Autotask | VSA

# Autotask and VSA 10 Integration

Instant remote control of VSA 10 assets from Autotask

Remediate issues faster and support users with instant VSA 10 remote control from Autotask tickets.

- No more scrolling through confusing lists of outdated devices or manually reconciling configuration items. True Sync for VSA 10 and Autotask automatically maintains accurate device inventory and documentation by creating new configuration items and inactivating decommissioned devices.

- Never forget which VSA 10 device is impacted by the ticket. Troubleshoot and resolve tickets faster with instant remote control of the impacted asset directly from an Autotask ticket.

- Achieve 100% SLA compliance with Integrated Service Ticketing to ensure every alert is surfaced to the Autotask dashboard instantly, with the appropriate priority, queue and type.

- Identify lemon devices for replacement with accurate recurring problem data. Together, Integrated Service Ticketing and True Sync provide the data you need to find problem assets and complete root-cause analysis.

- Stop billing leakage and accurately bill for services by mapping VSA 10 device counts to Autotask service contracts using Integrated Customer Billing

Autotask and VSA 10 Integration Details:

- Map VSA 10 organizations to Autotask accounts.

- All assets managed by VSA 10 are synced to Autotask configuration items, including the correct organization.

- Instant remote control from Autotask tickets when a VSA 10-linked configuration is associated with the ticket.

- VSA 10 alerts are automatically created as tickets in Autotask. Using Integrated Service Ticketing ensures tickets are created with the defined organization, configuration item, priority, status, type and queue mapping.

- Map VSA 10 device counts to Autotask service contracts using Integrated Customer Billing.
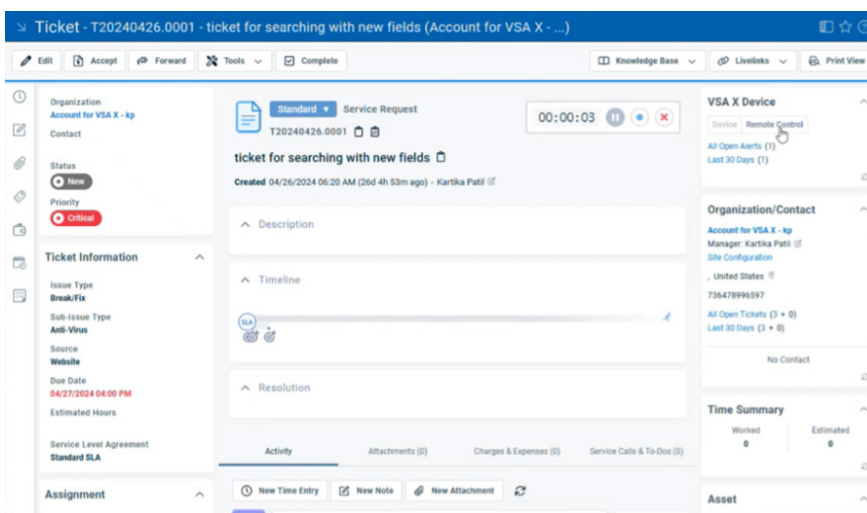
At-a-Glance Benefits

- Easily access VSA 10 remote control from Autotask tickets.

- Improve SLA compliance with Integrated Service Ticketing.

- Automate device billing with Integrated Customer Billing.

Getting Started

Visit the Autotask Help Documentation for detailed step-by-step instructions.

Autotask and VSA 10 customers requiring assistance with the integration can contact support by submitting a request in KaseyaOne.

Interested in Autotask?

[Learn More]

Interested in VSA 10?

[Learn More]

datto
A Kaseya COMPANY

Corporate Headquarters
Kaseya Miami
701 Brickell Avenue
Suite 400
Miami, FL 33131
United States
partners@datto.com
www.datto.com
888.294.6312

Global Offices
USA: 888.294.6312
Canada: 877.811.0577
EMEA: +44 (0) 118 402 9606
Australia: +61 (02) 9696 8190
Singapore: +65-31586291