Kaseya Administration- Scope of Work

One-Time Environment Assessment & Optimization

We will conduct a detailed audit of your Kaseya VSA Server & Application configurations against all modules and compare them with ProVal's best practices. Further, we will not only provide you with our recommendations but also implement these best practices to optimizing your infrastructure.

SERVER

- Kaseya server's hardware configuration based on vendor recommendation*
- Adjust SQL database for appropriate RAM allocation and performance tweaks*
- Status of SSL certificate*

SYSTEM & DISCOVERY MODULE

- Major version check – Recommended cycle to upgrade based on the current version*
- Check important server notifications & messages
- Kaseya site customization branding including logo, title, site header, favorites icon, agent icon, service display name, and application name under add/remove programs
- Currently Active modules and available updates
- Recommend add on modules based on the business line applications used
- Server Performance depending on the agents installed, add-on modules, database size etc.*
- Naming and Check In policy*
- User accounts, role, and scope review
- Active Directory LDAP configuration (SSO)
- Organization/group/dept./staff management review and cleanup
- Review Database backup schedule*
- License management
- System logs and configuration review
- Logon policy review
- Application logs and configurations review
- Outbound emails review

END-CLIENT ON-BOARDING AND OFF-BOARDING

- Network Discovery by Agent/Network/Domain Watch current setup review

- Agents Packages Management

- Process consulting for adding and removing clients and devices from Kaseya

POLICY MANAGEMENT

- Configuration setting – deployment interval

- Validate all settings and alerting are configured through policies to ensure consistent deployment across client sites.

- Review policies and configuration settings assigned to each

- Validate if global settings are aptly assigned through global polices

- Machines Compliance check – Unassigned, Overrides and Out of Compliance

AGENTS & REMOTE CONTROL

- Log history, Event logs and Automatic update settings

- Agents' menu, Check-In configuration* and Lan cache

- Working directory, set credentials and update agents

- Remote control preference and notification policy

- Agents not checked in since last 60 days

ALERTING, MONITORING AND AUDIT

- Review audit schedules – Latest, baseline and system

- Ticket Volume History & Noise Analysis (recurring patterns, trends, duplicates)

- Kaseya to PSA integration (Syncing, category mapping, etc.)

- List of monitors which are enabled and actively monitoring agents

- Configuration of Best-practice monitors

- Update list by scan review and settings

- Network device up/down alerting and configuration

- Event log alerts

- Kserver alerting*

- AV & Backup Alerting

  * On Premise partners only

PATCHING REVIEW

- Review of existing patching metrics

- Report of existing patching configuration across clients

- Report of clients/agents with patching disabled

- Report of agents with number of missing patches

- Report of Patches Missing across agents and clients

- Report of patch counts in Approved/Denied/Not Set Statuses (Patch Manager)

- Third Party Patching Configuration (Software Management, Chocolatey, or Ninite)

- Recommendation of patching best practices

ANTIVIRUS

- Report of Machines running the Managed AV Solution

- Report of Machines running a Different AV Solution

- Report of Machines running No AV Solution

- Report of Machines running outdated AV definitions

- Check if Antivirus plugin is installed or available

- Configuration of automatic AV installation and failure alerts

TRAINING

"Deep-dive" training session for technicians covering the following:

- General Kaseya Training (Groups, Searches, and Monitoring)

- Question and Answer Session

- Patch Management Training

PROVAL CONTENT (SCRIPTS, MONITORS, VIEWS, & OTHER AUTOMATION)

As part of this project deliverable, the client is entitled to pre-developed scripts, monitors, and searches. This content is imported into the customer environment during on-boarding; ProVal will not change/remove/support any of this content in the case our partnership is discontinued.

