

MSP Global Pricing Survey

Kaseya 2017 Report



Introduction

Kaseya provides IT systems management software that helps managed service providers (MSPs) and mid-size companies drive growth, innovation, and most importantly, customer success. Kaseya's solutions manage over 10 million devices worldwide across a wide variety of industries. Kaseya has a leading position among MSPs around the globe.

This leading market position gives Kaseya a unique perspective from which to study both pricing and service delivery trends in the global IT services industry. Our annual IT survey results demonstrate unequaled visibility into the types – and portfolios – of IT services that MSPs deliver to clients, including managed services offered by a wide range of MSPs from the many small providers to some of the largest and most progressive MSPs in the market today.

We are very pleased to share the 2017 Kaseya MSP Pricing Survey results. This year's report is informed from detailed data provided by owners and operators of over 900 MSP firms of all sizes, spread across almost 50 countries. The number of respondents to this survey has increased more than 100% from last year's survey, attesting to this survey's importance in the industry.

Key Findings

Here are some of the most impactful findings from this year's survey.

1. MSP Market Continues Hot Streak

The vast majority of MSPs report strong growth last year, continuing the trend over the past several of our annual pricing survey reports. Twenty-six percent of respondents report that their average annual MRR growth over the last three years is over 15 percent, with an additional 18 percent reporting average three-year MRR between 10 percent and 15 percent.

MSPs also report increased revenues from most of their portfolio offerings in the last year, including Cloud Services, Hosting Services, Cloud Monitoring, Network and Connectivity Support, Backup and Recovery, and Desktop and Server Support.

2. MSP Market Divergence in Progress: High-growth MSPs Offer More Choice, Full Suite of Services

This year's report indicates that high-growth MSPs are diverging from their lower growth peers by consistently offering more services across the board – from basic support services to high-end network monitoring. Basically, whenever there is a choice, high-growth MSPs choose to offer more options and more complete service suites.

This market bifurcation can be attributed to the current profound transformation in the MSP market as merger and acquisition activity reshapes the industry while, at the same time, SMB prospects demand complex new services such as layered security, cloud services, and network monitoring.

Consequently, it's no longer sufficient for MSPs to offer a minimally viable service for, say, backup and disaster recovery and consider the service 'done.' Instead, the MSPs that are successfully surfing these market changes are the ones introducing complete suites of strategic managed services that help their customers meet their business goals.

This divergence can be seen by analyzing four major emerging service categories.

NOC Services

Forty-seven percent of high-growth MSPs report they offer 24x7 NOC services, compared to just 27 percent of lower growth MSPs. This makes high-growth MSPs 74 percent more likely to offer 24x7 NOC Services. The numbers are virtually reversed for MSPs who only offer NOC services during business hours, with lower growth MSPs being over 50 percent more likely to offer NOC services during business hours than high-growth MSPs.

Another area of deviation is the small but significant percentage of MSPs who outsource NOC

services. High-growth MSPs are 125 percent more likely to outsource their NOC services than lower growth MSPs. Outsourcing NOC services is a powerful option for all MSPs, but especially for smaller MSPs since it allows MSPs to scale immediately without expensive overhead, and frees up technical staff to focus on new service offerings.

Backup and Disaster Recovery

At first glance, there seems to be no great difference in the percentage of high- and lower growth MSPs offering Backup and Disaster Recovery. Eighty-three percent of high-growth MSPs offer these services compared to 81 percent of the lower growth cohort.

However, the picture quickly changes when these services are analyzed in more detail. High-growth MSPs consistently offer each of the four types of backup (cloud to cloud, onsite to onsite, cloud to onsite, and onsite to cloud) at a higher rate than their lower growth peers. This disparity is especially sharp in cloud-to-cloud backup, which high-growth MSPs offer 43 percent more frequently than the lower growth cohort.

Even more interesting, the total number of backup options that high-growth MSPs offer is much higher compared to lower growth MSPs. While almost half of both cohorts offer two types of backup, higher growth MSPs are 45 percent more likely to offer three variations, while lower growth MSPs are 42 percent more likely to offer only one.

Security Services

The same trend continues when considering security offerings. This year's survey listed ten different security services that an MSP could offer. High-growth MSPs reported offering every service more frequently than lower growth MSPs, with the exception of antivirus. The largest delta is for two- or multi-factor authentication, which high-growth MSPs offer 30 percent more frequently than their peers.

More telling still, the mean number of security-related services offered by high-growth MSPs is eight discrete services, whereas it is six for lower growth MSPs. Higher growth MSPs are almost 40 percent more likely to offer all 10 security-related services than their lower growth peers.

Network/Infrastructure Monitoring

At this point, it's no surprise to see a familiar pattern emerge for network/infrastructure monitoring services. High-growth MSPs offer each of the eight potential monitoring services more frequently than the lower growth group. Deltas range from virtual parity for LAN/WAN monitoring to approximately 40 percent for all cloud monitoring services combined.

But, again, the picture is heightened when we evaluate the total number of services offered by individual MSPs. The mean number of network monitoring-related services offered by high-growth MSPs is five discrete services, but only three for lower growth MSPs. High-growth MSPs are 64 percent more likely to offer all eight services versus their lower growth peers.

3. Vision, Scale and Confidence Create High-growth Cycle for MSPs

This year's survey results underscores how high-growth MSPs aren't limited to either very small or very large MSPs. Undoubtedly, the growing segment of 'super' MSPs has certain advantages of scale, leverage and marketing reach over smaller, more regional MSPs. However, that doesn't mean smaller MSPs can't achieve high levels of sustained growth. Conversely, high growth isn't the domain of very small MSPs just starting out. In fact, our survey shows that high growth is achieved by MSPs ranging from fewer than 10 employees to over 100.

So what separates high-growth MSPs from their lower growth cohort? No survey can definitively answer that question, but this year's survey results are highly suggestive that high-growth MSPs create a virtuous high-growth cycle leveraging:

- Clear-sighted evaluation of market requirements
- Dedication to creating economies of scale and efficiencies within their operations
- The confidence to claim the full value of the services they offer

Clear Vision of SMB Market Trends

We've already seen how high-growth MSPs don't just 'check a box' when it comes to creating service offerings. This comes from having a clear vision of what current and prospective clients are really looking for from their service provider partners today and in the future.

Why offer NOC services during business hours when clients really value 24x7 service? Why stop at offering antivirus services when clients are looking for a more comprehensive, layered approach to security to protect them from breaches, malware attacks and ordinary human error? With SMB clients turning to cloud applications and services, high-growth MSPs have responded by developing cloud monitoring expertise.

At the end of the day, it's not about checking boxes in an evaluation process, but developing long-term, multi-faceted relationships with clients who value their MSP as a trusted business partner.

Economies of Scale

High-growth MSPs continually find ways to free up resources (both monies and staff) to be able to deliver more services, recognize more revenues, and increase profits. For example, a small MSP may not be able to scale out a 24x7 NOC environment. However, they can still offer this high-value service by engaging an outsourced NOC option.

Another way to scale is to acquire larger clients who bring in higher monthly retainers, but—through hardware standardization, efficient remote monitoring capabilities, and advanced automation—can be managed with a similar level of resources allocated to smaller clients. Fifty-five percent of lower growth MSPs have the largest percentage of their client base consist of companies with 25 or fewer employees, while only 40 percent of high-growth MSPs do. Overall, high-growth MSPs are almost 60 percent more likely to have the largest percentage of their client base consist of companies with more than 100 employees.

This is also where emerging services play a crucial role, since larger clients don't want just server and desktop services. In many cases, they could leave that with their own IT group. These clients, especially, are looking for emerging services around cloud migration, security, and infrastructure and cloud monitoring.

Confidence in Delivered Value

Across the board, high-growth MSPs seem able to communicate to their clients the full value of the services they are providing.

For example, high-growth MSPs are much more likely to charge higher rates for cloud services.

- 12 percent of higher growth MSPs charge more than \$600 per month per environment (assuming 4vCPUs and 4GB/100GB with 2 VMs) for private cloud services. In contrast, only 2 percent of lower growth MSPs do.
- 10 percent of high-growth MSPs charge more than \$2,000 per month for cloud monitoring services (assuming VMs, network performance, applications and datacenter server) for 25 devices and 2,500 metrics. Only 4 percent of the lower growth MSPs charge rates this high.
- Lower growth MSPs are 34 percent more likely than their high-growth counterparts to charge the lowest listed rate (\$500 or less per month).

Furthermore, high-growth MSPs both report more price increases by service offering in the last 12 months and anticipate more price growth by service level in 2017 than their lower growth peers.

