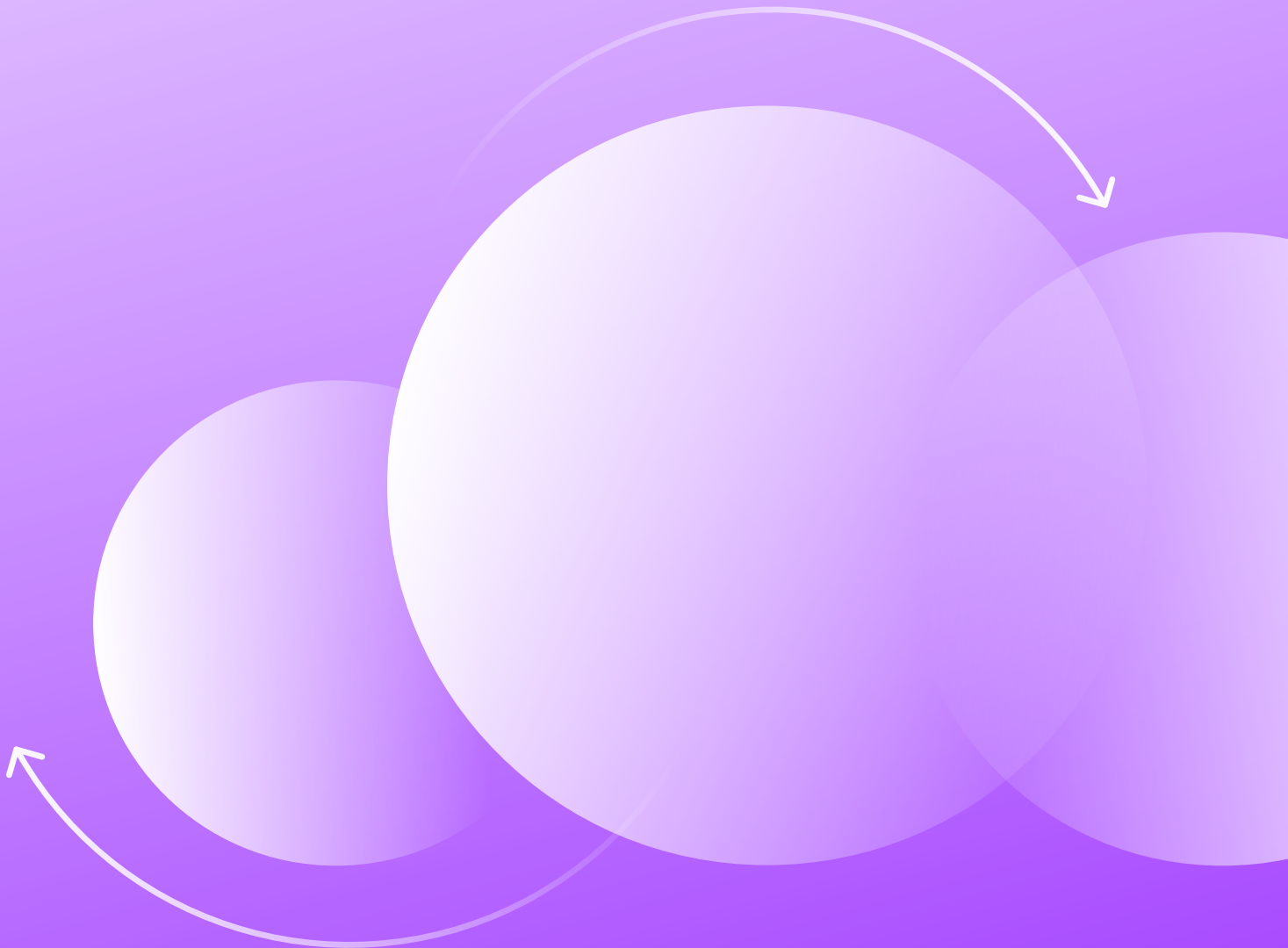


Kaseya 365 Ops

Empowering top IT performance through AI-driven workflows and automated reporting

Kaseya 365 Ops integrates business operations with IT execution, empowering IT professionals to reach peak performance. By harnessing AI-driven workflows and unified reporting, it enables teams to boost efficiency, prove value and scale like never before.



