



KACE® QuickStart

Accelerate implementation of your KACE Endpoint Systems Management Appliances and learn tips and tricks to optimize IT performance.

Installing a software management solution often requires extensive configuration and administrative training, which can be off-putting to say the least. Fortunately, KACE® QuickStart service offerings provide quick and effective implementation sessions tailored to your specific IT environment and business needs. Beyond implementation support for KACE Endpoint Systems Management Appliances, the QuickStart service also includes hands-on sessions designed specifically for your organization. Our subject matter experts work with your IT admin staff — at all levels — to guide the team toward mastery of specific KACE advanced systems management activities. You'll achieve the maximum value of your investment in the least amount of time.

Delivered either by a Quest® KACE staff member or a Quest KACE Certified Partner over several sessions, the QuickStart program ensures that KACE is properly installed, configured and expertly administered to start saving you time and money.

WHAT DO KACE QUICKSTART OFFERINGS INCLUDE?

When you purchase a KACE Endpoint Systems Management Appliance, you won't be left on your own. Here's what our experts will provide:

- **Installation assistance.** Quest professionals walk you through the first-time installation and configuration process.
- **KACE optimization.** Experts help you launch KACE to make sure its capabilities are optimized for your specific environment and business needs.

- **Report creation.** You'll become familiar with report creation and learn how to leverage both standard and customized reports.

FLEXIBLE QUICKSTART SERVICE PACKAGES

KACE QuickStart services are available in a few different package configurations to match your particular IT environment and administrative needs. All packages include initial configuration and information sessions on the core administrative and operational features of KACE.

The QuickStart Essentials package includes additional configuration and training on one customer-selected optional feature. For broader and more in-depth configurations of your KACE product, the QuickStart Premium package expands the number of optional features you can learn about.

CHOOSING THE RIGHT OPTION FOR YOUR ORGANIZATION

Optional features expand KACE usage beyond the core implementation. Optional features are what enable you to tailor your configuration specifically for a particular set of administrative tasks or business needs. With each optional feature included in your KACE QuickStart service package, your team will gain greater in-depth knowledge for administering KACE — and your organization will more quickly reap its benefits to provision, manage and secure your growing infrastructure.

For more information on the QuickStart services available for each version of KACE, please visit our website at <https://support.quest.com/professional-services-product-select> and choose a specific KACE solution from the Product drop-down menu.

BENEFITS:

- Ensure proper KACE installation and configuration in your specific IT environment.
- Learn customized solutions for your most critical systems management issues.
- Expedite time to benefit with tailored implementation.
- Further optimize your implementation with modular deep-dive sessions.

APPLIANCE SERIES	QUICKSTART ESSENTIALS	QUICKSTART PREMIUM
KACE Systems Management Appliance (SMA)	All core features +	All core features +
KACE Systems Deployment Appliance (SDA)	1 optional feature	up to 3 optional features
KACE Asset Management Appliance (AMA)	All core features	Not available

Table 1. KACE QuickStart service packages available for each version of KACE



APPLIANCE SERIES	QUICKSTART	QUICKSTART PREMIUM
KACE Systems Management Appliance (SMA)	<ul style="list-style-type: none"> • Product overview • Initial setup configuration • Agent provisioning • Inventory data • Custom inventory • Intro to self-paced training library 	<ul style="list-style-type: none"> • Software distribution • Patch management • Scripting • Software management • Assets • Server monitoring and Agentless inventory • Reporting (includes email notifications) • User portal
KACE Systems Deployment Appliance (SDA)	<ul style="list-style-type: none"> • Product overview • Initial setup configuration • Boot environment • Deployment library • Scripted installations • System imaging • Driver feeds • Intro to self-paced training library 	<ul style="list-style-type: none"> • Mac imaging • KACE product integration • User state migration tools (USMT) • USB imaging • Boot environment customization • Remote site appliance
KACE Asset Management Appliance (AMA)	<ul style="list-style-type: none"> • Product overview • Initial setup configuration • Agent provisioning • Inventory data • Custom inventory • Intro to self-paced training library • Assets • Reporting (includes email notifications) • Agentless inventory 	<ul style="list-style-type: none"> • Not applicable

Table 2. Core and optional features explored in the QuickStart service packages for each version of KACE.

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.