KACE JumpStart

Accelerated implementation and training for KACE endpoint systems management appliances

Typical software-only management solutions require extensive training that may require expensive travel and demand that you be away from the office and daily responsibilities.

Fortunately, each KACE JumpStart Program is completed in just hours on the web, enabling IT administrators of all levels to master advanced systems management activities quickly and effectively. These sessions give you all the information you need to start saving time and money with KACE appliances.

Delivered either by Quest® KACE or a Quest KACE Certified Partner, the JumpStart Program ensures that your KACE appliance will be properly installed and configured for your environment. You and your team will get targeted, hands-on training to maximize the value of your investment in the least amount of time.

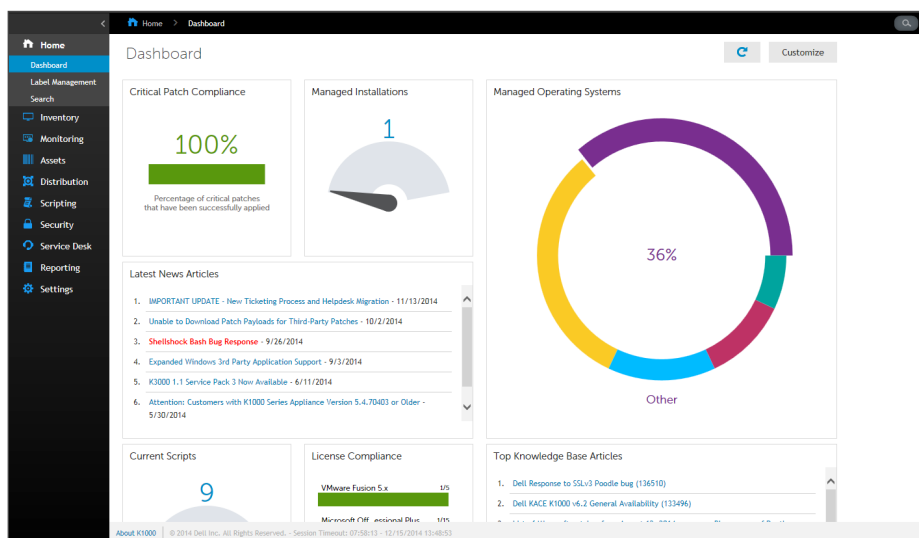## WHAT SERVICES DO KACE JUMPSTART PROGRAMS INCLUDE?

- **Installation assistance** — When you purchase a KACE appliance, you won't be left on your own. Professionals will walk you through the first-time process of installing and configuring your appliance.

- **Insight into appliance utilization best practices** — Experts will help you launch your appliance along a best-practices path, to ensure appliance capabilities are optimized for your environment.

- **Report creation** — The program will familiarize you with report creation and utilization to ensure you understand how to leverage both standard and customized reports.

- **Online training** — Train online in hours, with no travel required.

> "There's a very small learning curve, especially with the JumpStart program – they really get you right into it."
>
> *Sasha Panasyuk, System Administrator, Concert Pharmaceuticals*

BENEFITS:

- Training accomplished online in hours without need for expensive travel or business interruption

- Ensure proper installation and configuration of the appliance to the exact environment

- Customized subject matter to address your most important systems management issues

- Contextual to your environment to expedite time to benefit

- Recorded for subsequent replay for refresher or new employee training

- Additional deep-dive sessions available on a modular basis

Flexible web-based training helps you make the most of your investment quickly and effectively.

FLEXIBLE AND INDIVIDUALIZED KACE JUMPSTART TRAINING

JumpStart programs are conducted in two-hour sessions scheduled at your convenience. Choose a general overview track with Standard JumpStart or, to gain the broadest and in-depth product knowledge, choose the Enterprise training track. In addition, each track comes with the option of choosing from several eKcellence Packs that will help you hone in on specific areas of interest. Note: Due to time constraints, Standard JumpStarts are focused on subject matter most often requested and used by customers. Not all topics are covered in depth.

CHOOSE THE RIGHT EKCELLENCE PACK FOR YOU

eKcellence Pack modules provide indepth training in specific areas of focus, allowing you to customize your training curriculum. With the Standard JumpStart track, you select two modules, and with the Enterprise JumpStart track you select five. These 1-hour modules can be modified over the life of your program, can be added ad hoc throughout the year, or purchased separately if you would like additional training.

For more details about the course descriptions and eKcellence Packs, please visit the KACE SMA JumpStart page or the KACE SDA JumpStart page.

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.

Appliance series	Standard JumpStart[1]	Enterprise JumpStart[2]
KACE Systems Management Appliance (SMA)	• Product overview/settings • Agent provisioning • Inventory data overview • Labels • Reporting (Includes email notifications) • Basic LDAP authentication • User roles • Resources • Plus two eKcellence Packs of your choice	• All topics included in Standard JumpStart • LDAP integration • User portal • Custom inventory • System maintenance • Plus five eKcellence Packs of your choice
KACE Systems Deployment Appliance (SDA)	• Product overview and systems menu • Boot environment • Deployment library • Scripted installation (basic) • Imaging (basic) • Recovery console • KACE appliance linking/basic LDAP authentication • Plus two eKcellence Packs of your choice	• All topics included in Standard JumpStart • Imaging (advanced) • Offboard storage • Plus five eKcellence Packs of your choice

KACE Systems Management Appliance	Standard eKcellence Packs	Enterprise eKcellence Packs
Service desk basic	✓	✓
Service desk advanced (requires basic)		✓
Software distribution basic	✓	✓
Software distribution advanced		✓
Patch management	✓	✓
Scripting	✓	✓
License compliance/metering	✓	✓
Assets	✓	✓
Asset packs/agentless inventory[3]	✓	✓
Server monitoring[4]	✓	✓
Organizations		✓
Ticket rules basic (requires Service desk basic)	✓	✓

KACE Systems Deployment Appliance	Standard eKcellence Packs	Enterprise eKcellence Packs
Mac imaging basic	✓	✓
Mac imaging advanced		✓
Mac OS custom imaging advanced (requires Mac imaging basic)		✓
Remote site appliance		✓
Custom driver feed	✓	✓
User State Migration Tool (USMT)	✓	✓
USB imaging	✓	✓
Boot environment customization		✓
Advanced SysPrep		✓
KACE product integration[5]	✓	✓

[1] Standard JumpStart is required for all deployments under 1,000 nodes, and you have the option to upgrade to Enterprise JumpStart to gain the broadest and most in-depth product knowledge.

[2] Enterprise JumpStart is required for deployments over 1,000 nodes.

[3] Asset packs eKcellence Pack is an additional optional training session for KACE SMA customers who have purchased the Asset Packs for inventory and management of Chromebooks and non-computing devices.

[4] Server monitoring eKcellence Pack is an additional mandatory training session for KACE SMA customers who have purchased the Server Monitoring add-on functionality.

[5] Requires both the KACE SMA and the KACE SDA.

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