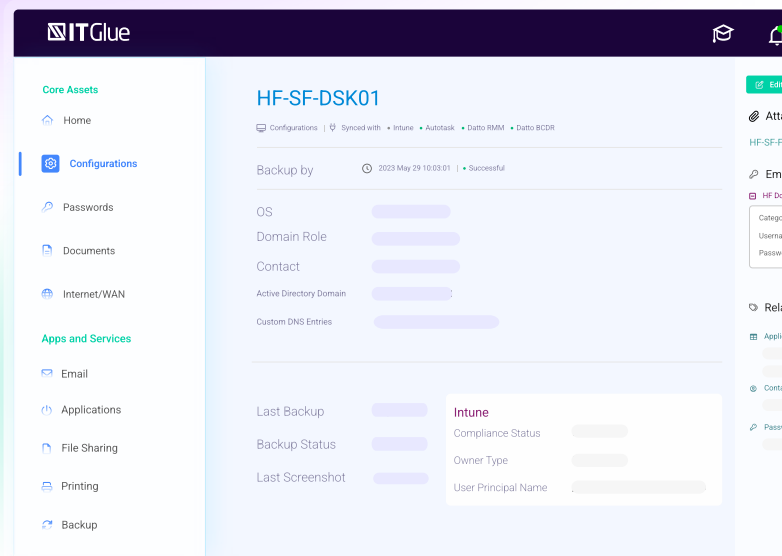
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The IT documentation tool that helps you find, track and know everything in under 30 seconds

All your IT info, one secure platform

IT Glue centralizes your organization's critical IT documentation — IT assets, passwords, SOPs, network diagrams, knowledge base articles and more — into a single, secure platform. Whether you're onboarding new employees, resolving internal tickets or transferring knowledge across your IT team, IT Glue ensures instant access to the information you need, exactly when and where you need it. With 80+ native integrations and an open API, it connects seamlessly with your ITSM, endpoint management, backup and other core platforms, automating documentation and eliminating repetitive, manual work.



IT Glue users have reported cutting onboarding time by 50% — from six weeks to just three — thanks to clear, organized documentation.

Run smoother, stress less

Internal IT teams run on information, but too often, that information is locked in people's heads or scattered across tools. IT Glue changes that:

- **Keep knowledge with your team.** Create a single source of truth that's accessible, secure and trusted by everyone.
- **Spend less time searching, more time delivering value.** With everything documented and easy to find, your team works faster and smarter.
- **Stay ahead of issues with proactive documentation.** Prevent problems before they escalate with alerts and up-to-date information.
- **Scale with confidence.** IT Glue gives you the structure and visibility to grow without sacrificing service quality.

Top features

- **AI-driven automation with Cooper Copilot:**
Our AI engine transforms IT documentation:
 - **Smart Relate** auto-documents asset relationships, reducing manual effort.
 - **Smart Create** consolidates critical data into organized, easy-to-navigate views.
 - **Smart Assist** flags outdated or duplicate documentation.
 - **Smart SOP Generator** uses AI to instantly create standardized SOPs.
- **IT asset management:** Centralizes and connects all your asset data — hardware, software and users — so you can track, manage and troubleshoot with total clarity.
- **Global and local search:** Instantly access critical info across your entire environment.
- **Secure password management:** Manage access with audit trails, MFA and SSO.
- **Flexible asset templates:** Structurally track everything from LAN, WAN to vendor contracts.
- **Smart documentation insights:** Spot gaps with built-in analysis tools.
- **Automated expiry tracking:** Get ahead of renewals for domains, SSLs and more.
- **Mobile access:** Use IT Glue on the go with our secure mobile app.
- **Immutable audit trail and revision history:** See who changed what, when.
- **80+ integrations and open API:** Centralize IT documentation by leveraging tools you already use including ITSM, RMM, security, backup and more.



“For anyone looking to implement IT Glue, I recommend looking at your integration order carefully to get the most out of IT Glue. Start with your endpoint management and service desk, and then add additional integrations to enrich your information.”

- Philip Olinger, IT Manager, Luthern Social Services Southern California

“IT Glue is like the IT bible for me; I can’t do anything without it.”

- Scott Cloy, CISO, Savadge Networking Solutions

“Documentation in a school district is extremely important – both for grant funding and student security.”

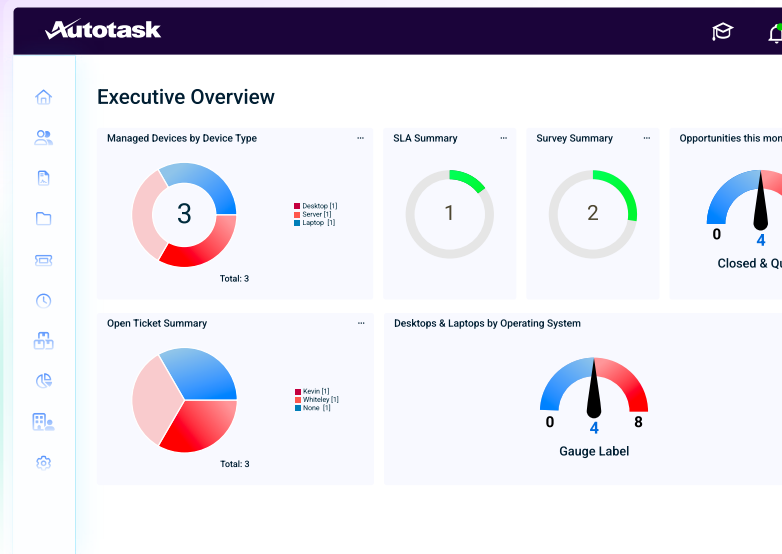
- Samuel Hamra, Director of Technology, Waverly School District #6



The most integrated IT service management solution on the market

Your IT command center

Autotask centralizes your IT operations in a secure, cloud-based platform with 99.99% uptime, giving your team everything they need to manage service delivery, projects, assets, vendors, reporting and resources in one place. With full visibility and control, you can deliver better support, improve efficiency and scale with confidence.



