

Everything You Need to Propel Your IT Operations

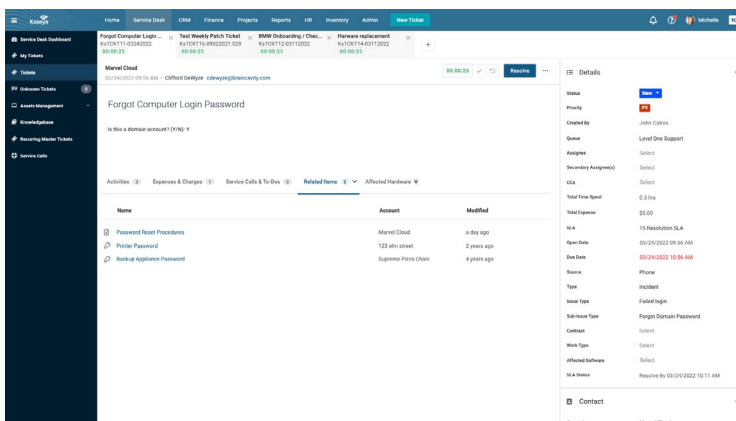
Finally! An IT incident and Project Management Solution for Modern IT Departments

Vorex is a next-generation solution built to turbocharge your productivity and slash ticket resolution time.

An All-In-One, Next-Gen Solution

Everything you need to propel your IT department — all at a low, all-inclusive price.

- ✔ Service Desk
- ✔ Project Management
- ✔ Automated Workflows
- ✔ Incident Management
- ✔ Service Desk Dashboard



A Documentation-First Service Desk

Crush tickets in record time by eliminating information hunt.

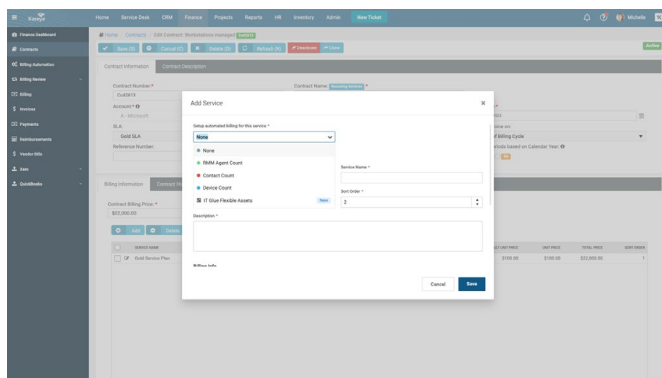
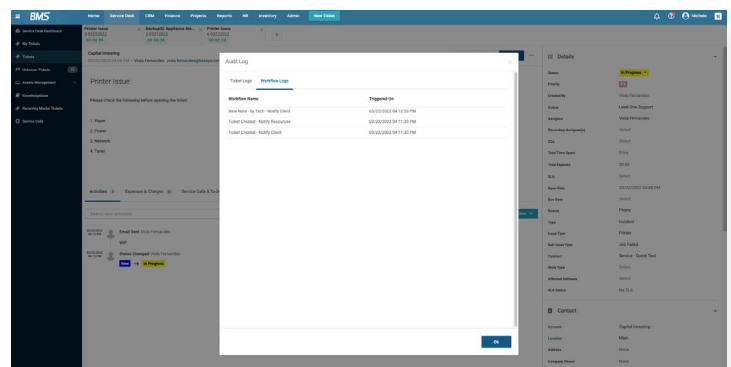
- **Accurately resolve tickets** with all required information from a single pane of glass.
- **Knowledge-level elevation** across the entire team with auto-suggested documentation.
- **Provide instant support** with one-click remote access.



Granular and Automated Workflows

Say goodbye to outdated processes and streamline your workflows.

- **Intuitive user interface** with next-level granularity lets you customize your workflow the way you want without coding or third-party consultants.
- **Define** and **deploy** new services rapidly.
- Never miss a beat with **automated ticket creation** from backup, security, compliance and vCIO solutions.



Automated Remediation

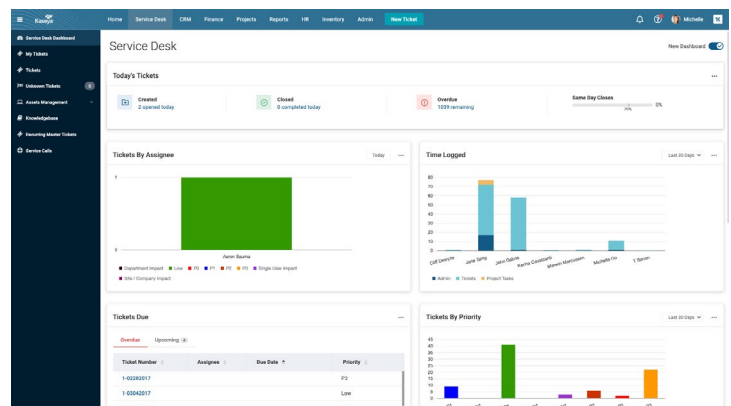
Make your IT incident management less busy.

- **Resolve IT issues faster** with one-click access to VSA Live. Connect directly from Vorex to provide instant support.
- Let your service desk manage itself with **automated remediation** based on VSA alerts.

Real-Time Actionable Insights

Track metrics that actually make an impact on your IT department.

- **Out-of-the-box** dashboard and reports based on TruMethod's framework.
- Align your service desk with **world-class standards**.
- Stay on top of problematic areas and pivot as needed with **real-time insights**.





Discover the power of VOREX
Request a demo.

Connect With the Tools You Already Use



Quickbooks, Xero, ConnectBooster, Tech Data, Etilize, Ingram Micro, Azure AD, SAML SSO/MFA, IT Glue, VSA, and much more, supported with BMS!

Fastest Implementation, Easiest to Use and With Minimal Investment

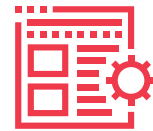
Vorex Migrate, a white-glove service, gets you set up, onboarded and trained without any hassle.



Retain historical client troubleshooting and resolution summaries, so all your institutional knowhow isn't lost.



A **dedicated project manager** handholding you throughout the **entire migration process**, ensuring all critical data is migrated without any hiccups.



Get 100% assurance that your workflows and integrations are **configured according to best practices, tailored to your business** and **set up for scalability** with one-on-one support.



As we've gotten bigger, we needed a more user-friendly, project-based system that everyone on our team could easily learn to use. Vorex has been great. We're really happy with how that's going so far. It's been really useful. Vorex gives us vital data so we can refine our services and better understand how and what we can offer. It's really making us a much tighter and smoother operation to deliver our services to our clients.

Jeannie Colangelo, Director of Operations at School Choice



Request a demo today.

About Kaseya

Kaseya® is the leading provider of complete IT infrastructure management solutions for managed service providers (MSPs) and internal IT organizations. Through its open platform and customer-centric approach, Kaseya delivers best in breed technologies that allow organizations to efficiently manage, secure, automate and backup IT. Kaseya IT Complete is the most comprehensive, integrated IT management platform comprised of industry leading solutions from Kaseya, Unitrends, Rapidfire Tools, Spanning Cloud Apps, IT Glue and ID Agent. The platform empowers businesses to: command all of IT centrally; easily manage remote and distributed environments; simplify backup and disaster recovery; safeguard against cybersecurity attacks; effectively manage compliance and network assets; streamline IT documentation; and automate across IT management functions. Headquartered in Dublin, Ireland, Kaseya is privately held with a presence in over 20 countries. To learn more, visit www.kaseya.com.

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