- 50 percent or more of high-growth MSPs report pricing increases for 16 of 20 potential service offerings over the last 12 months. In stark contrast, lower growth MSPs only report pricing increases for 2 of the 20 offerings.
- On average, high-growth MSPs reported increased pricing in the last 12 months, almost 50 percent more frequently for any individual service than their peers.
- Although lower growth MSPs were slightly more likely to report decreased pricing for various services, they were much more likely to report a 'no growth' outcome in the last 12 months. Looking forward to the next 12 months, the same trend holds sway.
- High-growth MSPs anticipate pricing increases for each of the 20 listed services in 2017, whereas lower growth MSPs anticipate higher pricing for only 12 of the 20 services.
- Even when both cohorts anticipate increased pricing for 2017, it's at very different levels. For example, 71 percent of lower growth MSPs anticipate pricing increases for Cloud Services (IaaS, PaaS, SaaS), which puts it at the top the list of services with anticipated pricing increases for this

group. In comparison, 80 percent (or 12 percent more) of high-growth MSPs anticipated pricing increases for the same service. Moreover, this service was listed in fifth place, with network and connectivity support, remote monitoring, server support, and backup and recovery all having more high-growth respondents anticipating pricing increases for these services.

4. Security and Cloud Concerns Co-reign for 2017 – Coincidence?

More MSPs selected “Meeting Security Risks” as the most important IT problem or service need their clients will face in 2017. Thirty percent of respondents selected this item – chosen at almost double the rate of the next selected item.

However, three of the listed concerns touch upon different cloud concerns. When these are added together, cloud concerns virtually tie with the security risk (30.79 percent versus 30.22 percent, respectively).

It’s not surprising these two topics top the list – and it’s hard not to think they are two sides of the same coin. Basically, we’re wondering if there are some security concerns in the cloud risks, and some cloud concerns in the security risks.

In any case, these top-voting concerns speak to the increasingly complex market and technology concerns clients will face in 2017.

This year’s pricing survey gives a snapshot of an inflection point for the MSP market. While most MSPs continue to experience positive growth, there is a significant divergence in progress separating high-growth MSPs and their lower growth peers. The highest performing MSPs continue to outpace their peers by taking the lead on offering high-value, comprehensive services while also making sure they are fully compensated for the strategic value they deliver to their clients.

It’s imperative that MSPs do more than just ‘check off’ a service-offering box to capture the full market potential that is present and will continue to grow within the SMB market. Any MSP that doesn’t continually expand their service offerings, find ways to work more efficiently (either by better staff training or more advanced technology solutions), and better communicate the value they deliver to their clients, can rest assured that their competition certainly will.

Detailed Survey Results

The results are broken out in the following categories:

- A. MSP Demographics**
- B. General MSP Pricing**
- C. Managed Services Offered**
- D. Emerging Services Offered**
- E. Cloud Services Pricing**
- F. Future MSP Pricing Plans/Trends**

A. MSP Demographics

In this section, we present the company profile information provided by respondents. The percentages quoted represent the proportion of responses in each category.

1. What is the size of your MSP firm? (number of employees)

Survey Year	Less than 10	10 - 25	26 - 50	51 - 100	Over 100
2015	51%	27%	9%	4%	8%
2016	45%	30%	12%	6%	10%
MRR >10%	37%	25%	15%	9%	13%
MRR =<10%	50%	28%	10%	4%	8%

2. In which of these customer size ranges do you have the largest percentage of managed services accounts? (number of users)

Survey Year	1 - 25	26 - 100	101 - 500	501 - 1,000	1,001 - 3,000	Over 3,000
2015	53%	32%	11%	2%	1%	1%
2016	48%	33%	9%	3%	3%	3%
MRR >10%	40%	37%	12%	3%	4%	3%
MRR =<10%	55%	31%	6%	4%	2%	2%

a. What percentage of your total (100%) customer base is represented by the following customer-size ranges? (average from respondents)

Survey Year	1 - 25	26 - 100	101 - 500	501 - 1,000	1,001 - 3,000	Over 3,000
2015	50%	32%	13%	3%	2%	1%
2016	45%	32%	13%	5%	3%	2%
MRR >10%	40%	33%	15%	5%	4%	3%
MRR =<10%	49%	31%	11%	4%	3%	2%

b. How many total endpoints do you manage? (number of endpoints)

	1-25	26-100	101-500	501-1,000	1,001-3,000	3,001-5,000	5,001-10,000	10,001-15,000	Over 15,000
2016	5%	11%	21%	19%	23%	8%	7%	2%	4%
MRR >10%	3%	8%	17%	20%	26%	8%	8%	3%	7%
MRR =<10%	7%	13%	25%	18%	21%	8%	6%	1%	2%

3. What has been the average annual growth of your monthly recurring revenue (MRR) during the past 3 years? (CAGR %)

Survey Year	Less than 0%	0% - 5%	6% - 10%	11% - 15%	16% - 20%	Over 20%
2016	2%	22%	31%	18%	11%	15%

a. Average 3-year MRR growth by employee size range. (number of employees)

Growth	Less than 10	10 - 25	26 - 50	51 - 100	Over 100
2016	45%	27%	12%	6%	10%
MRR >10%	37%	25%	15%	9%	13%
MRR =<10%	50%	28%	10%	4%	8%

b. Average 3-year MRR growth by customer-size range that represents largest percentage of users. (number of users)

Growth	1 - 25	26 - 100	101 - 500	501 - 1,000	1,001 - 3,000	Over 3,000
2016	48%	34%	9%	3%	3%	3%
MRR >10%	40%	37%	12%	3%	4%	3%
MRR =<10%	55%	31%	6%	4%	2%	2%

4. In what region is your corporate office? (% of respondents)

Region	Count	% of Respondents
The Americas	587	64%
EMEA	190	21%
Asia Pac	143	15%
Total	920	100%

B. General Pricing

This section includes MSP survey findings regarding general pricing principles.

5. What is the basis of your MSP pricing strategy and pricing model? (% of respondents)

Survey Results for	Cost Based	Value Based	Price Match
2015	28%	51%	21%
2016	24%	64%	12%

6. Do you include project services (i.e., adding hardware, upgrading hardware, etc.) within any of your bundles? (% of respondents)

Survey Results for	No	Yes
2016	46%	54%
MRR >10%	45%	55%
MRR =<10%	46%	54%

7. How do you price your services? (% of respondents)

Survey Results for	Combination (Per Device and Per User)	Per Device	Per User
2016	48%	34%	18%
MRR >10%	49%	33%	18%
MRR =<10%	47%	35%	18%

8. How many bundles or tiers of managed service offerings do you have? (% of respondents)

Survey Results for	A la Carte (Per User/Device)	Three or more	Two	One
2015	31%	27%	24%	18%
2016	30%	33%	25%	12%
MRR >10%	31%	33%	25%	11%
MRR =<10%	29%	32%	26%	13%

9. How much do you charge on average for ongoing server support and maintenance per month per device? (US\$)

a. Average server support and maintenance charges per month by MSP growth rate category. (% of respondents)

Survey Results for	Up to \$125	\$126 - \$150	\$151 - \$175	\$176 - \$200	\$201 - \$250	Over \$250
2016	39%	20%	10%	8%	10%	12%
MRR >10%	33%	22%	11%	7%	14%	13%
MRR =<10%	45%	19%	8%	8%	7%	12%

b. Average server support and maintenance charges per month by region.

(% of regional respondents)

Region	Up to \$125	\$126 - \$150	\$151 - \$175	\$176 - \$200	\$201 - \$250	Over \$250
North America	35%	21%	10%	8%	11%	15%
EMEA	55%	18%	9%	5%	8%	5%
Asia Pac	40%	19%	8%	13%	8%	11%

10. How much do you charge on average for ongoing server support and maintenance per month per user? (US\$)

a. Average user charges per month by MSP growth rate category. (% of respondents)

Survey Results for	Up to \$100	\$101 - \$115	\$116 - \$130	\$131 - \$145	\$146 - \$160	Over \$160
2016	65%	13%	9%	6%	5%	3%
MRR >10%	57%	12%	12%	9%	6%	4%
MRR =<10%	71%	13%	6%	4%	4%	1%

b. Average user charges per month by region. (% of regional respondents)

Survey Results for	Up to \$100	\$101 - \$115	\$116 - \$130	\$131 - \$145	\$146 - \$160	Over \$160
North America	58%	13%	11%	8%	7%	3%
EMEA	79%	7%	7%	5%	2%	2%
Asia Pac	71%	22%	2%	2%	2%	0%

11. What is the average size of your monthly managed services contract?

(% of respondents - US\$)

Survey Results for	Up to \$1,000	\$1,001 - \$2,500	\$2,501 - \$5,000	\$5,001 - \$7,500	\$7,501 - \$10,000	Over \$10,000
2015	34%	35%	19%	7%	2%	2%
2016	23%	37%	22%	8%	3%	6%
MRR >10%	19%	35%	24%	10%	4%	9%
MRR =<10%	27%	39%	20%	7%	3%	4%

12. Do you include a number of onsite hours with your managed services package?

(% of respondents)

Survey Results for	No	Up to 4 hours	4:01 to 8 hours	Over 8 hours
2015	50%	17%	19%	15%
2016	45%	22%	15%	18%
MRR >10%	47%	18%	14%	21%
MRR =<10%	44%	25%	16%	15%

C. Managed Services Offered

This section provides information on the type of managed services offered by respondents and their growth rates, what percentage of respondents offer those services, and what proportion of their revenues managed services represent.

