**Kaseya Onboarding Qualifying Questions:**

The purpose of this document is to collect information about the MSP’s Kaseya environment and review the current challenges and process:

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| Since how long you have been using Kaseya? |  |
| What PSA/Ticketing Solution does your company use and how long? |  |
| Total number of endpoints? Can you segregate further with servers and workstations? |  |
| Are you doing any network monitoring? If yes, which tool are you using? (Number and type of monitored devices). |  |
| Number of clients and nature of business? (Any special cases like hospitals etc.) |  |
| What backup and AV solution (software) does your company use? are they Integrated with Kaseya? |  |
| What knowledge base solution does your company use? |  |
| Are you using Patch management or Software management module for patching? |  |
| Are you doing any 3rd party patching? |  |
| Is there an individual or team responsible for managing your RMM? |  |
| Are there any other business line applications or software that you are using? |  |
| In what areas do you require immediate assistance on? (What are your biggest pain areas) |  |