On average, teams using both Autotask and IT Glue manage 250 endpoints per tech — over six times more than those not using Autotask.

From busy work to business growth

Autotask brings everything under one roof, so nothing gets missed:

- **Get your time back.** Automate administrative work and streamline workflows so your team can focus on delivering value.
- **Gain clarity and control.** Real-time dashboards and custom reports help you make smarter, faster decisions.
- **Build trust across the business.** AI-powered communication, consistent service delivery, and accurate reporting reduce errors and build trust in IT across departments.
- **Scale with less stress.** Autotask provides the infrastructure to grow efficiently, whether you're expanding your team, or supporting new departments or locations.

Top features

- **AI-powered service desk with Cooper Copilot:** Leverage the latest generative AI:
 - **Smart Ticket Summaries** distill complex notes and emails into clear insights.
 - **Smart Writing Assistant** turns IT language into user-friendly updates for non-technical teams.
 - **Auto-Generated Resolutions** document steps and build a resolution library.
- **Secure, cloud-based platform (99.99% uptime):** Always available, always up-to-date.
- **Service desk and smart ticketing:** Automate triage, track SLAs and close tickets faster.
- **Custom dashboards and LiveReports:** Get a real-time pulse on everything.
- **Project management and task automation:** Deliver projects on time and on budget with built-in templates, timelines and collaboration tools.
- **IT resource and workload management:** Track internal requests and monitor service delivery performance with team- and project-level dashboards.
- **Time tracking, vendor contracts and cost allocation:** Log time against projects, manage vendor agreements and streamline internal cost tracking to support budgeting.
- **Mobile access:** Empower your team to stay productive on the go.
- **200+ integrations and full API access:** Connect RMM, backup, accounting and more.



“Within 24 hours we had eyes on systems and in 30 days we had cut our ticket backlog in half.”

- Donnie Gerault, *President, Impact IT*

“We saved almost a full workweek of labor. It’s a tremendous return on investment for us and we certainly could never go back.”

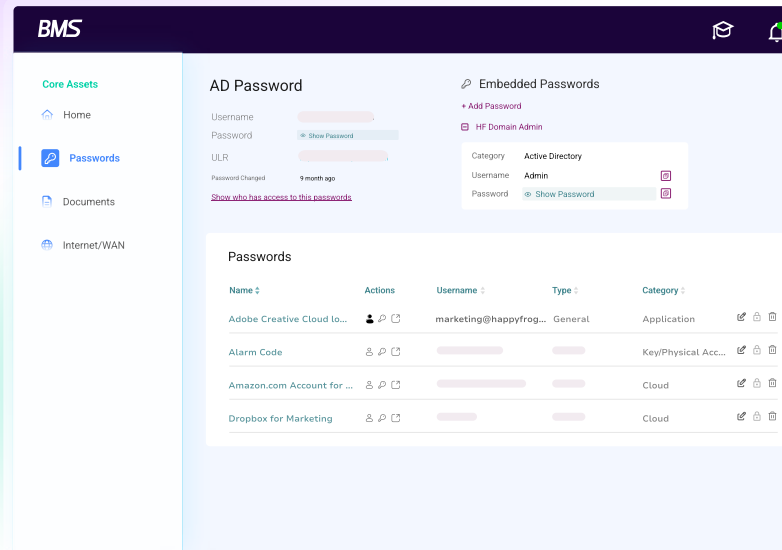
- Micah Thor, *Former President, TechGuru*



A streamlined ITSM tool built for simplicity

Where service meets business efficiency

Kaseya BMS unifies service desk, projects, billing and inventory in one simple and secure, cloud-based platform. It streamlines daily IT operations, accelerates issue resolution and connects service performance to business impact, helping IT teams work smarter and scale efficiently.



Build for simplicity, designed for results

Many ITSM tools are bloated, overbuilt and hard to use. BMS breaks that mold:

- **Get up and running fast.** With white-glove onboarding and user-friendly workflows, your team can start delivering value right away.
- **Get simplicity without sacrifice.** BMS is powerful, but not overwhelming. No fluff — just the tools you need to deliver service and manage your business.
- **Turn tickets into insight.** From intake to resolution, BMS automates the entire process, reducing manual work and improving accuracy.
- **Do more with less.** With built-in AI from Cooper Copilot, your team gets more done without more headcount.

ITSM-integrated documentation increases tech momentum by 25% for faster resolution of each and every ticket.

