



KACE Remote Implementation and Configuration Services

ACCELERATE TIME TO VALUE

Technology investments add value only when they're used, not when they're gathering dust. But sometimes organizations need help to get new solutions up and running, or later to explore and master additional features and functionality. If you've chosen the KACE Systems Management Appliance and the KACE Systems Deployment Appliance to simplify endpoint systems management across your connected network, KACE Remote Implementation and Configuration Services can help. Whether you're just getting started with a new appliance or need to make changes to your existing one, skilled KACE experts will help you quickly and properly implement and configure your appliance, speeding time to value.

KACE EXPERTS HAVE DEEP KNOWLEDGE AND EXPERIENCE

If you're new to systems management or lack technical expertise, rely on our extensive knowledge and proven track record to guide you through the implementation and configuration of your KACE solution. Years of experience have enabled us to create a set of detailed

best practices and methodology that ensure your KACE appliance is set up correctly from the beginning, making it a one-time event.

KACE EXPERTS ENABLE YOUR IT STAFF TO FOCUS ON THEIR OTHER PRIORITIES

Even if expertise is not an issue, your IT staff may not have time to deploy or configure your KACE appliance. Our flexible remote implementation and configuration services are conveniently done on your schedule with minimal business disruption, helping accelerate your return on investment.

SERVICE OPTIONS

KACE Remote Implementation and Configuration Services are designed with a well defined scope, ensuring a quicker turnaround time and shorter duration than a full consulting engagement and making the services flexible for your business needs. We offer a selection of options to choose from across the core functions of the KACE appliances. Your service consists of up to four hours of remote consulting. You can combine up to two options to fit your specific needs.

KACE Remote Implementation and Configuration Services help you quickly and properly implement and configure your appliance, speeding time to value.

BENEFITS:

- Ensure your KACE solution is set up quickly and properly
- Select from multiple service options to fit your exact needs
- Count on KACE experts with the knowledge and experience to get the job done right
- Accelerate your return on investment

Option	Appliance	Description
Patch Schedule Best Practices (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> Build five best-practice patch schedules. Build a production patching group, which includes creating a label for the machines, creating a schedule and testing. Customize the patch schedules to meet your needs.
Patch & Security Reporting (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> Initiate a patch scan for your complete environment. Configure an OVAL/SCAP scan. Create and schedule up to three reports chosen from a list of commonly requested reports, such as: <ul style="list-style-type: none"> Desktop and server failed active critical patches Critical patch deployment total and percent by vendor Machines not in a patch schedule Patch completion rate by patch Patch completion rate by machine Patch completion total and percent by vendor
Service Desk Reporting (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> Create four reports chosen from a list of commonly requested reports, such as: <ul style="list-style-type: none"> List hours worked by ticket owner for all tickets created in the last 30 days List hours worked for each ticket category for tickets created in the last 30 days List average time to close for each ticket owner for tickets created in the last 30 days List all tickets not in a closed state that have a breached SLA (that is, are past their due date) Create up to two custom reports. Schedule up to five reports.
Common Asset Type Creation (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> Create up to 5 common asset types and associated fields, such as: <ul style="list-style-type: none"> Cell phone/mobile device Network equipment Vehicle Printer Monitor Projector Scanner Copier Purchase order Office equipment (non-IT) Create one new asset type or adjust one existing asset type to fit your needs. Generate one CSV file that lists your existing assets and import it to one of the common asset types.
Discovery & Agentless Configuration (2 hours)	KACE Systems Management Appliance	<p>Pick two:</p> <ul style="list-style-type: none"> Assist with Chromebook™ configuration. Assist with server monitoring configuration (agentless or agent-based). Provision agentless monitoring to up to 20 devices (cannot include Chromebooks).