Monthly Kaseya VSA Administration (On-going)

PROVAL RESPONSIBILITIES

- Perform Microsoft approval / denial as per ProVal Tech standard policy
- RMM Software Patch Installation and Upgrades
- Plugin / Extension Updates
- Add/Change/Delete and troubleshooting/support requests related to RMM
    - Kaseya Standard Modules
    - Agent Installation Package
    - Network Probe - Discovery
    - Monitoring / Event Sets Alerting & Ticketing
    - Application Blocker
    - Script & Report Scheduling
    - User / Group / Computer Management
    - Patch Management & Configuration
    - Policy Management & Configuration
    - Officially Supported Plugins
- Failed Emails Review
- Available Licenses Review
- End-client on-boarding /off-boarding
    - Client will be responsible for individual agent deployment failure troubleshooting on machines during onboarding or offboarding

RMM SERVER / APPLICATION / DATABASE MONITORING*

As part of our offering, the ProVal Centralized Services platform monitors the client RMM application server(s) for critical events. This does require installation / communication of our monitoring agent on the client RMM server(s).

RMM Web Portal

Our monitor will check every 15 minutes the status of the web portal for your RMM and confirm that its up and not reporting any errors. Any errors here will quickly indicate an issue with web server which would cause problems with agent check ins. These alerts will be routed to our RMM Admin Team where

they will connect to your server and investigate any issues with web server. If we are unable to restore services, we will alert the client as well as start a Support case at the highest priority as this would fall under server down.

Database Backups

Our monitor will check once a day and confirm the location of the RMM database and that it is backing up. It will then determine if the backup is recent. If a backup is not found or the backup is older than 24 hours an alert will be generated for out RMM Admin Team to review.

Additional Notes:

- ProVal will begin billing for support services 30 days after the service start date. ProVal will be unable to support any new requests until the onboarding project is complete.
- ProVal' s service team members are full-time company employees located in the US and India. Support requests are handled by the global team based on availability, skillsets, and business requirements. Any client-specific compliance requirements should be communicated with our services teams at commencement of engagement.

RMM: Project Work - Pay by Usage

If you are looking to customize your RMM or require scripts that are not available in the existing ProVal library, you may do so on a pay per hour basis. Project work is subject to ProVal Technologies availability, and depending on complexity, may need a separate scope of work.

- RMM Server Migration

- Custom RMM Script development

- Custom PowerShell development

- Custom SQL reporting on RMM (On-Prem)

- Un-Official Product integration support

- RMM Training

    o   Recorded, Live, RMM Training Session

    o   Training on custom development

Your Investment

DESCRIPTION	SUBTOTAL
Kaseya VSA Administration Onboarding (One-Time)	$5,000
Kaseya VSA Administration Services (Monthly)	$1,750

Project Hours: Client can request project work from ProVal Tech. Project work will be billed at the rate of **$250/hour.**

Secondary RMM Instance: If your organization has multiple instances of Kaseya VSA, an additional charge of $1,000 per month applies for the management of each additional instance

Payment & agreement schedule shall be as follows:

Onboarding Fee: One-time fee due in full at contract signing.

Monthly Charges: Billed on the 1st of every month in advance and payable in 7 days via ACH. Prior to the start of service, ProVal Tech requires client to complete an ACH Authorization form for recurring monthly charges. If client is unwilling/unable to provide a completed ACH form, ProVal Tech requires client to provide payment / deposit for the last month of service prior to initiating services.

Agreement Terms: 3 months from service start date, renewed automatically in 30-day increments. Client can cancel with a 30-day written notice at any time after the initial -month commitment.

All fees not paid by the applicable due date shall be subject to a monthly service charge of 1.5% of the unpaid balance of the outstanding invoice. In the event that ProVal shall be forced to incur fees in the collection of an unpaid balance, ProVal shall be entitled to reimbursement of its costs and attorney's fees from the Client. ProVal maintains the right to suspend service to the client in case any invoice is unpaid for more than 30 days.

Monthly service fees are subject to revision after completion of every 12 months of service.

Monthly service fees are subject to revision if Kaseya VSA endpoint count exceeds 5,000 endpoints.

30-Day Money Back Guarantee: If client is dissatisfied with the program for reasons related to ProVal's quality of service, the client may terminate the agreement and obtain a refund of the amount paid for the program, provided that client notifies ProVal Tech within 30 days of service start date. ProVal Technologies reserves the right to request reasonable evidence of dissatisfaction (Customer Satisfaction Surveys, email communications between ProVal and the client, etc) to process the request.

Credit card payment are subject to additional 3% processing fee.