Top features

- **AI-powered ticket management with Cooper Copilot:** Leverage the latest generative AI:
 - **Smart Ticket Summaries** that give you the TL;DR instantly.
 - **Smart Writing Assistant** to craft polished, professional replies.
 - **Smart Ticket Resolution** to auto-generate fixes and speed up future support.
- **Simple, documentation-first service desk:** Resolve tickets faster with all the right information at your fingertips.
- **Collision free ticketing:** Know who's working on what. Avoid duplicate efforts with real-time visibility into ticket ownership.
- **Automated cost tracking and chargeback support:** Ensure accurate internal reporting with automation that aligns to your organization's budgeting.
- **Granular and custom workflows:** Configure workflows your way. No coding required.
- **Dashboards and real-time insights:** Out-of-the-box reports help you track service levels, identify bottlenecks and improve business outcomes with actionable data.
- **Seamless integrations:** Works with QuickBooks, Xero, VSA and the Kaseya 365 platform.
- **Fast implementation:** White-glove onboarding for a smooth transition.
- **Built-in mobility:** Manage tickets and projects on the go.



"It's all in one pane of glass, it was easy and it worked."

- Kyle Tennyson, Director of Service, Spectrum Data Networks

"BMS has helped us scale our teams. Flexibility in BMS configurations has allowed us to build process around our distinct teams, support desk, on-site services, apple team projects and more. This makes ticket flow efficient."

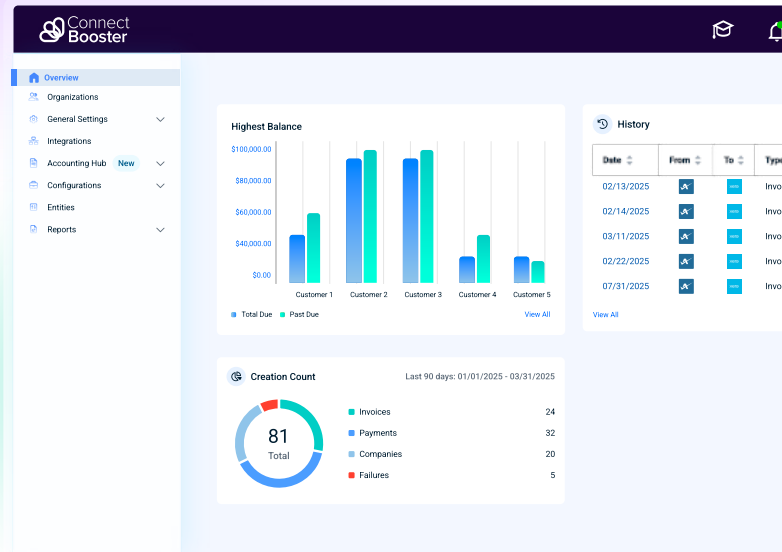
- Darren Fippin, VP, National Service Delivery, The 20



Automated subscription billing that scales with you

Get paid faster, scale smarter

Built for businesses with a recurring revenue model, ConnectBooster automates invoicing, streamlines payment collection and keeps your financial tools in sync. With support across multiple regions, a secure PCI-compliant payment vault and Monthly Cashflow Insights for smarter financial planning, ConnectBooster gives businesses the confidence and clarity to grow without compromise.



Before ConnectBooster, the average business waited 48 days to get paid. After? Just 1.4 days.

Cash flow confidence starts here

For growing businesses, cash flow is everything. But outdated billing processes and late payments can stall your growth. ConnectBooster changes the equation:

- **Get paid on time.** Automate collections and promote predictable, reliable payments.
- **Eliminate busy work.** Free your team from manual billing and reconciliation tasks.
- **Gain cash flow clarity.** Know exactly when and how money is moving with monthly cashflow insights.
- **Protect your reputation.** With enterprise-grade payment security, your customers' data — and your brand — are protected.

Top features

- **Automated recurring billing and collections:** Set it and forget it.
- **Two-way sync with invoice and accounting tools:** Integrates with Autotask, BMS, QuickBooks and Xero to unify your financial data and eliminate double entry.
- **Monthly cashflow insights:** Get real-time visibility into payment trends and inflows.
- **Payment flexibility:** Supports both direct debit and credit card payments, as well as AutoPay and recurring payment options.
- **Enterprise-grade security:** Point-to-point encryption, a PCI-compliant vault and patented redirect tech to help ensure safe payment handling.
- **Effortless scalability:** ConnectBooster grows without adding overhead.
- **Customer payment portals:** Give customers a branded, self-service portal.

“Our invoicing before ConnectBooster was a nightmare. We would spend over eight hours per month manually processing invoices and credit card payments.” t

- Chris Schaller, Partner, Christo IT Service

“Chasing down client payments is time consuming. ConnectBooster not only saves time for our business, but it puts money in our bank account.”

