KACE Asset Management Appliances QuickStart - Prepaid

Description

The KACE Asset Management Appliance ("AMA") QuickStart service is a custom-tailored implementation solution designed to assist you with the implementation and configuration of your KACE AMA. The service focuses on ensuring KACE is configured optimally for both your environment and your priority administrative needs. It also includes knowledge transfer on how best to manage the core processes and features of your KACE appliance.

NOTE: All services expire twelve (12) months from date of purchase.

Outcomes

Our KACE Subject Matter Experts ("SMEs") ensure all the core features and configurations of your KACE AMA such as initial setup, agent provisioning, custom inventorying, and more are quickly and efficiently implemented. Our SMEs also work closely with you in identifying and implementing one or more of your top priority administrative features such as asset management, reporting or agentless inventorying. By leveraging our time-tested methodologies and expert guidance through the entire implementation processes, your IT teams will be ready to administer KACE for best serving your environment demands.

Benefits
- Ensure your KACE solution is set up quickly and properly
- Save valuable time with help from experts to implement your new solution
- Receive expert and custom configurations designed for your specific scenario
- Learn best practices to ensure you are using the solution to its fullest potential
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Approach and activities

The service includes configuration and knowledge transfer of all the features listed below. Greater details for each feature can be found further in 'Appendix A'.

KACE Asset Management Appliances QuickStart – Features
Product Overview
Initial Setup Configuration
Agent Provisioning
Inventory Data
Custom Inventory
Intro to Self-Paced Training Library
Assets
Reporting (includes email notifications)
Agentless Inventory

The Asset Management Appliance QuickStart service activities listed below are typically delivered between two (2) to three (3) sessions:

- **Discovery / Architecture / Design & Documentation**
  - Review implementation business objectives, confirm the expected scope, and identify key personnel
  - Validate service prerequisites are fulfilled
  - Define a proposed architecture of the KACE solution for the environment
  - Define the project timeline with scheduling details on the specifics and duration for each needed session required to deliver all the features included/selected
  - Produce a KACE Architecture Specification document to use as the implementation blueprint and standard for evaluation of the ongoing implementation – Provide knowledge transfer on the Self-Paced Training Library
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- **Deployment**
  - Deploy and configure one (1) KACE AMA
  - Configure all features
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- **Knowledge Transfer**
  - Discuss operational use of the KACE AMA, its configuration, and best practices
  - Provide knowledge transfer on key administration activities for all features

Prerequisites and assumptions

- Scope of services assume just one (1) KACE AMA implementation
- All service activities are to be completed within 30 days
- No service activities shall take place during local, state and/or country holidays unless other arrangements have been coordinated through the Quest

Customer will:

- Ensure their environment meets or exceeds the hardware and operating environment software minimum specifications outlined in the "Virtual Appliance Technical Specifications" section of the KACE AMA webpage (found on www.quest.com/products/kace-asset-management-appliance/)
- Provide remote access to the KACE AMA via WebEx, and if required, a support tether.
- Ensure all networking related setup for the server is completed prior to engagement
- Ensure connectivity access (through firewall established between all agents if applicable) is configured between the server and agents
- Ensure an active user account is already established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, ChargeBack, etc.)
- Ensure other technical and business resources, as needed, will be able to participate throughout the engagement

Additional notes

For more information, please contact your Account Manager.

SKU

SKU Part #	Description
AAQ-KCE-PP	KACE Asset Management Appliance QuickStart - Prepaid

Appendix A

Feature	Service Includes

Product overview	• Provide an overview of the KACE AMA user interface and the following general features:
	   ○ Organizations (if applicable)
	   ○ Security/Patching
	   ○ Reporting
	   ○ Service Desk
	   ○ Scripting
	   ○ Distribution
	   ○ Asset Management
	   ○ Monitoring
	   ○ Inventory
	   ○ Labels

Initial Setup Configuration	• Provide an introduction to the feature
	• Assist with initial setup configuration of the KACE AMA for the following general settings:
	   ○ Appliance settings
	   ○ System maintenance
	   ○ Existing configuration settings and system log files
	   ○ User Roles (up to 3)
	   ○ Basic LDAP authentication (up to 3)
	   ○ Device Labels (up to 10)
	   ○ Organizations (up to 2, as applicable)

Agent provisioning	• Provide an introduction to the feature
	• Provide recommendations based upon best practices regarding agent provisioning strategy within your network
	• Assist in the deployment of up to twenty-five (25) agents. The task can be completed via:
	   ○ IP range
	   ○ GPO
	   ○ Scripted agent installer

Custom Inventory	• Provide an introduction to the feature • Provide up to ten (10) pre-configured custom inventory objects useful for most environments

Intro to Self-Paced Training Library	• Access to the Self-Paced Training Library is included as part of your ongoing support subscription
	• Provide an introduction of how to access the online library
	• With library content including training materials for all 'core' and 'optional' features listed within this QuickStart service offering, you will be able to:
	   ○ Learn and receive training on any 'optional' features not selected with your service
	   ○ Refresh and expand your knowledge on any 'core' or 'optional' features selected within your service

Assets	• Provide an introduction to the feature
Reporting	• Review asset import practices with your SMEs and provide support during the engagement based on best practices • Demonstrate one (1) import asset function from an existing CSV spreadsheet using the import wizard (you must provide CSV file)
Agentless Inventory	• Provide an introduction to the feature • Assist with building up to three (3) custom reports • Assist with configuring up to five (3) email delivery schedules • Provide an introduction to the feature • Assist with the configuration of one (1) device for agentless monitoring