



**Autotask**



Kaspersky  
Security Integration

**Automate  
routine tasks  
serving security  
to more  
customers –  
from one place**

**kaspersky**

BRING ON  
THE FUTURE

# Why should you integrate Kaspersky security into your PSA tool?

**92%** of MSPs  
already use RMM software

**63%** of MSPs  
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## Powerful monitoring and management from beginning to endpoint

Disjointed systems and inadequate visibility are a headache for businesses, especially those that sell, service and support technology. A complete yet single view of your business - and your client base - can streamline your operations, saving you time and money.

Automating professional services and MSP tasks is easy with Kaspersky Security Integration with Autotask - just install the integration tool, bring Kaspersky security products into your Autotask account to provide ticketing, straightforward monitoring, issue tracking, automated billing and reporting in the customer environment. It's more efficient - and more effective.

### Easy integration, multiple benefits

Connect virtual servers or companies from your Kaspersky product to your Autotask account in just a few clicks to access a host of features, including automated billing, ticketing and more.

Simple one-to-one mapping lets you view and manage your client companies from one place - no extra tools or consoles necessary.

### Reduce admin overheads and simplify security management

Increase the number of clients that a single technician can manage with simplified multi-tenancy management that automates ticket creation and workflow for each of your client accounts. Just map the account to the corresponding virtual server/company in your Kaspersky solution.

Flexible ticket creation and the ability to assign priorities and queues to tickets to simplify prioritization further streamlines the ticketing process - and workflow overall. This is great not only for operational efficiency but for customer service too.

Tickets are automatically created in Autotask, and once the issue has passed, tickets are automatically closed, so your staff don't waste valuable time sorting through tickets unnecessarily.

### Straightforward billing

Automated billing simplifies the billing process, letting you view all billing information from Autotask and create a single invoice for all services, including security. No more billing discrepancies!

Having mapped Kaspersky solutions to Autotask you get the most up to date view of the managed systems, security usage and service adjustments on your clients' infrastructure.

### Effortless reporting

Generating service reports couldn't be easier - just do so on Kaspersky Security Center virtual servers or Kaspersky Business Hub companies, and license reports directly from Autotask. (Service reports include stats on protection services provided to the client over the previous 7/30 days, while license reports provide information about keys, including their usage and availability.)

# Make it happen! Connect Kaspersky Security Integration for Autotask to your Autotask account

The dashboard provides a comprehensive overview of service tickets and contracts. Key sections include:

- OPEN TICKETS:** Gauges for New (36), Overdue (54), and Open Critical (50) tickets.
- OPEN TICKETS (NON-RECURRING):** Summary of 26 total tickets, with 7 unassigned open and 1 unassigned critical.
- TICKETS COMING DUE:** Summary of 2 tickets with first response overdue.
- SLA - FIRST RESPONSE SUMMARY:** Summary of 0 tickets with first response due in < 1 hour, 0 in 1-2 hours, and 0 in 2-7 days.
- OPEN TICKETS BY QUEUE:** Table showing counts for queues like IT:Level I (6), IT:Level II (2), Monitoring Alert (4), Post Sale (1), SW:Defect (1), and SW:Internal (5).
- OPEN TICKETS BY PRIORITY:** Donut chart showing 26 total tickets: 13 Low, 5 High, and 5 Critical.
- OPEN TICKETS BY ISSUE/SUB-ISSUE:** Horizontal bar chart showing ticket distribution across categories like IT:Hardware, IT:Applications, and SW:Internal.
- OPEN TICKETS BY STATUS:** Horizontal bar chart showing ticket counts for statuses like New, In Progress, Escalate, and Other.
- UNASSIGNED TICKETS DUE TODAY BY PRIORITY:** Donut chart showing 7 unassigned tickets: 1 Critical, 1 High, and 5 Medium.
- CONTRACTS:** Summary of 10 tickets in various statuses (Waiting Dispatch, Waiting Approval, Scheduled).
- Contract Detail View:** Shows configuration items for 'Contract-Customer-A', including hosted applications and subscription details.

The Ticket Search interface allows for detailed filtering and viewing of tickets. It includes:

- SEARCH FILTERS:** Fields for Resource, Ticket Number, Title, Description, Issue Type, Queue Owner, Account, Parent Account, Contract, Problem Ticket Number, Created, Due, Queue, and Priority.
- Ticket List:** A table with columns for Ticket Number, Title, Description, Account, Contract, Queue, Resources, Role, Status, Priority, Created, Due, Total Hours Worked, and Billed Hours.

Ticket Number	Title	Description	Account	Contract	Queue	Resources	Role	Status	Priority	Created	Due	Total Hours Worked	Billed Hours
T20190903.0001	Critical computer protection status: Security application is not running.	Computer: WIN10PRO64 Security application is not running on this device. Run the security application, or connect to the device via RDP to find out why the security application is not running. If this	KL-Tech Customer A		Monitoring Alert			Waiting Approval	Critical	03/09/2019 05:50 AM	03/09/2019 05:50 PM	0.00	0.00
T20190903.0003	Warning computer protection status: Virus scan has not been performed in a long time.	Computer: WINS2008R2S The Virus Scan task has not been run on this device for a long time. The task may have not been created. If the Virus Scan task has been created, run it. By default, a device r	KL-Tech Customer B		SW:Level I			Complete	Medium	03/09/2019 05:50 AM	04/09/2019 05:50 AM	0.00	0.00
T20190903.0004	Critical computer protection status: Security application is not running.	Computer: WINS2012S Security application is not running on this device. Run the security application, or connect to the device via RDP to find out why the security application is not running. If this	KL-Tech Customer A		Monitoring Alert			Complete	Critical	03/09/2019 06:35 AM	03/09/2019 06:35 PM	0.00	0.00
T20190903.0005	Critical computer protection status: Protection disabled.	Computer: WINS2012S Real-time protection is disabled on this device. Re-enable real-time protection, or connect to the device via RDP to find out when real-time protection was disabled. If this messa	KL-Tech Customer A		Monitoring Alert			Complete	High	03/09/2019 06:05 AM	03/09/2019 06:05 PM	0.00	0.00

## Products ready to integrate

- Kaspersky Endpoint Security for Business
- Kaspersky Endpoint Security Cloud
- Kaspersky Security for Microsoft Office 365

## Resources

Download integration software <https://kas.pr/mspdownload>  
 How to integrate: <https://help.kaspersky.com/MSP/3.0/153146.htm>

Need assistance? Contact us at [kaspersky.com/msp](https://kaspersky.com/msp)

Ready to enroll? Register at [partners.kaspersky.com](https://partners.kaspersky.com)

Cyber Threats News: [www.securelist.com](https://www.securelist.com)  
 IT Security News: [business.kaspersky.com](https://business.kaspersky.com)  
 IT Security for Enterprise: [kaspersky.com/enterprise](https://kaspersky.com/enterprise)  
 Threat Intelligence Portal: [opentip.kaspersky.com](https://opentip.kaspersky.com)

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Proven. Transparent. Independent.