KASEYA UNIVERSITY KCA LAB GUIDES

Kaseya appreciates our customers represent two primary business models: Enterprise and Managed Service Providers. Enterprise customers use Kaseya to manage the technology needs of their own internal departments and employees. Managed Service Providers (MSPs) may use Kaseya to manage their internal assets, but the primary function of an MSP is to support the technology needs of external clients. Kaseya can effectively manage both Enterprise and MSP customers. As part of the Kaseya University training program, we have created separate lab guides for Enterprise and MSP Customers. The individual exercises are effectively similar, but the scenario has been tailored to each customer type.

Both Kaseya Certified Administrator lab guides follow Alex West's administrative tasks at a fictitious company, IT Tech Corp, as he configures Kaseya to implement automation. In the Enterprise version of the guide, IT Tech Corp has three locations: A headquarters office with machines spread across two floors, a data center, and a satellite office. The MSP version of the guide includes a similar configuration; however instead of a satellite office, the MSP IT Tech Corp has a client located at a remote site. The scenario surrounding each exercise is tailored to each respective environment.

You may use either guide to practice the concepts covered in each self-paced learning course. As the exercises themselves are overall the same, you do not need to work through both sets of exercises. Rather, we encourage you to select the scenario which better aligns to your production environment.

ITTechCorp **Enterprise Simplified Network Diagram**

ITTechCorp **MSP Simplified Network Diagram**