



KACE Health Check

Description

The KACE Health Check Services Offering is designed to assess the current health of one KACE appliance in the customer's environment. The service is delivered via remote consulting and addresses the activities outlined below.

Includes:

- Implementation/configuration best practices report
- Appliance utilization/usage report
- Environment health reporting (Physical/Virtual)
- Support Ticket Review
- Summary reports for customer, sales, and support

Who it's suited for:

- Customers preparing for expansion
- Customers preparing to upgrade
- Customers with newly responsible staff or staff who are struggling with best practices etc.
- Customers with appliances that have been implemented for over 1 year
- This service offering is appropriate for a single KACE appliance. For multiple appliances, an additional service for each appliance is recommended

Outcomes

The KACE Health Check will help you identify potential issues with your KACE deployment and find ways to remediate them quickly for ongoing top performance of your solution. During the health check, our support engineers provide a technical assessment of your KACE deployment to identify and prioritize system improvements. We will share expert knowledge with your IT staff members to make sure everyone is aware of the full potential of your solution and, ultimately, to ensure that your deployment is working as efficiently as possible.

Benefits:

- Gain a complete picture of your KACE environment by reviewing support case history
- Uncover current performance, configuration and availability problems
- Learn from KACE product experts and receive improvement recommendations
- Review best practices and get help with architecture planning
- Receive a comprehensive report with findings

Approach and activities

We will remotely provide the activities in one session that lasts the longer of three hours or the completion of the planned activities (a "session"). The Performance Period shall begin on a date agreed to in writing. Customer shall schedule each Session at least one day in advance. If you are not available for a scheduled session, we may reschedule at your convenience. The Health Check consists of a fixed set of activities as time permits. Changes to the activities cannot be made without a fully executed amendment (may change the pricing of the offering).

The planned activities consist of either a KACE Systems Management Appliance or a KACE Systems Deployment Appliance (on premise physical, on premise virtual, or hosted environment).

1. Planning – Once the order is received, we will arrange scheduling, remote access requirements and web conferencing needs via e-mail with the point of contact indicated on the order.
2. Health Check – This is a joint engagement with the customer and consultant. The objective of this activity is to assess the current implementation of the KACE appliance. During this interactive session we will review important configuration items for optimal appliance functionality in accordance to best practices.
3. Configuration - Critical and non-critical items will be reported to the customer in a post-engagement report. Resources and additional information are included, as available.
4. Knowledge Transfer - Open Q&A on topics for which you were trained in JumpStart, or have implemented. Note: if you have an issue in a functional area where not previously trained, training may be recommended. Explanation of findings and recommendations during the appliance health check are given.
5. Post Implementation - Appliance utilization/usage report and implementation/configuration best practices report provided

Prerequisites and assumptions

The service expires 13 months after date of order receipt without right to refund.

Exclusions – Support related (break/fix) items may be deferred to the proper technical support team. Topics falling outside the scope of the defined service will need to be quoted via sales. Examples include: Additional product training exceeding the allotted time; Implementation assistance such as configuring a service desk.

Assumptions:

- KACE environment is operating correctly and accessible via a web browser
- Customer will provide remote access to the KACE appliance via WebEx, and if required, a support tether
- Customer will assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network (such as Active Directory) and the KACE software and vSphere, or Hyper-V
- The delivery language will be English
- Customer must have valid licenses for the applicable software product(s) and be current on support services for such products
- The Customer's KACE Administrator with system administration responsibilities will be available and provide appropriate remote access privileges required during the performance of this service
- Customer's KACE Administrator shall participate during engagement
- KACE software installed must be a supported version listed in the Product Lifecycle table for KACE
- It is the Customer's responsibility to complete a backup of all existing data, software, and programs on supported products prior to performing any services

Additional notes

For more information, please contact your Account Manager.

SKU HAH-KCE-PP