



#### TECHNOLOGY SUCCESS STORY

## Kaseya Unites its Global Workforce with ShoreTel Unified Communications

Kaseya is the leading global provider of IT Systems Management software. The company is based in Lausanne, Switzerland with 30 offices in 20 countries.

#### CHALLENGE:

- Kaseya was looking for a cost-efficient telephony system to support its mobile workforce and seamlessly connect its offices across the globe. Kaseya also needed an easy-to-use system that offered rapid deployment at new locations and integration with Salesforce.com CRM system.

#### SOLUTION:

- A ShoreTel Unified Communications (UC) system with ShoreTel IP Phones, ShoreTel Communicator with Personal Access, and Salesforce.com Call Center Adapter Software Application.

#### BENEFITS:

- The scalability of ShoreTel's UC system supports Kaseya's global expansion.
- Extension Assignment enhances enterprise mobility by making mobile employees available regardless of location.
- Streamlined internal communication speeds up decision-making processes.
- ShoreTel availability reinforces Kaseya's 'Follow-the-sun' support to increase customer satisfaction.
- Full integration with Salesforce.com enables tailored communication with customers.

Founded in 2000, Kaseya's mission is to deliver enterprise-class IT systems management for everybody. Selecting the American Indian verb for 'secure and protect' as the name of the company, Kaseya supports IT departments and managed service providers worldwide in reaching their service level agreements and boosting cost effectiveness. Kaseya provides its customers with one single pane of glass interface for automating recurring IT tasks. With optional configurations, maximum scalability and multiple domain capabilities, IT departments or service providers of all sizes can experience the rewards of IT automation to perform all their IT management tasks. Currently more than one million desktops, notebooks and servers are managed by the Kaseya IT Automation Platform.

From the very beginning, Kaseya embraced a fully global strategy. Branch offices around the world, from North America to Africa to Australia, perform sales, marketing and support activities to develop local markets and give feedback to corporate HQ regarding product development.

#### Unified Communications Supports Global Expansion

With Kaseya offices and their customers dispersed around the world, communications over the internet and telephone represents a critical factor in everyday business. Product development, for instance, takes place in different locations across several different time zones and developers require broadband connectivity and direct phone contact with global colleagues to perform their jobs effectively.

Originally Kaseya had a contract with a worldwide service provider for a T1 MPLS connection in every branch office, offering 1.5 MB broadband connection that was unable to fully meet Kaseya's needs. Max Duncan, Head of IT at Kaseya, looked into alternative options that would help increase guaranteed bandwidth in all offices and decrease the monthly ISP bill. Simultaneously, one standard voice over IP platform needed to be put in place to support Kaseya's global expansion and reduce the workload of the Kaseya IT staff.



“We have a highly mobile and very distributed workforce increasing our need for cost-effective communication capabilities. ShoreTel fulfilled a very positive role as our new telephony system.”

**Max Duncan**  
Head of Corporate IT  
Kaseya

## Integrating with Salesforce.com CRM for Increased Productivity

Specifically, Kaseya was looking for a telephony system which would allow employees to be available at any location (through a landline, mobile device or softphone), integrate well with Salesforce.com CRM system and offer a single corporate directory. The system also needed to offer call reporting and monitoring functionality, easy and quick deployment at new locations and routing to the next available person within a work group. ShoreTel captured Kaseya’s requirements to the highest level compared to competitive solutions, including those of Avaya and Cisco.

## Connecting Mobile Employees for Improved Customer Service

Working closely with local ShoreTel partners, Kaseya implemented the ShoreTel Unified Communications (UC) solution across over forty sites. Moving to a standard telephony system throughout the organisation has streamlined internal communication, in turn enhancing collaboration and speeding up decision-making processes.

“It took us one day to set up the system in our new office and start using it,” said George van Brugge, Executive Vice President and General Manager EMEA at Kaseya. “Now every colleague worldwide is just four digits away. We can automatically route our calls to a device of our choice, ranging from desk phones to iPhones or softphones. In addition, since we put the new ShoreTel system in place our phone costs have gone down by over ten percent.”

Kaseya’s focus in the Benelux region is sales and marketing, leading to a high percentage of field sales employees who need to remain connected at all times. “Our employees are very mobile. With ShoreTel in place, a caller will not even notice that someone is not in the office. He/she will be put through to a mobile or

home phone seamlessly. This is a big improvement in terms of customer service compared to our previous system,” commented George van Brugge.

## High Availability for ‘Follow-the-Sun’ Enterprise Support

In providing a solution that is mission-critical to many customers’ IT operations, the availability of Kaseya’s platform is essential. A Kaseya engineer is now able to offer support regardless of the time of day. The ShoreTel system is configured to automatically route incoming calls to an available local or international engineer in order to provide customers with answers when they need them, enabling a true ‘follow-the-sun’ Kaseya support service.

## Implementing a Single Unified Platform for Lower TCO

Kaseya has made a strategic decision to implement a flexible, cost-efficient IT infrastructure in all its offices and development facilities. The ShoreTel system fits well within this overall IT strategy by offering a single, unified platform which scales with ease across sites and locations, so IT staff can easily deploy and manage it from anywhere via a browser-based interface. Although the switches work together, the system’s intelligence is distributed across the architecture so in the event of a WAN failure, each site can function independently.

Kaseya IT staff can solve many issues independently without external support, lowering the system’s total cost of ownership over time and enabling rapid response to incoming requests. “The ShoreTel telephony system is very much what we’d expect from a voice over IP system and in line with our philosophy to deploy a solution that requires neither long learning curves nor a lot of maintenance,” concluded Max Duncan, Head of IT at Kaseya.



**For More Information:**  
**(866) 787-3271**  
**Sales@PTSdcs.com**

---

### About ShoreTel

ShoreTel is a provider of business communication solutions whose brilliantly simple unified communications platforms, applications and mobile UC solutions promise a new rhythm of workforce engagement and collaboration. With costly complexity eliminated by design from its award winning, all-in-one IP phone system, UC and contact center solution, and its industry leading hosted business phone system, workers enjoy a freedom and self-reliance that other providers can't match. Users have full control to engage and collaborate, no matter the time, place or device, for the lowest cost and demand on IT resources in the industry. ShoreTel is headquartered in Sunnyvale, California, and has regional offices and partners worldwide. For more information, visit [shoretel.com](http://shoretel.com) or [shoretelsky.com](http://shoretelsky.com)



WORLD HEADQUARTERS

960 Stewart Drive, Sunnyvale, CA 94085 USA. [shoretel.com](http://shoretel.com) and [shoretelsky.com](http://shoretelsky.com)

+1 (800) 425-9385 Toll Free +1 (408) 331-3300 Tel. +1 (408) 331-3333 Fax for ShoreTel

+1 (646) 230-5000 Tel. +1 (646) 230-5001 Fax for ShoreTel Sky

+800 408 33133 Freephone +44 (1628) 826300 Tel.

EMEA  
ASIA PACIFIC

+61 (0)2 9959 8000 Tel.

