

Top Ten Pain Points and Solutions for IT Managers

Kaseya presents a guide to the most common IT Management pains and explains how you can solve them



Managing the IT infrastructure for any kind of organisation can be something of a thankless task. You're faced with a growing and increasingly complex arrangement in the face of budget squeezes and staff cuts. And that's not to mention the demands of end users and lack of understanding from your bosses.

When you strive to stay on top of things and everything is in order, you're almost taken for granted. And when issues inevitably arise - along with your stress levels - you're first in the firing line.

What follows is a guide to these situations and how to ease the pain.

1

"The machines dictate my schedule rather than the other way round"

The Pain Chasing problems from machine to machine is not only maddening but grossly inefficient. Before you know it, many isolated issues can quickly pile up, throwing your plans for the day out the window while you confront the most pressing threats.

The Solution Kaseya's IT systems management products allow IT teams to head off problems before they occur by ensuring all systems are maintained and updated regularly. By preventing train wrecks, Kaseya makes IT management "manageable", allowing you to reduce manual, day-to-day administration and unexpected fire-fighting, to focus on more strategic projects.

2

"Too many management consoles will drive a man insane"

The Pain Technologies like virtualisation and cloud computing are continuing to gain popularity, but they require much more attention from administrators than traditional architecture. With a continuing reliance on a 'silo' management strategy - using multiple point solutions to administer each network or layer separately - it's no wonder you're spending most of your time managing your management systems.

The Solution Kaseya greatly increases visibility throughout your IT infrastructure, encouraging a holistic management view and offering the ability to drill down to either group or individual systems. With a single console to handle all management and automation tasks, you can replace your jumble of tools and become an omnipotent ruler of your IT domain, with the ability to observe and control operations with ease.

3

"I have no idea what's installed on my network"

The Pain If end users are taking matters into their own hands and installing unlicensed software, your company could be exposed to legal action and when it comes down to it, it's easy to see who will be held responsible. Being unsupported, these applications also carry issues of security, performance and compatibility. On the flipside, while perceived as safe, over-provisioning is expensive and wasteful, taking up much-needed bandwidth and server capacity.

The Solution Kaseya automatically audits your entire IT infrastructure, finding machines whether they are connected to the network or not. You know exactly what's out there, what's being used, what is secured and what is vulnerable. You can even go in remotely and delete unwanted software, uninstalling unnecessary hardware components and keeping legitimate software updated.

40%

More than 40 per cent of total resolution time is spent on problem isolation and root cause analysis rather than actually solving the issue.¹

41%

Forty-one per cent of all software installed on global PCs is unlicensed, resulting in more than £20 billion in losses for software companies.²

¹ Turner, Mary Johnston. IDC. "Automated, Integrated IT Operations Improve Efficiency and Deliver Cost Savings". January 2010.

² Business Software Alliance, IDC. "Sixth Annual Global Software Piracy Report". May 2009.

4 "I'm expected to do more but with less resource!"

The Pain There's an increasing clash between the growing pressure to reduce costs and headcount and the growing responsibilities of the IT team. The pain is a constricting squeeze as the expectations of fast and continuous improvement fail to be accompanied by more resource.

The Solution By using Kaseya to embrace the use of automation, you can help increase performance and reduce risk, while driving much greater efficiency. Time that would have been wasted on the menial can now be dedicated to tasks that will really make a difference and prove your value to the powers that be.

5 "I fear violent retribution when I ask a user to give me five minutes with their machine"

The Pain Time is money, and the time it takes to load a patch, download new software or backup someone's computer is something they'll never get back. While you face evil stares from the end user you've forced off their computer, the best you can do is get on with things and hope that you don't see anything else that needs fixing while you're there.

The Solution Using Kaseya, you can do the work remotely even while the computer is in use, nobody has to suffer. Basic administration can be carried out in the background through Kaseya's central, web-based console, with no disruption to the end user so the IT department won't get blamed for a second of wasted productivity. It's good news for those 99.9999% service level agreements you've agreed to, while enhancing IT's reputation and keeping everyone happy.

6 "Every new user costs hours in laborious setup time"

The Pain Setting up new users is a pain. They need a new computer, a user name, an email address and rights access to the files and applications they need for their job. Then they need to be trained and educated on IT policies and procedures. And everything needs to be done quickly so they can get started right away with their new responsibilities.