13. What percentage of your total revenue is represented by the following categories of service?

Category of Service	2016 Average % of Revenue	% of Respondents Offering Service
Managed Services	33%	92%
Hardware/Software Resale	18%	86%
Break/Fix Services (Based on hourly, block hours or staff augmentation)	17%	79%
Professional (Project) Services	16%	84%
Cloud Service Resale	7%	62%
Software Sales (your own software)	6%	35%
Other	3%	21%

14. What percentage of your annual revenue is derived from managed services contracts? (% of respondents)

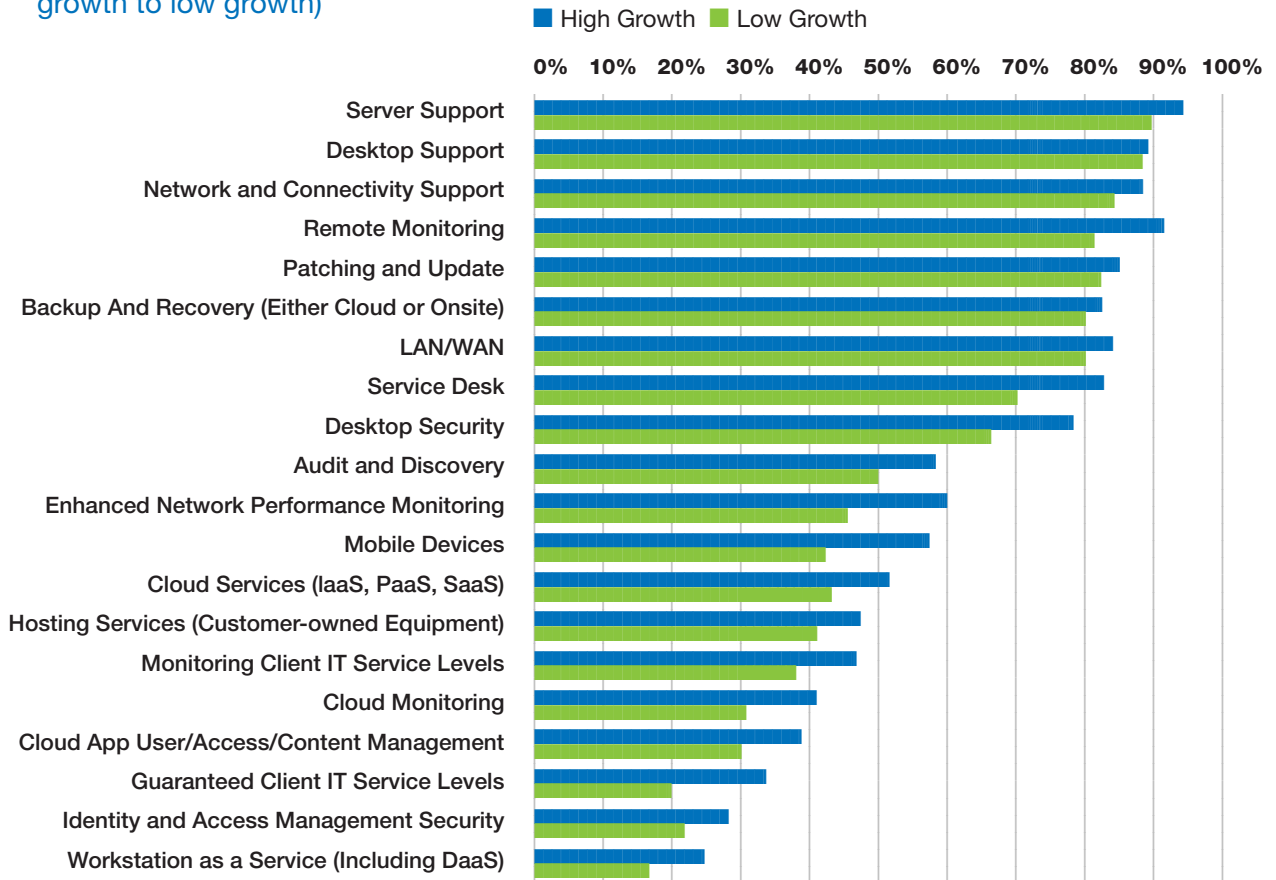
Survey Results For	Less than 25%	25%-50%	51%-75%	Over 75%
2016	40%	41%	15%	5%
MRR>10%	36%	46%	14%	3%
MRR=<10%	42%	37%	15%	6%

15. Which managed services do you provide?

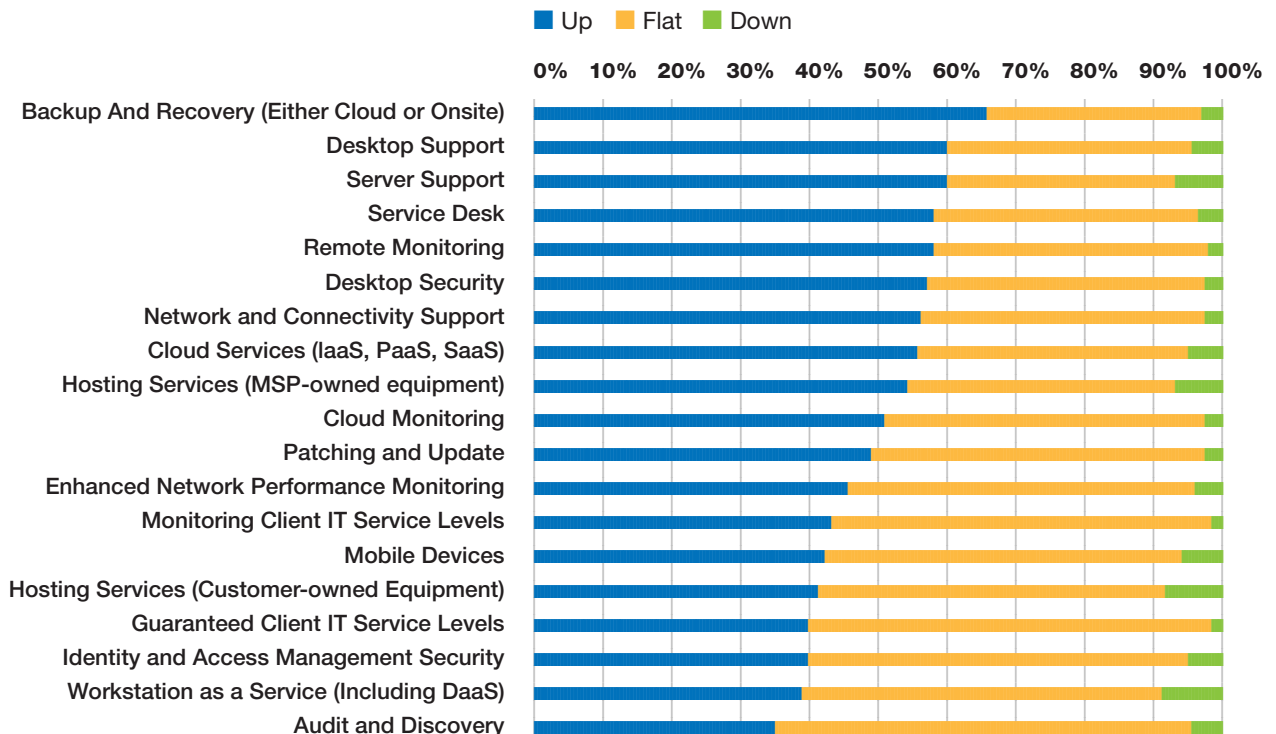
a. Services by region. (% of respondents offering each service)

