KACE® Systems Management Appliance

Discover, manage and secure both traditional and modern managed devices.

The KACE® Systems Management Appliance by Quest® offers comprehensive, automated management for a wide range of both traditional and modern managed devices. This easy-to-use platform addresses all your hardware and software management and security needs with a single solution, giving you the flexibility you need to grow and service your end-user systems more efficiently.

Designed to save you time and help modernize your endpoint management approach, the KACE Systems Management Appliance offers an intelligent, virtual appliance-based architecture to support your increasingly remote workforce:
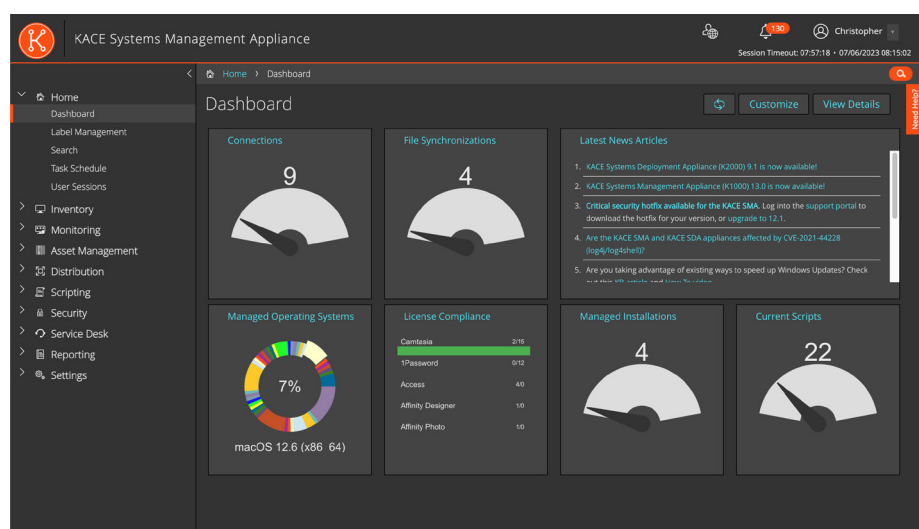
• Unified endpoint management for both traditional and modern devices, from initial deployment to ongoing management and retirement

• Enhanced security across your entire IT landscape of both traditional and modern managed devices

• Streamlined IT asset management for better allocation of resources and software license compliance

The comprehensive KACE solution empowers you to:

• **Discover** and inventory all hardware and software including servers, desktops, tablets and connected noncomputing devices.

• **Manage** your entire fleet of both traditional and modern endpoints using an intuitive workflow for maximum productivity.

• **Secure** your entire environment using automated operating system and application patch management, vulnerability scanning, and security configuration enforcement.

> "KACE gets used every single day of the week. In all the years I've been using it, I have not been able to justify moving to another product.
>
> *Mike Cottle*
> *IT Director, NMC Health*

BENEFITS:

• Inventory all hardware and software for comprehensive endpoint security.

• Block dangerous or unnecessary software and devices. Painlessly patch and update mission-critical applications and operating systems.

• Gain visibility into software usage for better resource allocation.

• Ensure software license compliance across the board.

• Improve the end-user experience with the KACE Service Desk.

• Simplify IT workflows with the process template wizard.

• Receive multiple deployment options as an on-premises virtual appliance or as a virtual appliance hosted in VMware, Hyper-V, Azure or Nutanix.

The KACE Systems Management Appliance features a patch compliance dashboard to help track all your software compliance requirements.

FEATURES

- **On-demand Windows patching —** Enable end users to trigger a staged update using a tray icon.

- **Security visibility —** Access the security dashboard to easily understand the patching state of every device in your inventory.

- **Patch tracking —** Use the Patch Schedule Wizard for automated and comprehensive patch deployment and view easy-to-understand patching results.

- **Secure deployments —** Gain peace of mind for all deployments inside or outside the DMZ through user identification, interface hardening and agent tunneling. Perform vulnerability scans and enforce security configurations across your environment, including firewalls and antivirus protection.

- **Flexible support —** Deliver integrated support and a user self-service portal via the KACE Service Desk. Empower users to readily find what they need to help themselves through an integrated knowledge base. Self-service tools allow users to request resources such as software and other IT services. Set granular SLA controls that map to asset management processes and workflows. Administrators and end users can access the KACE Go Mobile App remotely for added flexibility.

- **Accurate inventory —** Discover and inventory all network-connected hardware and software, including laptops, desktops, servers, storage devices, Chromebooks and connected noncomputing devices.

Maximize VMware virtual machine resources with VMware asset inventory and tracking. Easily add physical assets to inventory with mobile bar code scanning using the KACE Go Mobile App.

- **IT compliance —** Optimize software license usage by accurately tracking and managing software assets with the KACE application catalog. Generate proof-of-compliance reports to share with stakeholders. Also manage configuration and enforcement of organizational IT policies.

- **Remote management —** Use existing file servers to replicate remote sites in geographically diverse environments. Remotely distribute and install applications and digital assets, enable multiple domain support, and apply remote control functionality for centralized problem resolution with no site visit required.

- **Alerts and reporting —** Generate both prepackaged and custom wizard-generated reports. Generate user alerts for notification of important events, such as the interruption of email service. Receive administrative alerts on a variety of computer and network attributes for easy exception-based management.

- **Integrated Remote Desktop —** Optional add-on that enables enable admins to take control of their registered endpoints to help the IT team diagnose issues via remote troubleshooting. Our integration with SplashTop Remote Desktop allows you to remotely access your registered endpoints to help troubleshoot and solve issues.

- **Chromebook management —** Experience comprehensive hardware and operating system inventory management, as well as asset lifecycle management that improves service desk efficiency.

- **Server management and monitoring —** Provide more consistent availability of business-critical applications with comprehensive server monitoring and management.

- **Patch management and endpoint security —** Gain peace of mind with robust endpoint security, including automated patch management and deployment, as well as on-demand Windows patch scheduling and vulnerability management tools. The Security Dashboard lets you readily understand the patching state of each of the devices in your asset management system, including Windows 11 devices. The Patch Schedule Wizard enables you to create patch schedules and view easy-to-understand patching results

ABOUT QUEST

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Microsoft 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Quest Software. Where next meets now.

*Not all functionality is available on all platforms. Please check with your local representative.

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