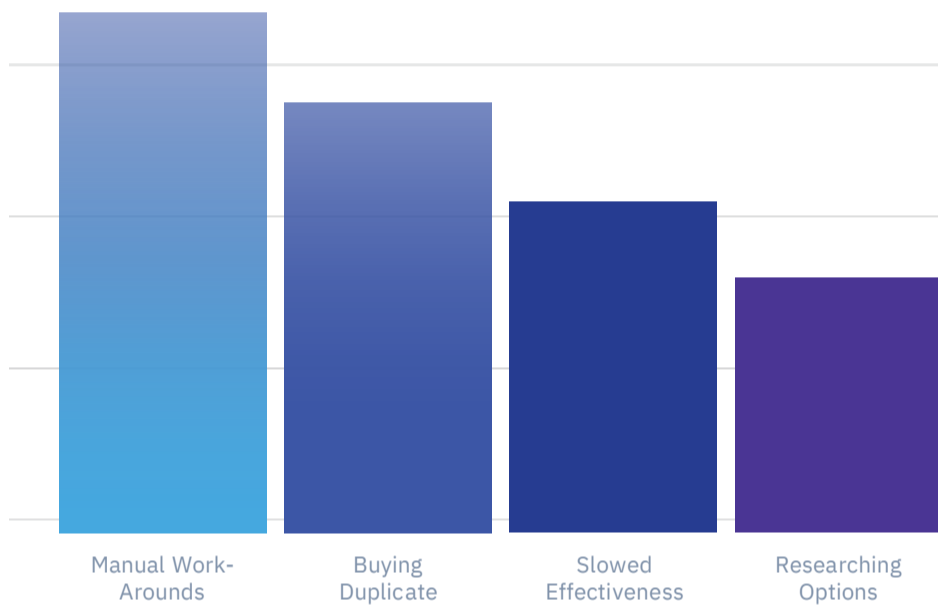## INTELLIGENCE

# Work Smarter With Our Utilization AI.

The multi-function technician is too busy doing real work to fully research, train and gain proficiency within every piece of software. 'Cooper', IT Complete's Utilization AI, identifies usage patterns and alerts you to opportunities to better utilize the features, integrations, and training available to you.



## THE PROBLEM

# Having a tool doesn't make it useful.

Using manual work-arounds or duplicate tools to get the job done leads to a tremendous waste of time and resources for IT departments. Kaseya is the first and only vendor to solve this issue, with an AI designed to elevate and drive utilization of platform features.

By tracking the telemetry of user behavior, the Kaseya AI informs users how to maximize the value of their investment by alerting the user to unused functions, time-saving integrations, alternative workflows to accomplish tasks, and more.



Chart categories: Manual Work-Arounds, Buying Duplicate Tools, Slowed Effectiveness, Researching Options

**73%**
Of software users do not get refreshed training or certification over time – making it impossible to get full value for their investments.

**18%**
Of software functions, on average, are new each year.

**98%**
Of software products do not contain any coaching/tools to discover new functions.

## THE SOLUTION


IT Complete

### MODULE & FEATURE UTILIZATION

### INTEGRATION UTILIZATION

### TECHNICIAN READINESS OPTIMIZATION

Keeps track of technician knowledge

Measures and alerts technicians when they are not using the full features of their modules. Leverages login and user meta-data to encourage users to get the most out of their existing Kaseya tools.

Measures and alerts technicians when they are not using the full integrations of Kaseya solutions. Leverages API/Integration Hub meta-data to identify and encourage full value of suite integrations.

Keeps track of technician knowledge and education on modules, recommends and alerts to additional training/content to consume to ensure technician is utilizing the most recent capabilities of the technology.

INTELLIGENCE ENGINE

# Get the Full Value Out of Your Software Platform

IT Complete includes an AI-based Intelligence engine – "COOPER" to improve technology utilization. It proactively lets the technician know what they can do to get the full value out of their software. This passive mechanism does not require action from the technician of the Manager/Executive, while providing a massive uplift in the value and efficiency of owned Kaseya solutions.

"Hi, I'm Cooper! I'm here to help you get the most out of IT Complete.  I promise not to bite, just an occassional bark when I see a feature, integration or other tip that will help you maximize the value you get from IT Complete."

A FRIEND AT YOUR SIDE

# This Dog Teaches You New Tricks

## EVERY MODULE of IT Complete

Leverages the COOPER INTELLIGENCE ENGINE, ensuring your usage optimization so you get the maximum value from your Kaseya solutions.

## Increase Technician Efficiency

Given how little of the depth and breadth of most software is typically used, COOPER's revolutionary utilization-focused AI can increase utilization - and therefor technician efficiency - by up to 50%

## COOPER is always learning new tricks.

By identifying usage patterns from our software, COOPER can sniff out new methods to solve common problems - even those our engineers never thought of.  That's the benefit of AI; he learns from everyone's contributions.

CLIENT TESTIMONIALS

# Hear what our customers are saying

"We chose to build the majority of our stack with Kaseya because we found that our goals and values directly aligned with their products, services and people."

**Brandon Fogliano**
Director of Technology, Corporate Technologies Group

"Kaseya's products are mature so you can put what you need in, and get out what you need tenfold"

**Rick Jordan**
CEO and Founder, ReachOut Technology

# GET IT DONE.

From complete endpoint management to the latest in security and compliance, the Kaseya family of solutions gets IT done for you.

**GET STARTED →**

## IT Complete

IT Complete is the first and only Unified IT Platform that enables MSPs and IT Professionals to thrive in a fast paced and ever-changing tech environment.

### SUITES

RMM / Endpoint Management
Security
Backup & DR
Audit
Compliance
PSA / Service Desk
IT Documentation

### QUICK LINKS

Platform
Integrations
Intelligence
Get Started