Managed Services	Asia Pac	EMEA	Americas
Server Support	90%	88%	93%
Desktop Support	86%	85%	91%
Network and Connectivity Support	86%	76%	89%
Remote Monitoring	83%	78%	88%
Patching and Update	80%	77%	87%
Backup And Recovery (Either Cloud or Onsite)	85%	75%	83%
LAN/WAN	80%	78%	83%
Service Desk	77%	75%	76%
Desktop Security	70%	62%	74%
Audit and Discovery	46%	49%	57%
Enhanced Network Performance Monitoring	46%	38%	58%
Mobile Devices	56%	38%	50%
Cloud Services (IaaS, PaaS, SaaS)	46%	49%	46%
Hosting Services (Customer-owned Equipment)	39%	53%	42%
Monitoring Client IT Service Levels	38%	34%	45%
Cloud Monitoring	32%	36%	36%
Cloud Application User/Access/Content Management	28%	35%	35%
Guaranteed Client IT Service Levels	24%	22%	28%
Identity & Access Management Security	21%	21%	27%
Workstation as a Service (Including DaaS)	18%	18%	21%

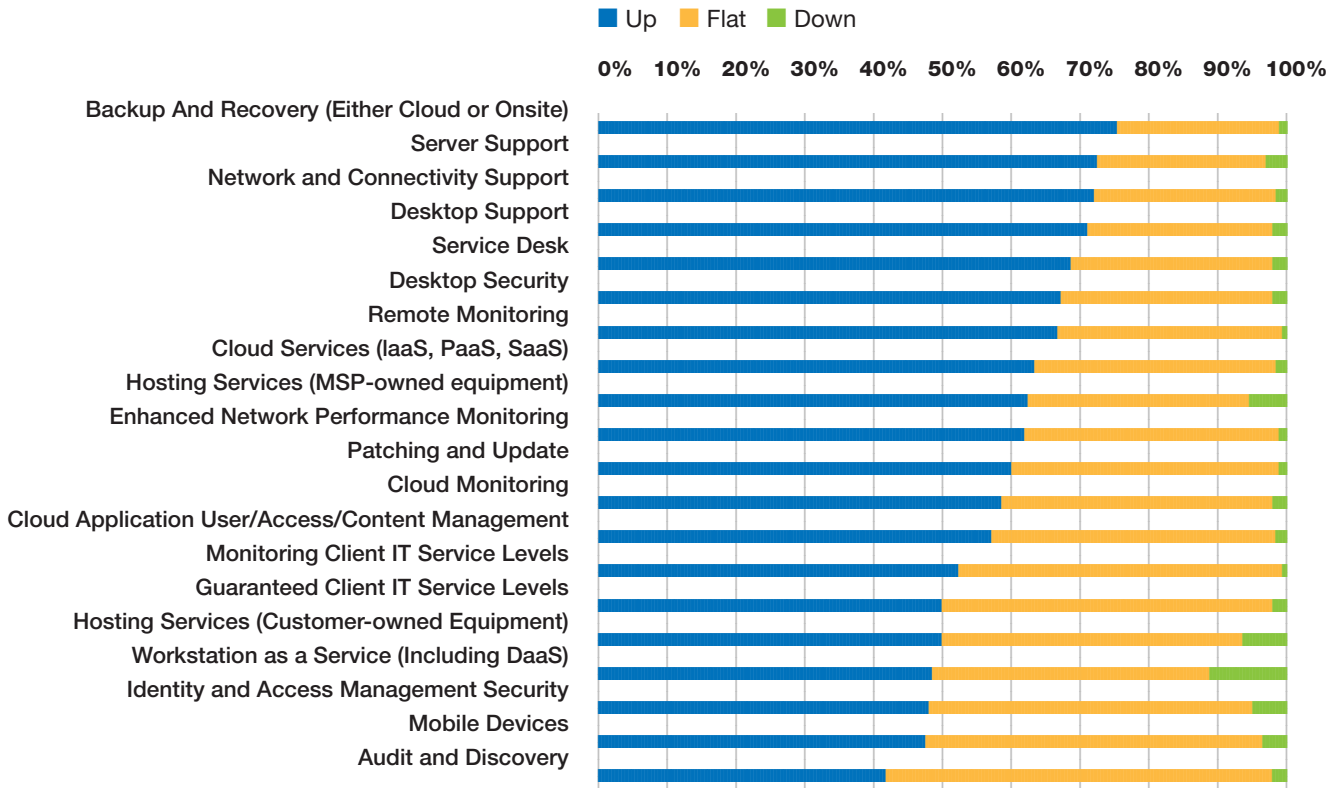
b. Services by MRR growth rate. (% of respondents offering each service comparing high growth to low growth)



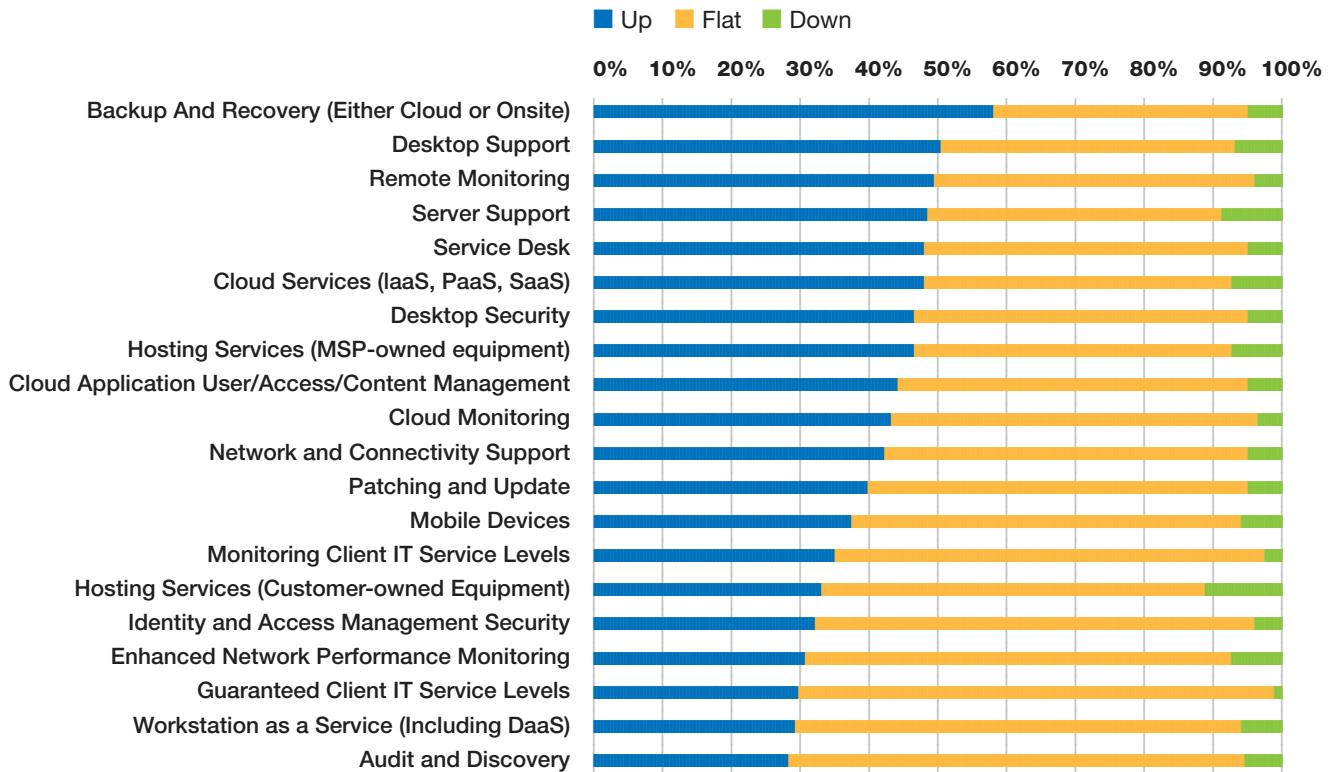
16. a. Please indicate the status of your services revenues for the past 12 months versus the previous 12 months. (% of respondents)



b. Service revenue status for 2016 for MSPs with MRR growth >10% (% of respondents)