Option	Appliance	Description
Popular Software Deployment Configurations (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> Select up to 5 software applications to add to your appliance. The list of available applications includes: <ul style="list-style-type: none"> TechSmith® Camtasia Studio® Oracle® Java 7/8 Update Microsoft® Silverlight® Microsoft Visual C++® Redistributables Microsoft Office 2010/2013/2016 Mozilla® Firefox® Adobe® Flash® Player Adobe Acrobat® Reader® Adobe Acrobat SonicWALL VPN Client Cisco® VPN Client Autodesk® Revit® Autodesk AutoCAD® Modify up to three packages to fit vendor-supported options for your environment.
Basic Ticket Rules (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> Implement the following commonly requested ticket rules: <ul style="list-style-type: none"> Automated software install based on an approved request in the service desk Summary email for new ticket followers Email to queue owners when new ticket is created but unassigned Notification of upcoming due date Manually closed ticket Change owner if an SLA is breached and add previous owner to CC for high- or critical-priority tickets Managed installs — in-progress and failed deployments Configure the rules to fit your queue configurations. Provide further documentation of behaviors and how to adjust the rules.
Appliance Updates (4 hours)	KACE Systems Management Appliance KACE Systems Deployment Appliance	<ol style="list-style-type: none"> Perform all required appliance updates according to best practices (limit of three version upgrades).
Database Maintenance (4 hours)	KACE Systems Management Appliance KACE Systems Deployment Appliance	<ol style="list-style-type: none"> UI cleanup: Remove records for unused software, devices, labels, reports, ticket archival, images, KACE boot environments (KBEs), old source media and so on. Optimize the back-end database. Optimize settings.
KACE Boot Environment Preparation (2 hours)	KACE Systems Deployment Appliance	<ol style="list-style-type: none"> Build two Windows® KBEs. Build one Mac® KBE. Validate boot success for up to two device models. Provide further documentation of KBE behavior and how to adjust KBEs.
Remote Control Implementation (2 hours)	KACE Systems Management Appliance KACE Systems Deployment Appliance	<ol style="list-style-type: none"> Configure up to five common device actions against IP and up to five against HOST (up to 10 total). Examples include ping and registry. Configure up to two remote access solutions from this list: Microsoft Remote Desktop Protocol/ Remote Assistance, UltraVNC, DameWare®, Bomgar™ and Integrated Dell™ Remote Access Controller (iDRAC).

Option	Appliance	Description
RSA Implementation (2 hours)	KACE Systems Deployment Appliance	<ol style="list-style-type: none"> 1. Create one remote site appliance (RSA). 2. Link the RSA to your KACE Systems Deployment Appliance. 3. Configure the sync schedule. 4. Validate the sync and connectivity.
Popular Task Configurations (2 hours)	KACE Systems Deployment Appliance	<ol style="list-style-type: none"> 1. Select up to 5 software applications to add to the appliance from a list of available applications, such as: <ul style="list-style-type: none"> • TechSmith Camtasia Studio • Oracle Java 7/8 Update • Microsoft Silverlight • Microsoft Visual C++ Redistributables • Microsoft Office 2010/2013/2016 • Mozilla Firefox • Adobe Flash Player • Adobe Acrobat Reader • Adobe Acrobat • SonicWALL VPN Client • Cisco VPN Client • Autodesk Revit • Autodesk AutoCAD 2. Import pre- and post-install tasks for configurations chosen from a list of commonly used tasks, such as: <ul style="list-style-type: none"> • Multiple partitioning tasks • Secure booting (Trusted Platform Module) • Pre- and post-install tasks for drive encryption • Dell™ Client Configuration Toolkit (CCTK) tasks 3. Modify up to three packages to fit vendor-supported options for your environment.
Custom Survey (2 hours)	KACE Systems Management Appliance	<ol style="list-style-type: none"> 1. Create one customized survey or form queue. 2. Define up to three workflows. 3. Create up to two custom reports.
Appliance Initial Setup & Configuration (2 hours)	KACE Systems Management Appliance KACE Systems Deployment Appliance	<ol style="list-style-type: none"> 1. Download and configure a VM in your VM infrastructure. 2. Prepare your network for JumpStart training. 3. Prepare your appliance to accept JumpStart training. 4. Implement LDAP authentication. 5. Link your appliances if you have more than one. 6. Prepare external feeds, such as patching, updates and drivers.

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.