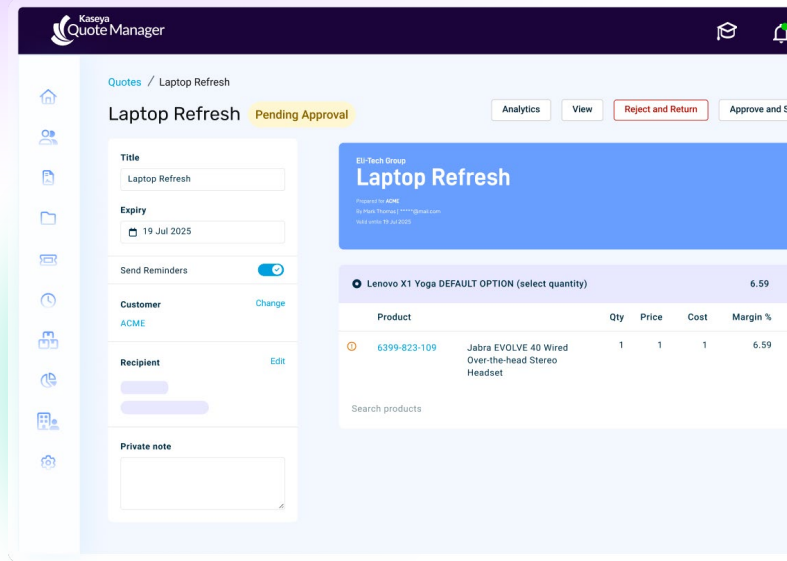
- Peter Kardel, CEO, Clever Ducks



Simplified procurement and cost control for IT purchases

Take control of IT procurement

Kaseya Quote Manager (KQM) is an automated procurement solution that simplifies IT purchasing for internal teams. It streamlines purchase orders, reduces manual work and supports cost-effective decision-making, all while improving financial visibility and control.



Modernize your IT purchasing process

Managing hardware purchases can be time-consuming and error-prone. KQM streamlines procurement with a centralized, automated process that makes purchasing easier to manage:

- **Win back hours.** Procurement tasks that once took hours now take minutes.
- **Control costs.** Ensure policy-compliant purchasing with real-time cost visibility.
- **Build trust.** Internal teams see exactly what they'll get.
- **Drive recurring revenue.** Reliable, business-grade hardware is the foundation for sticky, profitable services.

Skip the emails — request, compare and approve IT purchases in one place.

Top features

- **Real-time pricing and stock visibility:** Access up-to-date inventory and pricing from leading distributors to ensure cost-effective decisions.
- **Live supplier comparison:** Compare pricing and availability across multiple vendors like Ingram Micro, TD Synnex and Lenovo, all in one place.
- **Self-service storefront for internal teams:** Empower departments to browse and request pre-approved IT products through a branded eCommerce portal.
- **Automated PO creation and approval workflows:** Streamline procurement with customizable routing and fast approvals — no email chains or manual delays.
- **Policy-compliant purchasing:** Maintain control with purchasing workflows that align to company policies and approved vendors.
- **Finance system integration:** Sync procurement data directly with tools like QuickBooks and Xero for better financial visibility and reporting.
- **Centralized supplier management:** Consolidate vendor activity and avoid duplicate purchases by managing all approved suppliers in one system.

“Kaseya Quote Manager provides reliable data in a single pane of glass which greatly improves the accuracy and protects our margins.”

- Tim Andrews, Director, Impulse Data

“KQM made our quoting process very simple and fast. It has seamless integration with our current tools, and we use it daily, which makes our working life very efficient.”

- Umair A., Head of Accounting and Financial Reporting

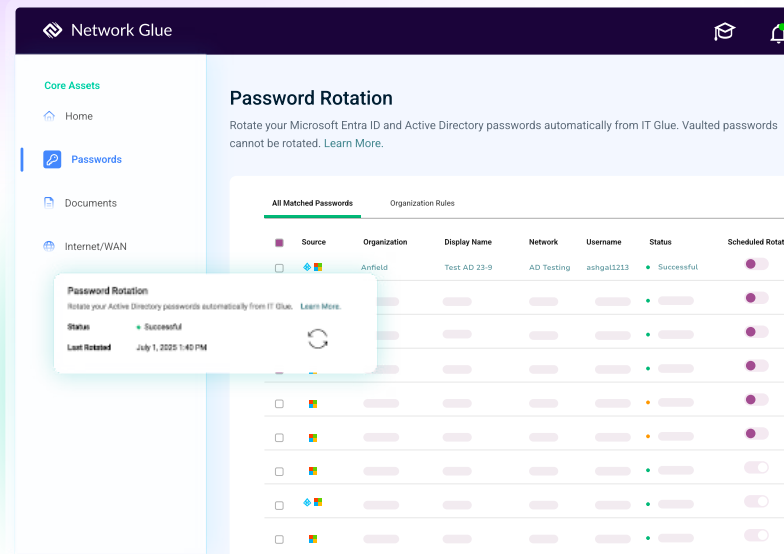
“Setting up Kaseya Quote Manager was surprisingly easy — even without any coding knowledge. Everyone I’ve shown it to says it’s clean, simple, and just works.”