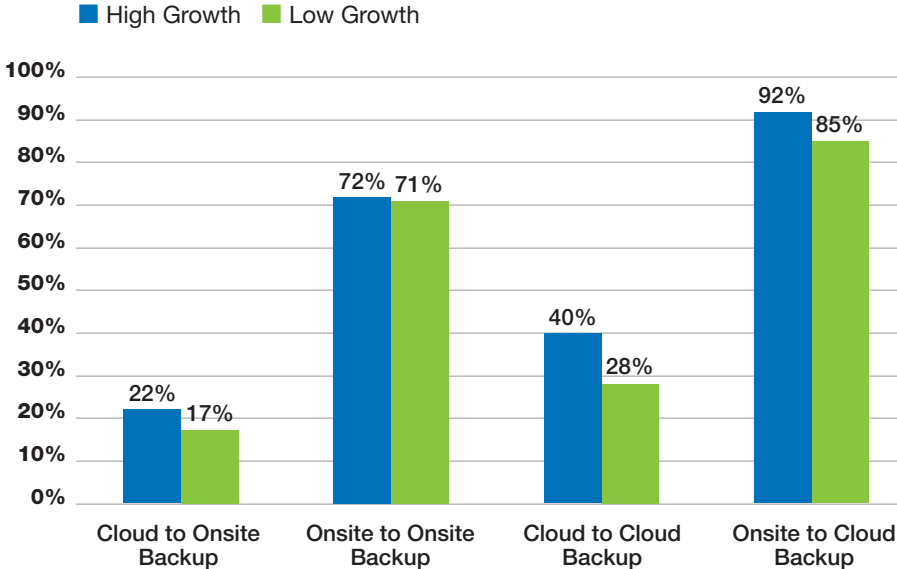
c. Service revenue status for 2016 for MSPs with MRR growth <=10% (% of respondents)



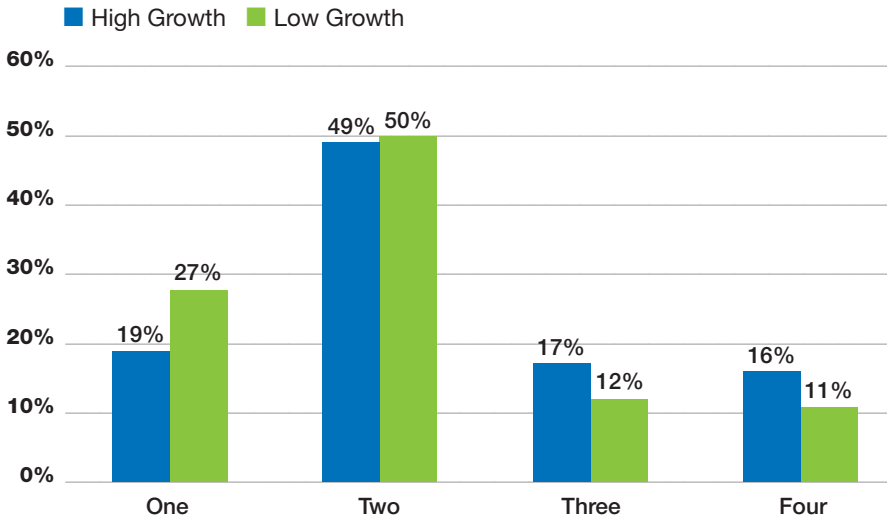
D. Emerging Services

This section provides the survey results pertaining to the emerging services pricing used by MSP respondents.

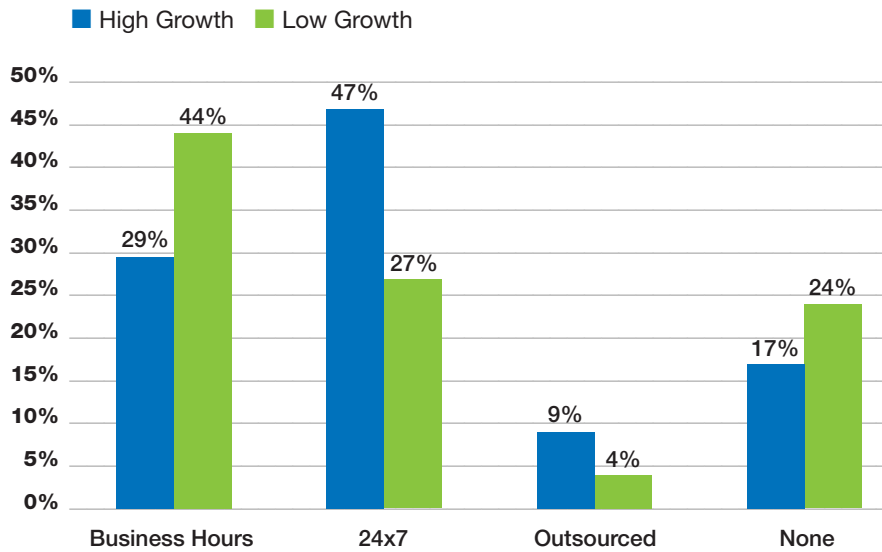
17. a. What backup and recovery services do you offer? (% of respondents. Multiple selections allowed)



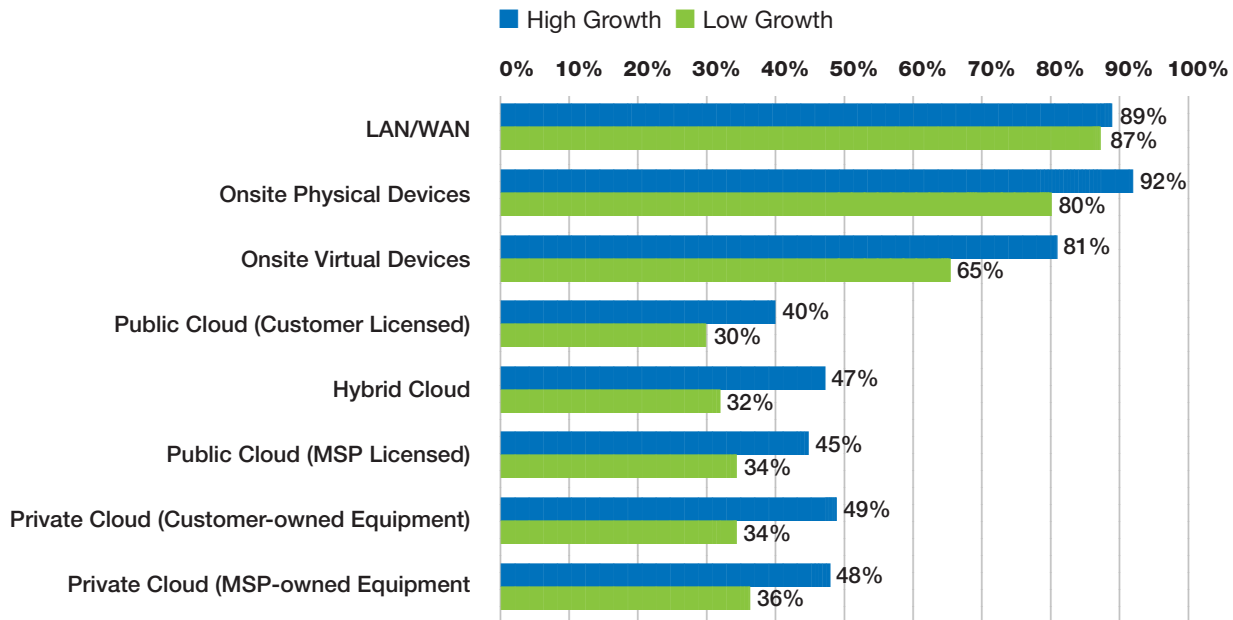
b. How many different backup services do you offer? (% of respondents)



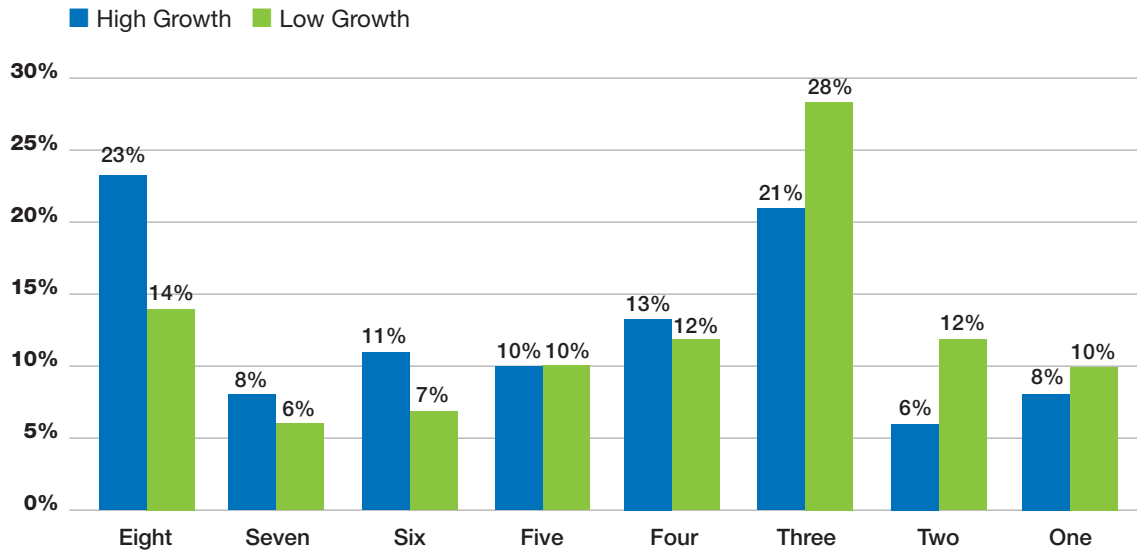
18. What type of NOC services do you offer? (% of respondents)



