



RELEASE ANNOUNCEMENT
Kaseya Policy Management (KPM)
Version 1.0

ANNOUNCEMENT DATE: JANUARY 25, 2011
TARGET AVAILABILITY DATE: JUNE 1, 2011

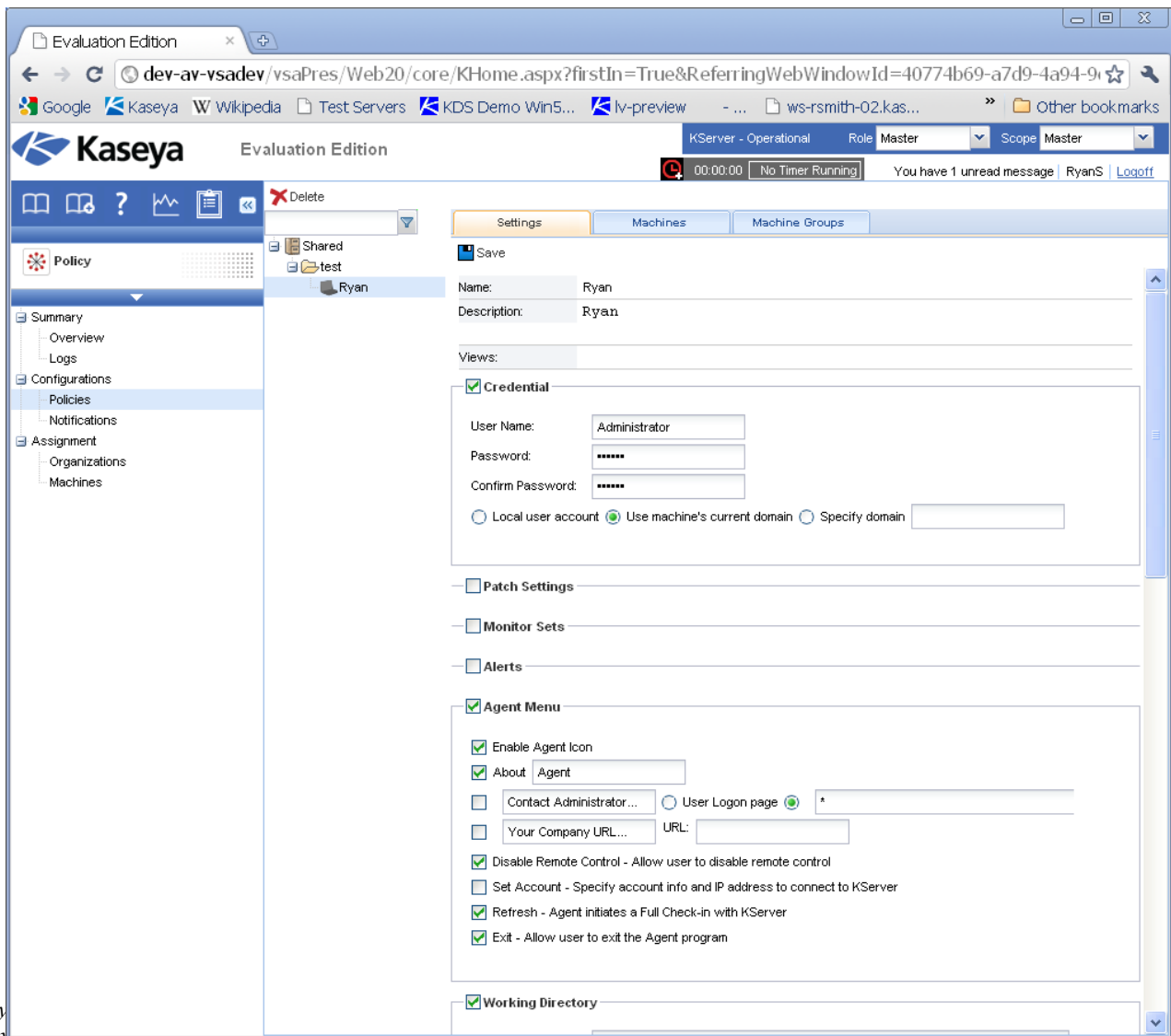
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Kaseya Policy Management