- Rory Gallagher, Technical Project Specialist, LookUp

See every device, map every network and secure every password automatically

Complete visibility and protection without the manual work

Network Glue is a powerful IT Glue add-on that automatically discovers and documents every connected device, service and user across your IT environment, including Azure AD, Entra ID, Microsoft 365, Hyper-V and VMware virtual machines. It maps everything into visual network diagrams inside IT Glue and keeps that documentation continuously updated.



Even more powerful, Network Glue automates password rotation across Microsoft 365, Active Directory and Entra ID, drastically reducing your risk of credential theft while freeing up technician time. From discovery to documentation to protection, Network Glue ensures nothing gets overlooked.

Protect your IT environment and empower your team

Manual network discovery and password updates drain your team's time and can introduce vulnerabilities. Network Glue automates critical tasks to keep your network secure and your team efficient:

- **Eliminate documentation drift.** Every device and user is discovered and documented automatically.
- **Save hours on onboarding and transitions.** Get new sites, systems and users fully mapped and documented in minutes, not days.
- **Reduce security risk.** Passwords are rotated automatically and updated in real time. No missed steps, no manual errors.
- **You improve IT responsiveness.** Accurate, up-to-date network visibility lets your team resolve issues faster and avoid rework.

With Network Glue, what used to take 160 hours a year is now fully automated — allowing password rotation every 30 days instead of 90.

Top features

- **Automated network discovery:** Discover both managed and unmanaged devices across your environment using SNMP, AD, WMI, pings and more.
- **Azure AD and Active Directory sync:** Automatically document and update users and groups, including contextual data like last logon, password expiry and more.
- **Up-to-date network diagrams:** Get a visual map of your internal network infrastructure.
- **Automated password rotation:** Automatically rotate Microsoft 365, Entra ID and Active Directory passwords by schedule or on demand, with real-time sync and rule control.
- **Device enrichment and matching:** Enrich discovered devices with IP, MAC, role, port, virtualization type and more, automatically matched to existing configurations.
- **Bulk password rotation and delegation:** Rotate multiple credentials at once and assign custom password rotation roles.
- **Contact sync with ITSM tools:** Keep ITSM contacts accurate and up to date with synced Azure AD and Active Directory information.
- **Slide-in info panels:** Get at-a-glance views of critical device details.

“We implemented Network Glue and it has already given us a lot of network insights, such as devices and connections, that we never had before.”

- Steve Ricketts, Director of Technical Services, Roeing

“Before Network Glue, network documentation was a multi-hour manual process. Now, this whole process is automated. The ongoing updates to documentation and diagramming are what we find the most valuable. When our on-site technicians make a change, they no longer have to remember to update the documentation and diagrams, and our help desk automatically sees these changes.”

- Matt Lucas, FRC Manager, CBE IT Solutions

“With Network Glue, if we need to unplug something, you know exactly where to find it. If we are troubleshooting, you get loads of useful information, such as if a certain device is coming off of a specific switch or firewall. You can also see where the primary domain controller is and everything connected to it.”

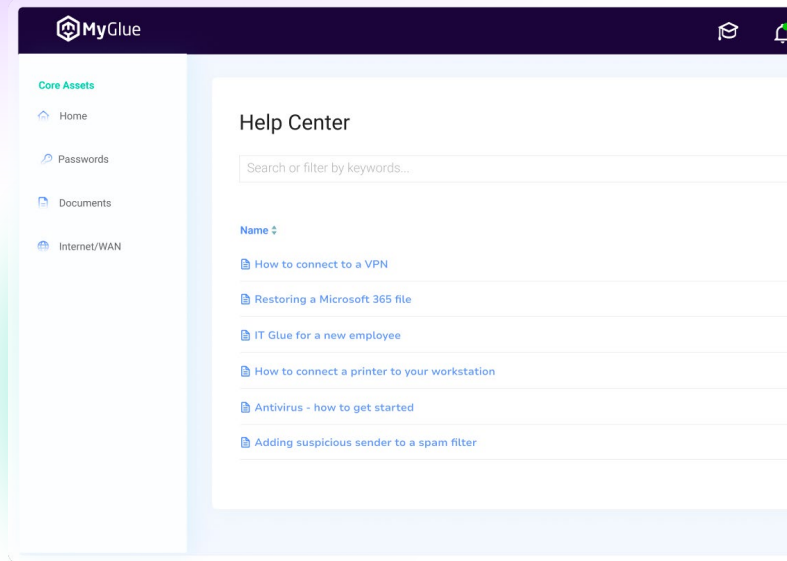
- Chris Donathan, Technical Manager, RunBiz



A secure self-service portal for your end users

Self-service IT, built for today's workforce

MyGlue is a powerful extension of IT Glue that gives your users a secure, easy-to-use platform where they can manage their own passwords, access read-only SOPs and collaborate with IT in real time. Whether it's onboarding new hires, retrieving credentials or following internal how-tos, MyGlue ensures your teams always have the information they need — without submitting a ticket.