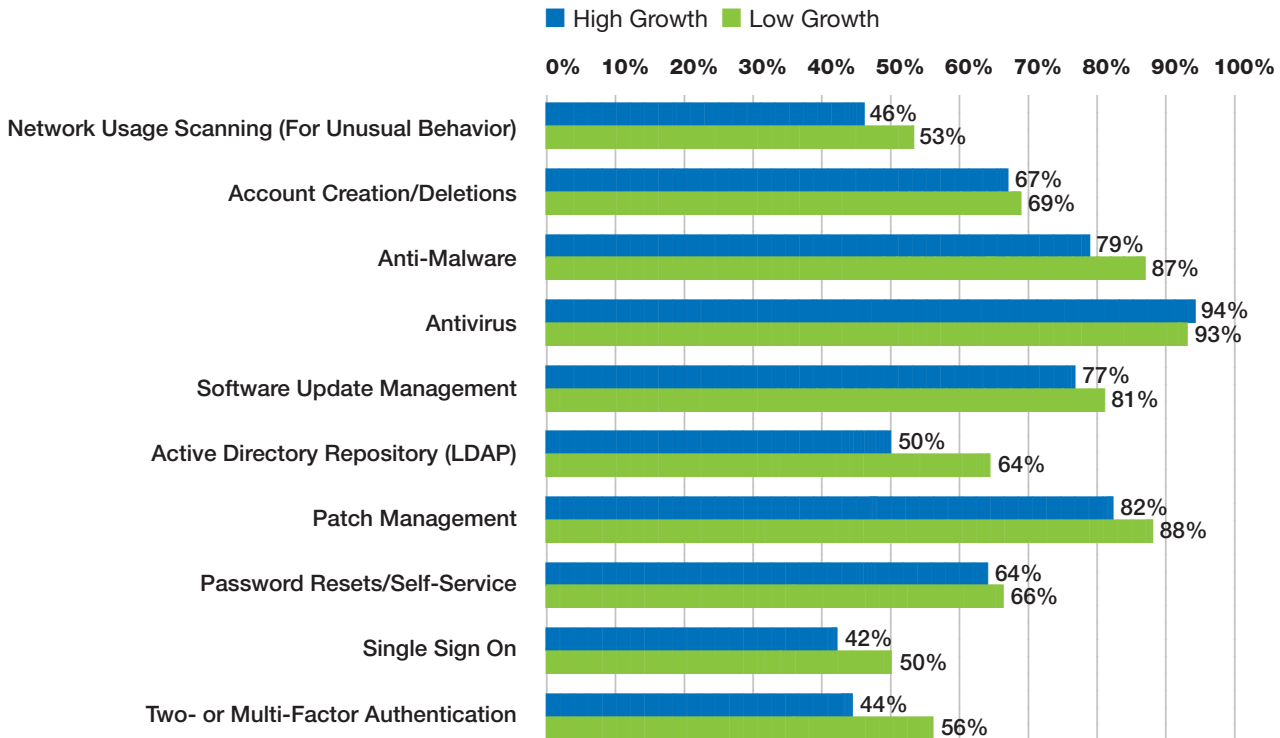
19. a. What network/infrastructure monitoring services do you offer? (% of respondents. Multiple selections allowed.)



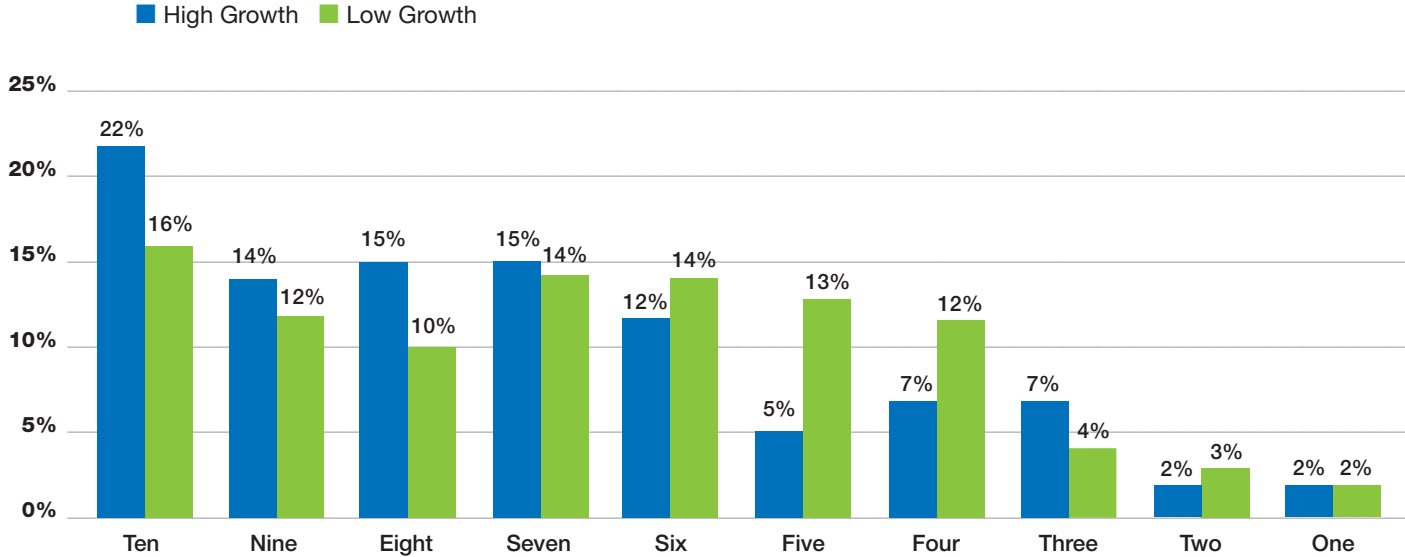
b. How many different monitoring services do you offer? (% of respondents)



20. a. What security-oriented services do you offer? (% of respondents. Multiple selections allowed.)



b. How many different monitoring services do you offer? (% of respondents)



E. Cloud Services Pricing

This section provides the survey results pertaining to the cloud services pricing used by MSP respondents.

21. What are the fees you charge for core cloud services? (% of respondents - US\$)

a. Microsoft® Exchange email services, per mailbox per month				
Survey	Up to \$5	\$5.01 - \$10	\$10.01 - \$15	Over \$15
2016	30%	49%	17%	5%
MRR>10%	26%	49%	19%	6%
MRR=<10%	32%	49%	17%	4%

b. Microsoft® Exchange migration to Office 365™, per mailbox						
Survey	\$1 - 100	\$101-150	\$151-200	Over \$200	No Charge	Bill Hourly
2016	43%	12%	3%	1%	12%	30%
MRR>10%	40%	13%	5%	1%	10%	30%
MRR=<10%	44%	10%	2%	0%	13%	31%

c. Cloud backup services, per GB per month				
Survey	Up to \$0.10	\$0.11 - \$0.25	\$0.26 - \$0.50	Over \$0.50
2016	12%	34%	35%	20%
MRR>10%	12%	30%	36%	22%
MRR=<10%	12%	37%	34%	18%

d. Private cloud services, per environment, per month (assume 4vCPUs and 4GB/100GB with 2 VMs)				
Survey	Up to \$200	\$201 - \$400	\$401 - \$600	Over \$600
2016	28%	46%	20%	6%
MRR>10%	27%	42%	19%	12%
MRR=<10%	29%	49%	20%	2%

