



KACE Cloud QuickStart - Prepaid

Description

KACE Remote Cloud QuickStart - Prepaid service is a tailored implementation solution designed to assist you with the initial implementation and configuration of your KACE Cloud appliance. The service focuses on ensuring KACE Cloud is configured optimally both for your environment and your prioritized administrative needs. The service also includes knowledge transfer on how best to manage the core processes and features of your KACE Cloud.

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 software such as initial configuration, device enrollment, policies, and more are quickly and efficiently implemented. By leveraging our time-tested methodologies and expert guidance through the entire implementation processes, your IT teams will be ready to administer KACE Cloud 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 full potential

Approach and activities

Your team will receive support on all the designated features shown below.

KACE Cloud QuickStart	
Product Overview	•
Getting Started with Self-Paced Training Library	•
Link applicable device enrollment programs (E.g., Google, Apple, Microsoft)	•
Configuration of applicable settings (E.g., Authentication, Single Sign-On, LDAP, KACE SMA Linking, etc.)	•
Devices Policy Management	•
Setup Default Policies and Optional Configurations	•
Knowledge transfer for the main features you need	•
Cloud Secure Patching and Windows Updates (If Applicable)	•

The KACE Remote Cloud QuickStart - Prepaid for KACE Cloud includes the following activities which are delivered over three (3) sessions:

- **Initial Preparation Session**
 - Product Overview
 - Verify access to KACE Cloud Tenant
 - Discussion of device management needs
 - Tests enroll tech devices of all platforms.
 - Discuss Virtual Device options for testing.
 - Setup Device Users and Admins
 - Setup User Authentication
 - Intro to Self-Paced Training Library
 - Confirm: Apple Business Manager
 - Confirm: Managed Google Play

- **Primary Configuration Session**
 - Understanding Vendor Auto-Enrollment vs. Self-Enrollment
 - Connecting Auto Enrollment Services (Microsoft, Apple, Google)
 - Device Modes- Understanding Supervised vs. BYOD
 - Understanding Location Rules
 - Understanding & Creating filters
 - Policy configuration assistance: Up to 2 Policies, Options limited to:
 - Apps
 - Location Sets
 - Options Sets
 - Passcode Rules
 - Wi-Fi profile(s)
 - Understanding attaching library objects to policies
 - Understanding the automatic application of policies
 - Understanding Policy Restriction Sets – iOS vs. Android
 - Understanding unenrolling/wiping data from devices
 - Understanding MacOS-Specific Options (if applicable)
 - Connection to KACE SMA for inventory and device control via SMA (if applicable)
 - Provide Knowledge transfer on Cloud Secure Patching and Windows update and configure up to Two (2) policies for Windows Patching and Windows updates (If customer is not currently subscribed to KACE Cloud Secure Patching, SME will provide assistance on turning on the free 14 day trial if customer desires)

Prerequisites and assumptions

- Scope of services is for one (1) KACE Cloud implementation
- KACE Cloud Secure Patching Subscription (If Applicable)
- 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:

- Provide remote access to the KACE Cloud Tenant via remote session, and, if required, a support tether.
- Ensure all provided pre-requisite related setup for the environment or supporting services (such as Apple/Google Auto-enrollment provider programs) is completed before engagement.
- Ensure connectivity is configured and available between the software and devices.
- Ensure an active user account is already established within the desired integration application (such

- as SAML Provider, KACE SMA, 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
CMD-KCE-PP	KACE Cloud QuickStart - Prepaid