With browser extensions, mobile access, granular permissions and secure collaboration tools, MyGlue reduces support noise, empowers users and helps your IT team maintain visibility and control over your organization's digital footprint.

Your internal knowledge hub

Manual requests for routine information create avoidable delays and pull IT away from strategic work. MyGlue puts the power of documentation in the hands of the right users:

- **Empower your teams:** Provide secure, self-service access to passwords, SOPs and how-to articles, helping employees work more independently.
- **Reduce IT tickets:** Minimize low-value requests like password resets or process reminders.
- **Enable faster onboarding:** Equip new hires with the information they need, when they need it — without IT bottlenecks.
- **Maintain control and compliance:** Role-based permissions, audit trails and security policies keep your environment protected as you scale.

Give users a secure, easy way to manage passwords and share documentation — no post-it notes required.



Top features

- **Secure password management:** Users can store, access and share passwords safely.
- **SOP and process documentation:** Keep onboarding materials, workflows and process guides accessible and consistent across departments.
- **Self-service knowledge portal:** Publish read-only how-tos and SOPs to reduce support friction and improve response times.
- **Chrome, Chromium and Firefox Extensions:** Allow users to save and auto-fill passwords directly in their browser.
- **Mobile app access:** Give your users on-the-go access to credentials and information.
- **Real-time collaboration:** Facilitate secure documentation updates between IT and department leads or co-managed teams.
- **Custom interface branding:** Tailor the portal interface to reflect your internal IT organization or business unit.
- **Enterprise-grade security:** SOC 2 compliance, MFA, audit trail and granular permissions.

“With MyGlue, we offer a secure, easy-to-use platform for password management. It’s a small investment for us but a huge win.”

- Chris Swecker, TAC Manager, Appalachia Technologies

“We use MyGlue... to give them structured password management so they can share internally and share externally with us. It allows them to feel more secure in that they’re not storing passwords in a vulnerable browser cache.”

- Simon Lewis, Managing Director, vIT4u

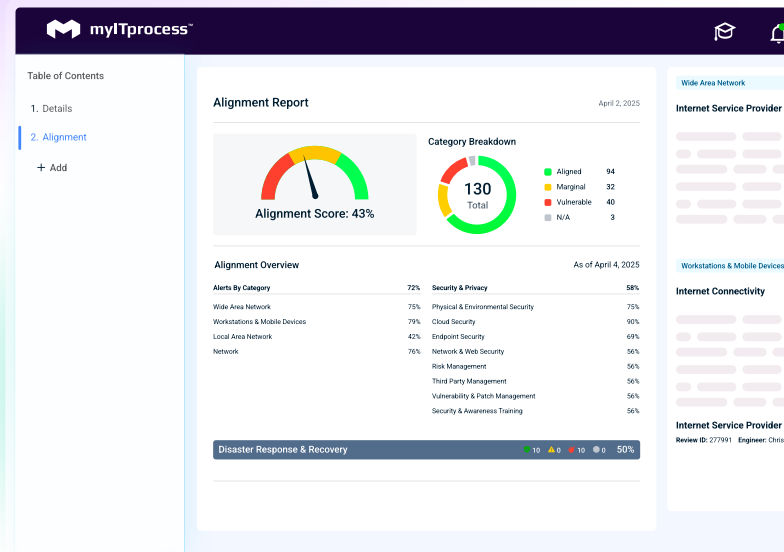
“We started using MyGlue just in house. We wanted to provide some access to key members of staff... mainly so they could access to their own information. We have a lot more insight into their networks, and when they need information we can find it much more quickly.”

- Nathan Stewart, Managing Director, Total Group International

Proactive IT asset and lifecycle management

Take control of IT lifecycle

myITprocess gives internal IT teams the visibility and structure needed to proactively manage hardware lifecycles, minimize risk and forecast IT budgets with confidence. Track warranties before they expire, identify aging or at-risk hardware, and create strategic roadmaps to prevent downtime and align IT initiatives with business goals, all from a single tool.



Turn IT asset data into smart business decisions

Today's IT departments face growing complexity, from managing aging infrastructure to forecasting budgets across distributed environments. myITprocess brings structure and control:

- **Lead with foresight.** Identify aging hardware, upcoming warranty expirations and emerging risks — then turn that insight into a clear, actionable roadmap.
- **Justify investments.** Back your technology recommendations with real-time data, risk analysis and performance trends that support faster budget approvals.
- **Improve alignment.** Reports and roadmaps translate technical issues into business impact, helping executives make informed decisions.
- **Scale IT operations.** Standardized processes and automated reporting make it easier to grow your infrastructure without adding complexity.