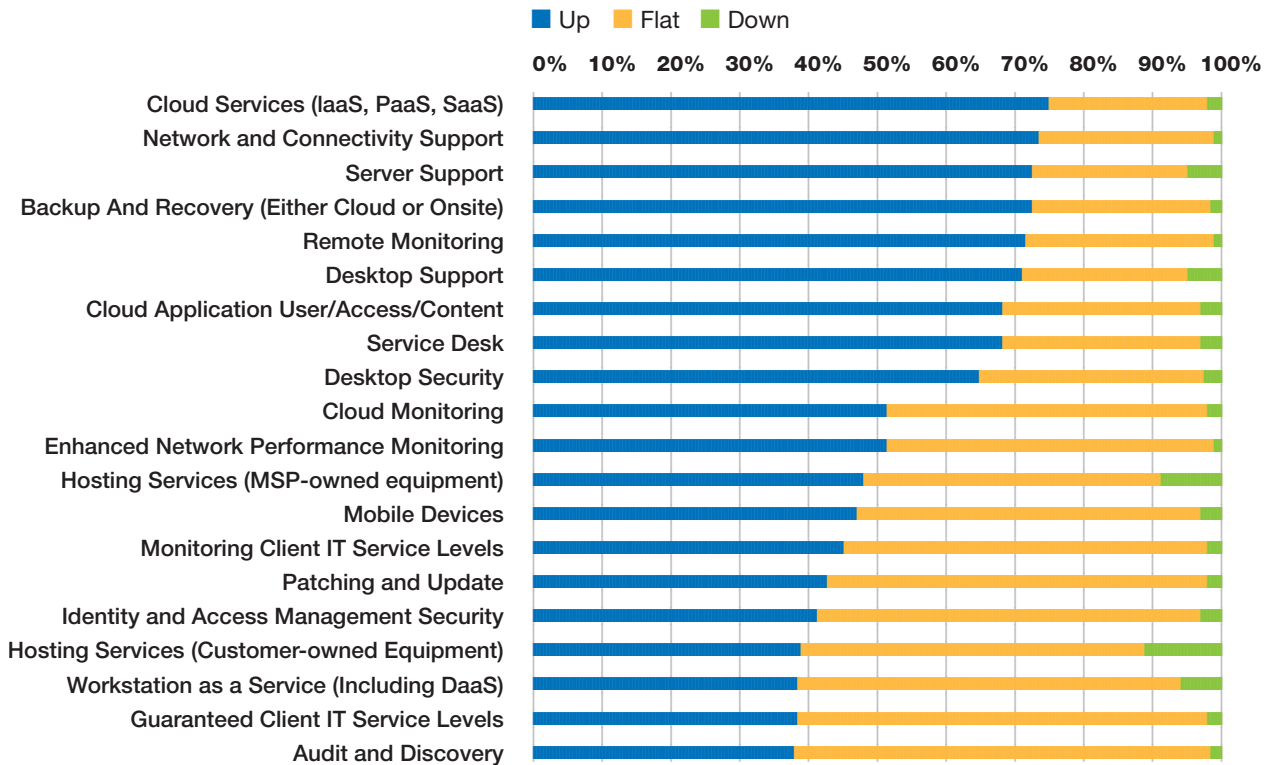
e. Cloud monitoring services for 25 devices and 2,500 metrics, per month (assume VMs, network performance, applications, and datacenter server)					
Survey	Up to \$500	\$501 - \$1000	\$1,001 - \$1,500	\$1,501 - \$2,000	Over \$2,000
2016	38%	32%	15%	8%	7%
MRR>10%	32%	34%	14%	9%	10%
MRR=<10%	43%	30%	16%	7%	4%

F. Future MSP Pricing Plans/Trends

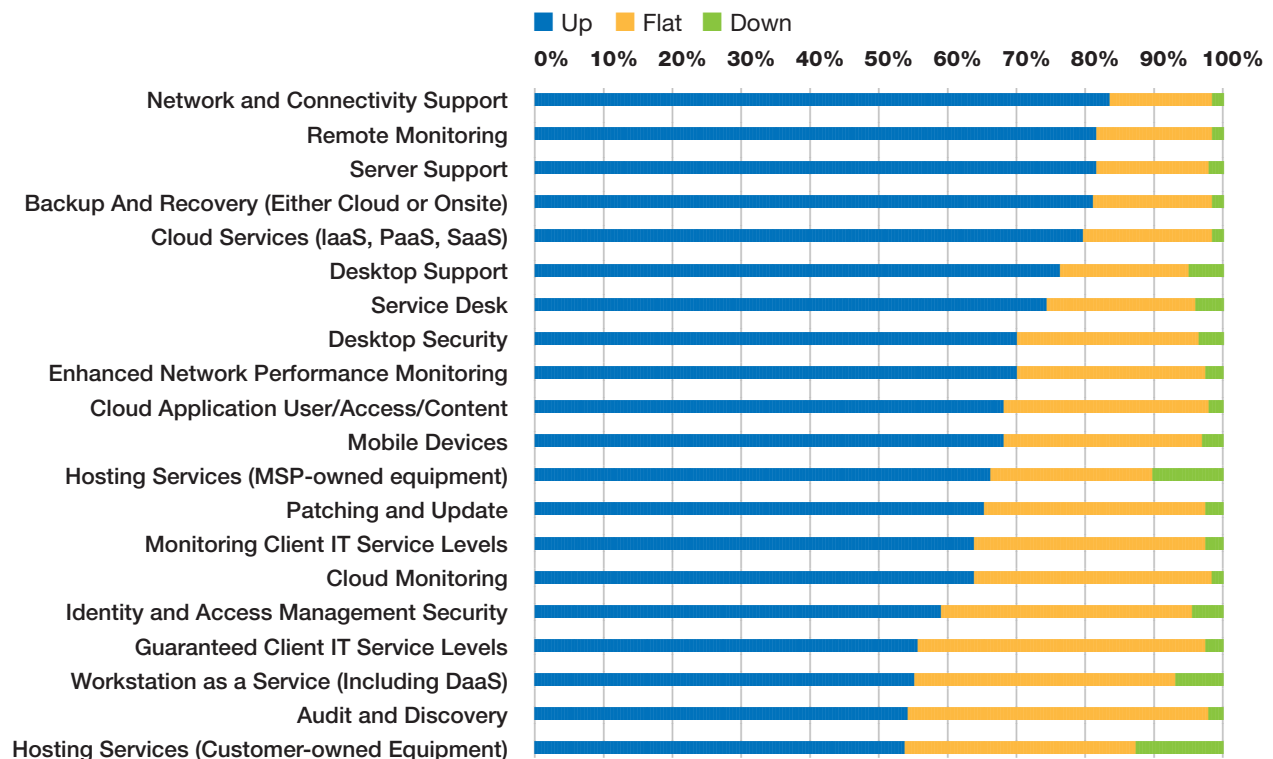
In this section, we present the outlook for 2017 pricing based on predictions provided by MSP respondents together with the key 2017 challenges expected of MSP clients.

22. What are your expected service pricing plans for the next 12 months?

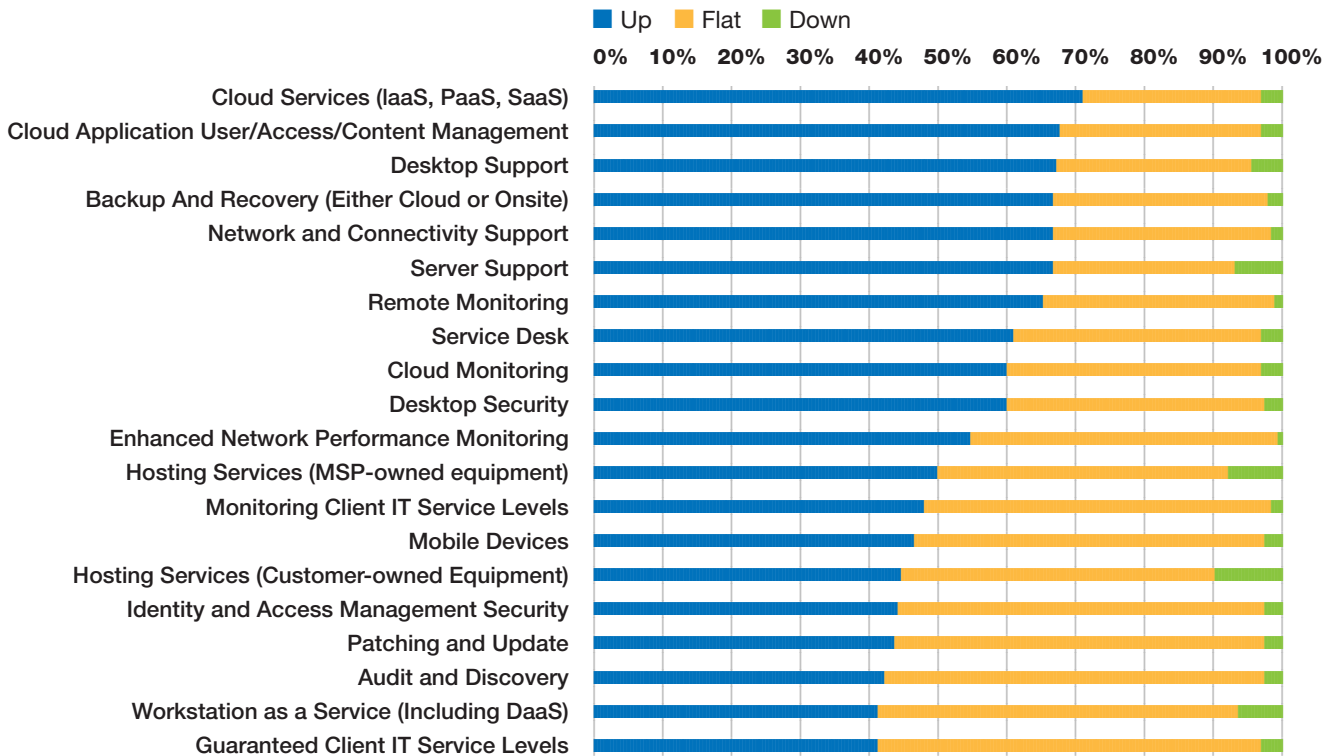
a. Service pricing plans by service for 2017. (% of respondents)



