



KACE™

KACE Product Announcement

Announcement: New KACE Service Desk is Coming to Channels in Q3
INTERNAL USE ONLY

Date Announcement

July 1, 2020

We are pleased to announce the availability of a new member of the UEM product portfolio, the **KACE Service Desk**!

KACE Service Desk rolled out Globally to Direct Sales (only) on June 11th
Stay tuned for upcoming availability to Channels Sales in the Q3 Pricelist

Comparison of KACE Service Desk to KACE SMA and KACE AMA

	SMA	AMA	Service Desk
Discovery	X	X	X
Inventory	Agent & Agentless	Agent & Agentless	Agentless
SAM	X	X	
Scripting	X		
Patching	X		
Oval	X		
Service Desk	X		X
Quick Start	X	X	X
GTM	Direct/Channel/MSP	D/C/M	-D Q2 -C/M Q3
Licensing	100 Agents	100 Agents	-1 agent computer -250 Agentless Assets
Pro Services	QuickStart	QuickStart	QuickStart & Scoping
KACE GO	X	X	X

Notice above that KACE Service Desk comes with the ability to manage 250 *agentless* assets. Agentlessly managed devices get granular hardware and software inventory automatically but not agent managed features. If your customer wants agent supported features, sell them KACE SMA or AMA.

KACE Service Desk, AMA and SMA all share the same code base, so switching between the products to give the customers precisely what they need is as easy as installing a new product key.

KACE Service Desk	Discount Available?
KACE Service Desk Base Component with 250 Agentless Inventory Assets	No
Additional Agentless Assets (Optional)	Yes
QuickStart (scoping required)	No

Professional Services Scope

Professional Services must be engaged on every quote to ensure that any necessary migration or set up in addition to the mandatory QuickStart is considered.

Discounts are only available for additional Agentless Assets (inventory).

Unlimited Support Technician Seats

KACE does not charge per support tech seat – a major competitive differentiator!

Additional information

KACE Service Desk Sales Training

Recorded sales training: [Play recording](#) (10 minutes)
Learn about the new product now

[Quest KACE Service Desk product webpage](#)

- Product information
- Video
- Datasheet
- Trial Download

Download Links

[KACE Support portal link](#)
[Trial Download](#)
[Sales Tools](#)

Timeframes

Direct Sales – Available immediately
Channel Sales – Will be available Q3, 2020

Where available

Available in all regions.
Direct sales only in Q2 and Channel sales will be available in Q3

Questions?

For questions, contact:
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Product Marketing contacts

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