



Remote Expert Assist for KACE® Appliances

ACCELERATE TIME TO VALUE

Technology investments add value only when they're used, not when they're gathering dust. But sometimes organizations need help to get new solutions up and running, or later to explore and master additional features and functionality. If you've chosen the Quest® KACE® Systems Management Appliance (SMA) and the KACE Systems Deployment Appliance (SDA) to simplify endpoint systems management across your connected network, Remote Expert Assist for KACE Appliances can help. Whether you're just getting started with a new appliance or need to make changes to your existing one, skilled KACE experts will help you quickly and properly implement and configure your appliance, speeding time to value.

KACE EXPERTS HAVE DEEP KNOWLEDGE AND EXPERIENCE

If you're new to systems management or lack technical expertise, rely on our extensive knowledge and proven track record to guide you through the implementation and configuration of your KACE solution. Years of experience have

enabled us to create a set of detailed best practices and methodology that ensure your KACE appliance is set up correctly from the beginning, making it a one-time event.

KACE EXPERTS ENABLE YOUR IT STAFF TO FOCUS ON THEIR OTHER PRIORITIES

Even if expertise is not an issue, your IT staff may not have time to deploy or configure your KACE appliance. Remote Expert Assist for KACE Appliances is conveniently done on your schedule with minimal business disruption, helping accelerate your return on investment.

SERVICE OPTIONS

Remote Expert Assist for KACE Appliances is designed with a well-defined scope, ensuring a quicker turnaround time and shorter duration than a full consulting engagement, and making the services flexible for your business needs. We offer a selection of options to choose from across the core functions of the KACE appliances. You can choose one option from the following table to fit your specific needs.

Remote Expert Assist for KACE Appliances helps you quickly and properly implement and configure your appliance, speeding time to value.

BENEFITS:

- Ensure your KACE solution is set up quickly and properly
- Select from multiple service options to fit your exact needs
- Count on KACE experts with the knowledge and experience to get the job done right
- Accelerate your return on investment

Option	Appliance	Description
Software Distribution	KACE Systems Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the software distribution feature 2. Review your software deployment objectives and provide implementation support based on best practices 3. Assist with the creation, configuration, and testing of the managed install process for up to five (5) standard applications that support enterprise deployment, such as: <ul style="list-style-type: none"> • TechSmith Camtasia Studio • Oracle Java 7/8 Update • Microsoft Silverlight • Microsoft Visual C++ Redistributables • Microsoft Office 2010/2013/2016 • Mozilla Firefox • Adobe Flash Player • Adobe Acrobat Reader • Adobe Acrobat • SonicWALL VPN Client • Cisco VPN Client • Autodesk Revit • Other applications as determined 4. Demonstrate and provide knowledge transfer to your SMEs about managed installs that support: <ul style="list-style-type: none"> • Windows installer • Installers supporting scripting • Installers supporting command-line switches • Multi-file installers (ZIP) 5. Assist with the creation and configuration of one (1) file synchronization 6. Help with the creation and configuration of one (1) software update process 7. Assist with the creation and configuration of up to two (2) software uninstallers for software that supports command-line uninstalls 8. Provide insight into how task chains work and assist with identifying scenarios where this feature might be leveraged
Patch Management	KACE Systems Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the patch management feature 2. Review your current patching practices with your SMEs and provide implementation support based on best practices: <ul style="list-style-type: none"> • Provide assistance with configuration of your patch subscription • Assist with the creation of up to 10 patch labels 3. Support the creation and configuration of up to two (2) patch management schedules 4. Explain how task chains work and assist with identifying scenarios where this feature might be leveraged
Scripting	KACE Systems Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the scripting feature 2. Review your current scripting practices with your SMEs and provide an implementation based on best practices 3. Help with the creation and configuration of up to three (3) scripts leveraging the configuration/security policy feature 4. Support the creation and configuration of up to two (2) custom scripts with up to three (3) tasks, making use of: <ul style="list-style-type: none"> • Verify • Success • Remediation • On remediation success • On remediation failure 5. Provide input about how task chains work and assist with identifying scenarios where this feature might be leveraged
Software Management	KACE Systems Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the software management feature 2. Assist with the configuration of up to five (5) metering titles 3. Assist with configuration of up to 10 software titles for typical licensing 4. Support the configuration of up to five (5) software titles for application control

Option	Appliance	Description
User Portal	KACE Systems Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the user portal feature 2. Assist with the creation and configuration of up to five (5) Knowledge Base (KB) articles 3. Help with the creation and configuration of one (1) of each type of portal application: <ul style="list-style-type: none"> • Download • Script • Software installer
Assets	KACE Systems Management Appliance KACE Asset Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the assets feature 2. Assist with designing and documenting a lifecycle management process that includes: <ul style="list-style-type: none"> • Criteria to justify asset tracking • When the lifecycle begins (that is, cradle) • When the lifecycle ends (that is, grave) • What are the required states to support the asset lifecycle • What/when are the required touch points 3. Provide support for the creation of up to three (3) custom asset types, each with up to 10 custom fields 4. Demonstrate one (1) import asset function from an existing CSV spreadsheet using the asset import wizard containing up to 2,000 rows of data 5. Review your asset import practices with your SMEs and provide support during the engagement based on best practices
Server Monitoring and Agentless Inventory	KACE Systems Management Appliance KACE Asset Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the server monitoring and agentless inventory feature 2. Assist with the configuration of up to five (5) supported operating systems (OS) for monitoring using standard Log Enablement Packages (LEPs) 3. Help with the configuration of up to three (3) devices for agentless inventory
Reporting	KACE Systems Management Appliance KACE Asset Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the reporting feature 2. Assist with building up to 10 custom reports using the SMA reporting wizard 3. Help configure up to five (5) report email delivery schedules 4. Provide up to five (5) email notifications
Mac Imaging	KACE Deployment Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the feature 2. Review your software deployment objectives and provide implementation support based on best practices 3. Assist in the implementation of up to one (1) instance for each of the following: <ul style="list-style-type: none"> • NetBoot environment requirements • How to build a NetBoot environment using OS X • How to build up to two (2) software deployment tasks for OS X • How to capture and deploy one (1) Mac image using the Mac KBE (NetBoot)
KACE Product Integration	KACE Deployment Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the feature 2. Review your current imaging practices with your SMEs and provide implementation support based on best practices 3. Assist with the implementation of up to one (1) instance of each of the following: <ul style="list-style-type: none"> • Handling newly deployed PCs in KACE SMA • Linking KACE appliances • Using K1000 labels in the KACE SDA • Using the SDA/SMA database for computer naming • Leveraging SMA objects in SDA for deployments

Option	Appliance	Description
User State Migration Tools (USMT)	KACE Deployment Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the feature 2. Review your current scripting practices with your SMEs and provide implementation support based on best practices 3. Assist with the creation and configuration of up to two (2) USMT policies 4. Help with the capture of up to five (5) user states
USB Imaging	KACE Deployment Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the feature 2. Assist with the configuration of up to two (2) USB deployable images
Boot Environment Customization	KACE Deployment Management Appliance	<ol style="list-style-type: none"> 1. Provide an introduction to the feature 2. Demonstrate one (1) custom boot environment configuration
Remote Site Appliance (RSA)	KACE Deployment Management Appliance	<ol style="list-style-type: none"> 1. Assist with the configuration of up to three (3) Remote Site Appliances 2. Configure KACE appliance linking and synchronization policies to support client needs 3. Advise you on network adjustments and requirements to support remote site imaging

ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.