The Solution Kaseya lets you apply pre-configured user profiles to new employees. Through scripting, you can build user profiles (i.e. Accountant Level 1, Engineer Level 3, etc.) that can be automatically deployed, with all the right access to tools, information and tutorials from day one. The result is less time hunched over a workstation entering a laundry list of applications and security clearances.

7 "There's no room for amateurs in this game..."

The Pain These days, every "Excel Wizard" seems to think they can set up their own backups, install patches, update software and run security scans. All this despite the fact that the real IT pros have spent years in training and ultimately, if someone downloads a virus that wipes out the SQL server, it's your head on the platter.

The Solution Kaseya provides a central, Web-based console that monitors, administers, backs up and secures all systems. Unlimited control allows you to block illegal downloads and lock computer settings and profiles. That way, you can ensure that hardware, software and user maintenance is standardised across the entire organisation without disrupting those who are letting you do your job.

75%

Seventy-five per cent of a typical IT budget is spent on simply maintaining existing IT operations.³

60

minutes = £ 26,000

Gartner estimates that one hour of network downtime - planned or unplanned - costs the average company £26,000.⁴

³ O'Donnell, Glenn. Forrester. "IT Operations 2009: An Automation Odyssey". July 2009.

⁴ Pisello, Quirk. Network World. "How to quantify downtime". January 2004.

8

"Remote security and backups are the bane of my existence"

The Pain As globalisation has steamrollered on, IT infrastructure has become widely distributed around the world while the IT department often remains centralised and static. However, the remote workstations, servers and mobile devices need to be backed up and secured as reliably as machines in the office next door.

The Solution Recognising that today's distributed architecture is more vulnerable than ever, Kaseya centralises the management of your data protection and security strategies. Backups and end point security can be executed from Kaseya's Web-based console manually on demand or automatically - and even on laptops disconnected from corporate network. Alerts can be routed through email or text message to ensure failed cycles and security breaches are dealt with swiftly and efficiently.

9

"How can I embrace virtualization without the time or budget?"

The Pain Business needs dictate that IT resources (server capacity, applications, storage, etc) need to be pooled across the organisation and shared between geographically-dispersed users. This new architecture can increase productivity, save money and create efficiencies, however, it can also be complex and expensive to maintain.

The Solution Kaseya centralises IT management and gives administrators a holistic view of all IT resources. This arms your organisation with the visibility to efficiently distribute resources as demand ebbs and flows. As a result, virtualisation and cloud computing become cost-manageable without the prerequisites of more staff or expertise.

10

"My boss wouldn't know a layer 2-7 switch module if I dropped one in his lap"

The Pain Corporate decision-makers don't always understand IT, leading to miscommunication, misunderstandings and missed opportunities. It is essential that you articulate the work your team has done, the current state of IT and what you need to support business goals. Like it or not, politics plays a big role in budget planning and priorities. If no one understands what you're doing, no one will have your back in these closed-door meetings.

The Solution Kaseya produces easy-to-read reports that help educate decision makers as to the current status, future needs and IT's value to the business. They also help you plan for scheduled maintenance, upgrades and expansions. Reports can be run at the push of a button in simple, explainable language that the operations staff can understand - and more importantly - appreciate.

In Closing

Managing IT infrastructure doesn't have to be thankless. Nor does it have to be difficult or require tons of overtime. Embracing the Kaseya toolkit allows you to manage your IT assets more efficiently without being a nuisance, helping you to do your part to improve productivity and raise your reputation within the company.

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.co.uk or contact us at UK-Sales@kaseya.com

⁵ Berger, Brian. Enterprise Networks & Servers. "Putting Trust Back Into Computing: How Enterprises Can Secure Systems and Data". August 2007.

⁶ VMware. "The Benefits of Virtualization for Small and Medium Businesses". 2009.

75%

Seventy-five per cent of all corporate PCs are infected with some sort of malware.⁵

72%

Seventy-two per cent of respondents to a VMWare survey of IT professionals at small businesses said that virtualisation helps significantly with "Time spent on routine IT administrative tasks."⁶



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