Top features

- **Built-in standards library:** Start with 150+ out-of-the-box standards and expand up to 1,500 including HIPAA, NIST and UK cybersecurity frameworks.
- **Automated data sync from IT Glue:** Instantly pull in asset and configuration data from IT Glue to support accurate lifecycle tracking and reporting.
- **Risk and asset alignment assessment:** Identify infrastructure gaps and aging hardware using guided yes/no assessments linked to real-time device data.
- **Strategic roadmap builder:** Create prioritized technology roadmaps that align IT initiatives with organizational goals and provide clarity for leadership planning sessions.
- **Automated roadmap prioritization:** Automatically rank initiatives by business impact and urgency to ensure high-value actions are addressed first.
- **Automated planning workflows:** Translate risk assessments and lifecycle milestones into structured action plans without manual tracking.
- **Executive-ready reports:** Generate professional summaries, performance dashboards, budget forecasts and upgrade timelines to support data-driven decisions.
- **IT operations overview dashboard:** Gain a high-level view of infrastructure health, upcoming lifecycle events, risks and strategic opportunities.

“We present our recommendations in the presentation mode of myITprocess. This helps us have an active discussion on the IT risks and the projects we’re planning.”

- Sergio Lima, Director of Customer Success, MicroAge NWD

“myITprocess really launched us forward and became our superpower.”

- Michael Britton, CIO, InnoTek

Top 50 integrations of Kaseya 365 Ops

Kaseya 365 Ops delivers seamless integration across your entire IT stack, connecting tools, streamlining workflows and eliminating silos. These top 50 integrations unlock new levels of efficiency in ticketing, billing, reporting and automation.

1. Integrated Service Ticketing for Spanning
2. Integrated Service Ticketing for ConnectBooster
3. Integrated Service Ticketing for Datto Workplace
4. Integrated Service Ticketing for Graphus
5. Integrated Service Ticketing for Datto Networking
6. Integrated Service Ticketing for Datto File Protection
7. Integrated Customer Billing for VSA
8. Integrated Customer Billing for Datto RMM
9. Integrated Customer Billing for Traverse
10. Integrated Customer Billing for Datto EDR
11. Integrated Customer Billing for Dark Web ID
12. Integrated Customer Billing for Bullphish ID
13. Integrated Customer Billing for Graphus
14. Integrated Customer Billing for RocketCyber
15. Integrated Customer Billing for Vulscan
16. Integrated Customer Billing for Cyberhawk
17. Integrated Customer Billing for Network Detective Pro
18. Integrated Customer Billing for Compliance Manager GRC
19. Integrated Customer Billing for Spanning
20. Integrated Customer Billing for Datto Continuity
21. Integrated Customer Billing for Datto Networking
22. Integrated Customer Billing for Datto SaaS Protection
23. Integrated Customer Billing for Datto Workspace
24. Integrated Customer Billing for Datto File Protection
25. Integrated Executive Reporting for Spanning
26. Integrated Executive Reporting for Datto Workplace
27. Integrated Executive Reporting for Datto File Protection
28. Integrated Executive Reporting for Datto Continuity
29. Integrated Executive Reporting for Datto Backup Azure
30. Integrated Executive Reporting for Datto Endpoint Backup
31. Integrated Executive Reporting for Network Detective Pro
32. Integrated Executive Reporting for Autotask
33. Integrated Executive Reporting for BMS
34. Integrated Executive Reporting for Datto RMM
35. Integrated Executive Reporting for Graphus
36. Integrated Executive Reporting for BullPhish ID
37. Auto-Remediation for RMM
38. Roundtrip Closure for Datto RMM
39. Electronic Payments in Autotask
40. 1-Click Ticket Creation in Datto RMM
41. 1-Click Password Injection in RMM
42. 1-Click Quote Creation in Autotask
43. 1-Click Contract Creation in Kaseya Quote Manager
44. 1-Click Opportunity Creation in myITprocess
45. 1-Click Disaster Recovery Runbook in IT Glue
46. LiveConnect in IT Glue and Autotask
47. PSA Companion in Datto RMM Web Remote
48. Auto-Suggested IT Documentation in PSA
49. True-Sync Checklist in PSA
50. SmartLook for IT Documentation in RMM and PSA

Kaseya 365 Ops

Cooper Copilot AI for Kaseya 365 Ops

Cooper Copilot AI for Kaseya 365 Ops automates routine tasks and accelerates decision-making across your IT operations stack. From documentation to ticketing, these intelligent features boost productivity, reduce manual work and keep your team focused on high-impact priorities.

- Smart Assist
- Smart Create
- Smart Relate
- Smart SOP Generator
- Smart SOP Generator for Endpoint
- Smart Ticket Summary
- Smart Ticket Resolution
- Smart Writing Assistant

Ready to level up your IT team?



Contact me to book a demo today!

Christina Baer
Vendor Manager
ChristinaB@climbcs.com
732-276-2697
Climb Channel Solutions

Kaseya 365

Ops



Contact me to learn more about the Kaseya365 platform.

Christina Baer | Vendor Manager | ChristinaB@climbcs.com | 732-276-2697 | Climb Channel Solutions