b. Service Pricing plans for 2017 for MSPs with MRR growth >10% (% of respondents)

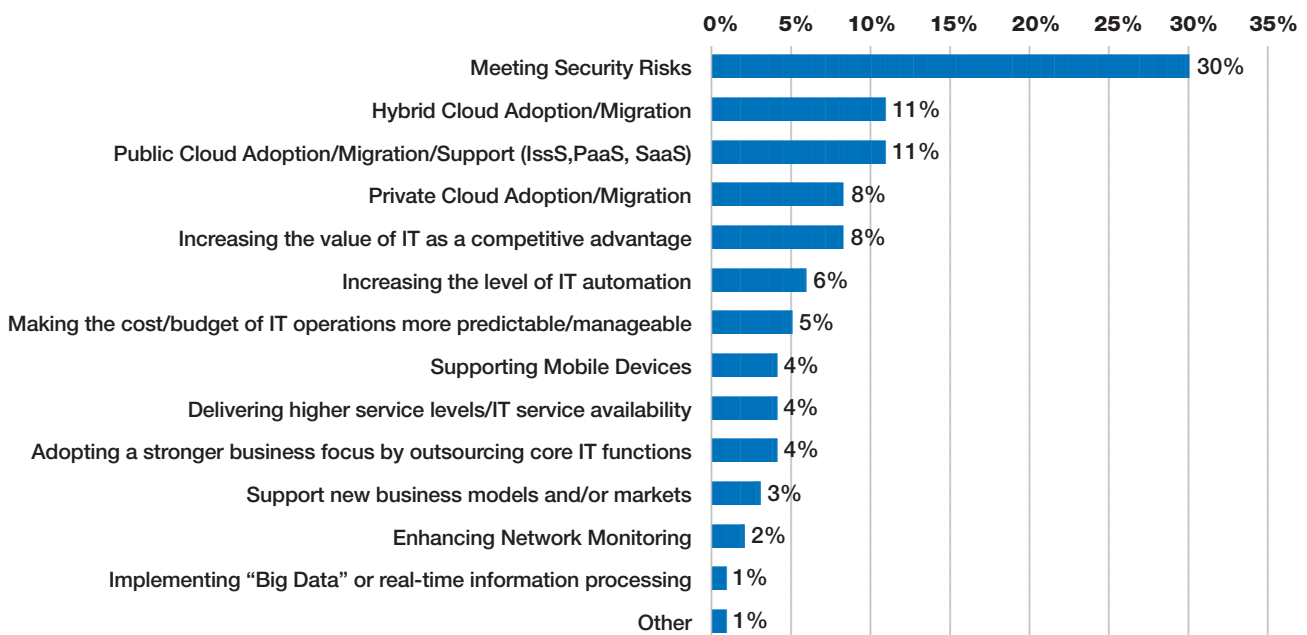


c. Service Pricing plans for 2017 for MSPs with MRR growth <=10% (% of respondents)

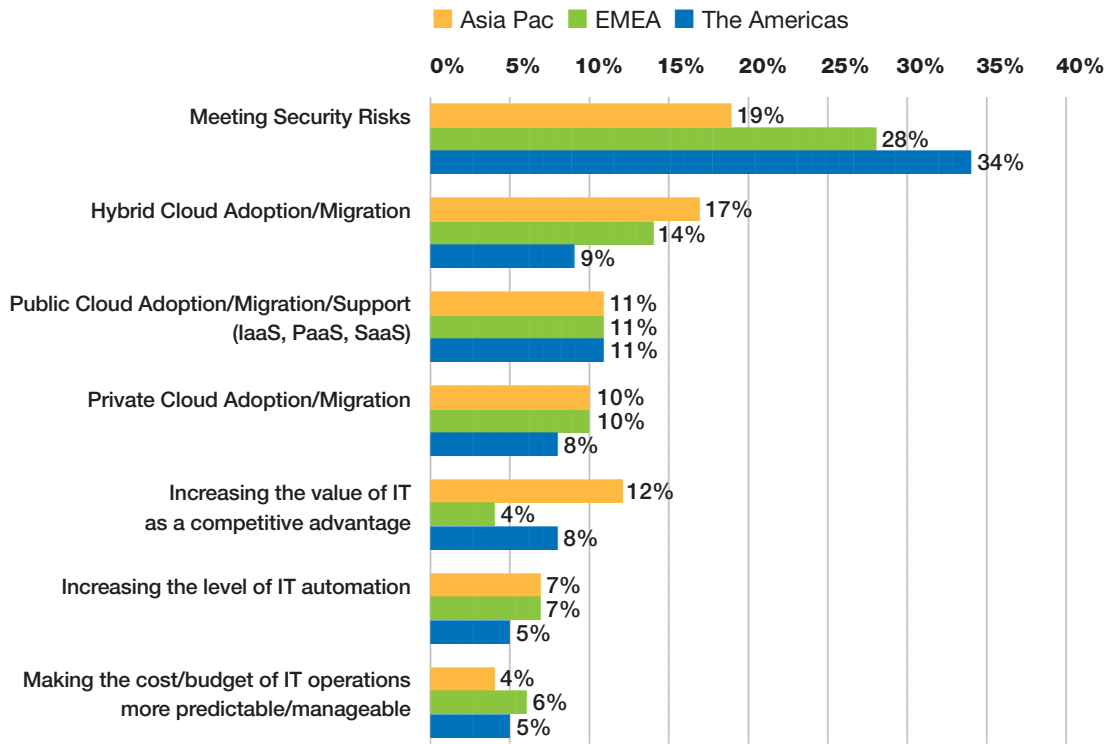


23. What do you expect to be the top IT problem or service need for your clients in 2017?

a. All respondents (% of respondents)



b. Top 7 responses by region (% of respondents)



Survey Methodology

Kaseya conducted its annual user survey in Q4 of 2016 using structured questionnaires. To simplify the questionnaires, pricing information was requested in US dollars and respondents were asked to select from price ranges rather than to specify exact figures.

To provide an indication of trends, the report includes comparable 2015 results where applicable. Results have been broken out by region where responses differ significantly across geographic areas. All results are included in the global statistics described as “2016.”

For this 2017 report, we have also broken out results by two business growth categories. Almost all MSP respondents report positive monthly recurring revenue (MRR) growth. However some have grown faster than others. Accordingly, we have split appropriate results between with 10% or less MRR growth and those with MRR growth of more than 10% in order to highlight pricing best practices.

Overall, we’ve made every attempt to provide that data in a format that is most useful to the widest audience for this report. Note that several questions include intentionally generalized data, given the replies are highly variable (i.e., specific services offered in per-user pricing agreements, certain service contracts offered in remote regions of the world, etc.).

ABOUT KASEYA

Kaseya® is the leading provider of complete IT management solutions for Managed Service Providers and small to midsized businesses. Kaseya allows organizations to efficiently manage and secure IT in order to drive IT service and business success. Offered as both an industry-leading cloud solution and on-premise software, Kaseya solutions empower businesses to command all of IT centrally, manage remote and distributed environments with ease, and automate across IT management functions. Kaseya solutions currently manage over 10 million endpoints worldwide and are in use by customers in a wide variety of industries, including retail, manufacturing, healthcare, education, government, media, technology, finance, and more. Kaseya, headquartered in Dublin, Ireland is privately held with a presence in over 20 countries. To learn more, please visit www.kaseya.com