon, Computers & Consulting

"We were using Ninja. We actually switched back to Autotask because the solution made billing easier, and Autotask integrates with our accounting software, whereas Ninja did not."

Justin C, Sound VoIP & IT

READY TO BE SMARTER, FASTER, STRONGER?

Switch to Autotask today

REQUEST A DEMO

Autotask®