



Kaspersky®  
Security Integrations  
for MSP

# Kaspersky Lab and Autotask

## Significant benefits

**A clear view:** A 360-degree view of your customers helps you to deliver great service. Ensure that everyone in your business is accessing one version of the truth – the correct customer data consistently, from contact details to service history, project progress and sales opportunities.

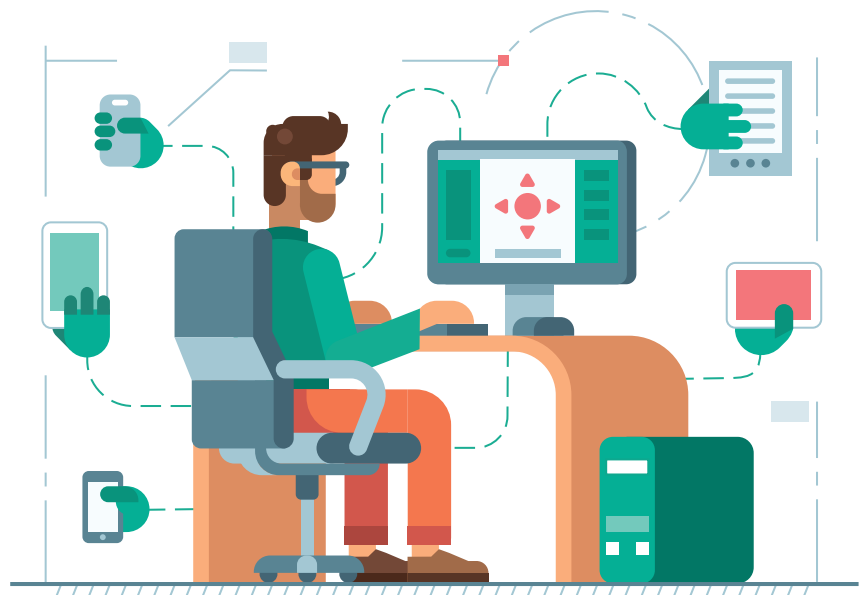
**Stronger SLAs:** Robust customer and service level agreements (SLA) boost your success. Automatically prioritize and report all key information to ticket to ensure that your customers' expectations are met.

**Improved tracking and billing:** Autotask's intelligent, synced tracking and billing system eradicates billing inaccuracies and ensures that invoices are sent out at the right time, with the correct information, every time.

## Supported products

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

## Powerful monitoring and management from beginning to endpoint



Disjointed systems and incomplete visibility can cause havoc for business, especially for companies that sell, service and support technology. A comprehensive, 360-degree view of your business and your client base, from beginning to endpoint, is an invaluable support system for your entire organization.

Kaspersky Security Integration with Autotask makes automating professional services and MSP tasks easy. Just install the integration tool and bring Kaspersky security products into your Autotask account.

Designed by the world's leading security experts, Kaspersky Lab's security is a scalable, fully integrated, tiered endpoint security platform that protects against known, unknown and advanced threats. Our unique combination of big data threat intelligence with machine learning and human expertise enables true, agile protection against any kind of threat – regardless of the platform and with minimal management overheads. Combining the world's most tested, most awarded security with easy, centralized management and powerful control tools, Kaspersky Lab's security is multi-layered security at its most intelligent.

Kaspersky Lab solutions integrate with your Autotask platform. Simply map the managed companies between the two solutions to enjoy centralized monitoring and ticketing along with easy billing management. Access to a host of outstanding benefits and compelling features are just a few clicks away.

# Powerful features

## Connecting clients and products

With Kaspersky Lab's integration tool, connect virtual servers or companies in Kaspersky Endpoint Security for Business, Kaspersky Endpoint Security Cloud or Kaspersky Security for Office 365 in just a few clicks to Autotask accounts – and automate billing, ticketing and other processes. No need for additional tools or consoles, simply access everything from your AutotaskPSA console. Map the companies you manage to the solutions they're protected with. Simple one-to-one mapping lets you view companies in the Kaspersky management console from LiveReports in Autotask.

## Centralized, automated monitoring and ticketing

Reduce administration overheads and simplify security management with automatic ticketing creation and workflow for each of your client accounts. Because tickets are automatically created in Autotask, save time monitoring managed companies and increase the number of clients a single engineer can service. Once an issue has passed, tickets are automatically closed, ensuring that engineers don't waste time sorting through numerous tickets which no longer require attention. Flexible ticket-creation rules enable users to set up integration for your business needs. For every specific issue type, users can set a ticket queue, priority and lifetime, allowing engineers to focus on the most important issues first. Users can also set the status for new and closed tickets, improving overall workflow.

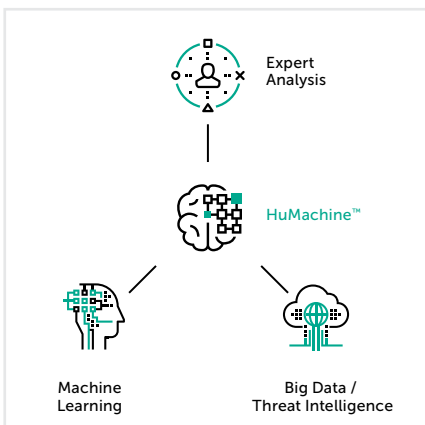
## Easy billing setup

Automated billing simplifies the billing process, allowing you to view all billing information from within the Autotask system and create a single invoice for all services, including security. Map Kaspersky Lab solutions to Autotask for the latest view of managed systems and service adjustments. Adjust security solution usage on the go, as new computers are added to client's infrastructure.

## Straightforward and compatible

Creating solutions for your customers is an uncomplicated process: Autotask works with both on-premise and cloud-based Kaspersky Lab solutions. Avoid additional overheads with Kaspersky's cloud-based security or keep everything inside the perimeter and make the most of existing hardware investment with an on-premise solution.

To learn more about Kaspersky Lab's MSP Partner Program, please visit [our website](#).



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