



Kaspersky®  
Security Integrations  
for MSP

# Kaspersky Lab and ConnectWise® Manage™

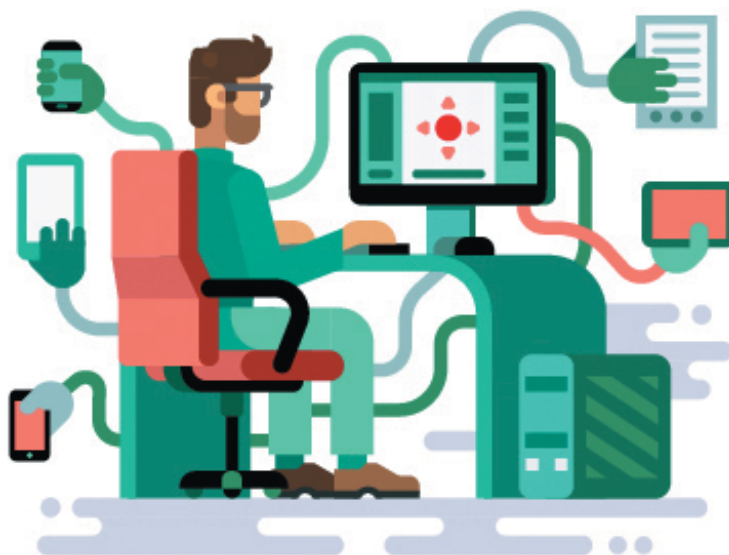
## Impressive benefits

**Stronger SLAs:** Strong customer and service level agreements (SLA) underpin your success. ConnectWise® Manage™ automatically prioritizes and reports all key information to ticket to ensure that your customers' expectations are met – and your reputation intact.

**A 360° client view:** Ensure that everyone in your business is accessing correct and consistent client data – from contact details to service history, project progress and sales opportunities, a 360°-view of your client helps you provide great service.

**Improved tracking and billing:** ConnectWise's intuitive, synced system for tracking and billing improves staff accountability and eliminates billing inaccuracies. It also ensures that invoices are sent out at the right time, with the correct amount of detail, every time. A single bill for each client will include a Security line as well.

## A connected support system for your entire business



Fragmented systems and incomplete visibility are a potential disaster for business, especially for companies that sell, service and support technology. By getting a 360-degree view of your organisation – and your client base – you get a support system for your entire business.

Now automating professional services and MSP tasks is easy with Kaspersky Security Integration with ConnectWise® Manage™, installed on the same server as Kaspersky Security Center.

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.

For ease of use, Kaspersky Lab solutions integrate with ConnectWise® Manage™ to provide ticketing, straightforward monitoring, issue tracking in the customers' environment and license usage information. Access to impressive benefits and powerful features are just a few clicks away – all you have to do is install.

# Powerful features

## Clients and products connection

With Kaspersky Lab's integration tool, all it takes is a few clicks to connect our solutions to ConnectWise® – and automate billing, ticketing and other processes. No need for additional tools or consoles, simply access everything from your ConnectWise® Manage™ console.

## Compatibility

Creating solutions based on your customers' needs and requirements is a straightforward process: the ConnectWise® tool 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.

## Ticketing and centralized dashboard

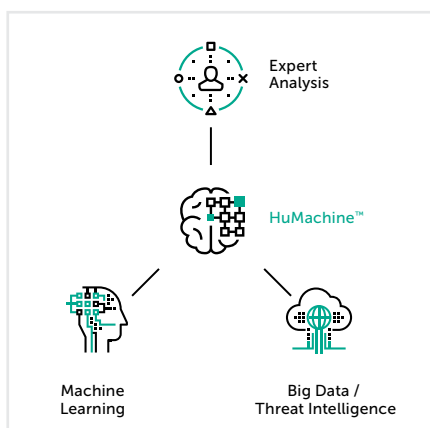
Multi-tenancy management is easy with automated ticket creation and workflow for each of your client companies. Simply select the agreement you're looking for and set the relevant Kaspersky solution.

Because tickets are automatically created and assigned to the appropriate service board, you can reduce the time you spend monitoring your managed companies and increase the number of clients a single engineer can easily manage. No need to hire additional staff or increase their workload every time you win a new customer. For added resource efficiency, assign business impacts and 'event severity' to tickets to streamline prioritization, time management and up-to-date information.

## Billing setup

Take the pain out of billing each solution separately with billing automation. Create a single invoice for all services, including security. Adjust security usage on the go, as new computers are added to client's infrastructure.

The Kaspersky Security Integration Plugin that connects Kaspersky Endpoint Security for Business to ConnectWise® Manage™ is available in the 'Security' section of the ConnectWise® Marketplace. To learn more about Kaspersky Lab's MSP Partner Program, please visit [our website](#).



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