OVERVIEW

As IT organizations manage more and more machines across disperse networks with different requirements and SLA standards, the need to manage by policy becomes clear. With hundreds or thousands of machines under management, it becomes infeasible to manage machine settings on a one off basis while still maintaining high customer service satisfaction levels. Kaseya Policy Management allows for the definition of consistent sets of services based upon the business model and service offerings of the organization. All of the periodic tasks can be setup and managed in one location quickly and efficiently. Utilizing Policy Management will allow for fast and easy deployment of the service offering with consistent and visual management of all managed servers, workstations and notebooks.





FEATURES

DASHBOARD

At a glance, administrators can quickly ascertain the overall status of all Policies in the system via the Policy Dashboard. The Dashboard provides a concise overview of important policy metrics such as the number of machines that are in compliance, out of compliance, not covered by Policy, etc. View Policy status by Organization and Group, and much more.

POLICY DEFINITION

Multiple named Policies can be defined. All possible management settings are available in a single unified interface. Any or all settings can be configured as appropriate for a particular named Policy. The Policy settings cover all areas of the Kaseya Management Framework:

- Credentials
- Agent (Tray) Menu
- Check-in Control
- Working Directory
- Logs
- Machine Profile
- View Collections
- Portal Access
- Remote Control Settings
- Patch Settings
- Patch File Source
- Patch Policy Memberships
- Fixed Alerts
- Event Log Alerts
- Monitor Sets
- Distribute Files
- Protection
- Agent Procedure Schedules

ASSIGN POLICY BY MACHINE TYPE, ORGANIZATION OR GROUP

The Policy Management module allows for a flexible and automated assignment scheme. First, named Policies are associated with one or more Machine Views which effectively ties the Policy to a particular type of machine (i.e.

server, workstation, etc.) Next, Policies can be assigned to Organizations, or particular Groups within an Organization via a visual drag and drop interface. For ultimate granularity, Policies can also be assigned by Machine.

AUTOMATED POLICY ASSIGNMENT FOR NEW MACHINES

An automated assignment scheme greatly streamlines the process of bringing new machines under service. As new machines are brought under management, policy settings are automatically applied based on a machine's membership in one or more Views, and its membership in a particular Group.

COMBINED POLICIES

Via the flexible assignment scheme, multiple Policies can be assigned to any given machine. The assignment interface allows for fine grained control over the order in which Policies will be applied to machines.

MULTIPLE VIEWS OF POLICY ASSIGNMENT

To facilitate an audit of Policy assignments, the Policy Management module includes multiple views that show Policy assignments from different angles.

Assignment by Policy

For each Policy, views show the Machine Groups and individual Machines affected by the Policy.

Assignment by Machine / Policy Matrix

A Policy Matrix provides comprehensive view of all Policy assignments by Machine including the Group and View memberships that drive the Policy assignments.

OVERRIDES

Policy settings can be overridden on a case by case basis at the machine level. All overrides are tracked, and can be reviewed at any time.



RESULTING POLICY PER MACHINE

A Resulting Policy view provides a detailed view of the final policy settings that result from the combination of multiple Policies for a particular machine. The view also shows any settings that have been overridden at the machine level, and allows for overrides to be eliminated.

NOTIFICATIONS

Policy Management includes a full set of notifications based on changes to Policy definition, Policy assignments, and more.

RELEASE LOGISTICS

Best Practices for Software Update

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 ~~February 28, 2011~~

Update: March 7, 2011

On-Premises Availability – ~~May 9, 2011~~

Update: June 1, 2011

SaaS 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

March 2011 through Q2 2011– Overview and Training

Pricing

Perpetual

- To Be Announced at Release

Subscription

- To Be Announced at Release

License

Kaseya Policy Management is sold as an add-on module for Perpetual licensing and is bundled with IT Center for Subscription licensing.

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