

## KACE Health Check

Get expert insight into your KACE environment and ensure ongoing top performance of your endpoint systems management solution

Your KACE Systems Management Appliance (SMA) and KACE Systems Deployment Appliance (SDA) work hard to provision, manage, secure and service your entire IT infrastructure. Even minor hiccups in this process can result in performance degradations that might impact system availability and user satisfaction. With a KACE Health Check, you get expert help identifying potential issues with your KACE deployment and recommendations for remediating them, so you can ensure ongoing top performance of your solution.

The KACE Health Check is designed to help you optimize the performance, configuration and availability of your KACE environment. Our support engineers will provide a technical assessment of your KACE deployment to identify any

issues, recommend solutions and prioritize system improvements. In addition, we will share expert knowledge and best practices with your IT staff to ensure that your deployment is working as efficiently as possible and that everyone is aware of the full potential of your solution.

### KACE HEALTH CHECK PROCESS

KACE Health Check is a service offering ideally suited for organizations that want to make sure their deployment is optimally configured for their specific environment, those preparing for expansion or upgrade, and organizations with new staff members. With its well-defined scope, this service provides a quicker turnaround time and shorter duration than a full consulting engagement, making it flexible for your business needs.

KACE Health Check will help you optimize your KACE environment.

### BENEFITS:

- Gain a complete picture of your KACE environment by reviewing your support case history
- Uncover current performance, configuration and availability problems and get recommendations for resolving them
- Review best practices for ongoing administration and get help with architecture planning
- Learn from KACE product experts to get the most value from your systems management solution
- Receive a comprehensive report with all findings and recommendations



Ensure that your KACE systems management solution is running as efficiently as possible and train your team to take advantage of its full value.

During your health check, KACE experts will assess the general health of your KACE deployment and make recommendations for improving its performance and maximizing its value to your organization. The health check process is as follows:

- **Planning** — We will host a planning session with you to review your existing KACE deployment and verify its readiness for the health check. Then we will schedule your health check and document project logistics and prerequisites.
- **Status review** — A Quest support engineer will review your systems management architecture and expansion plans to get a complete picture of your environment. Next, the support engineer will review your support case history to understand any previous or ongoing issues your organization has experienced. In addition, your support engineer will ensure that patches managed by your KACE appliance are up to date and operational.
- **Evaluation and recommendations** — Next, the support engineer will take a deep look into all aspects of your KACE deployment to find any performance, configuration and availability issues, and then make recommendations on how to resolve them.

- **Best practices and expert advice** — Last, your support engineer will recommend best practices for ongoing administration and system maintenance, including day-to-day tasks and monthly checks. In addition, KACE experts will offer tips and tricks to help you get the most from your KACE deployment. This may include identifying specific features and functionality that could benefit your organization and training your team to use them.

Once your KACE Health Check is complete, you will receive a comprehensive report detailing all findings and recommendations.

Contact [KACE services](#) for more information.

## ABOUT QUEST

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid datacenters, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management and Microsoft platform management.