



## KACE Health Check - Prepaid

### Description

KACE Remote Health Check Services Offering is designed to assess the current health of one KACE appliance in the customer's environment. The service is delivered via remote consulting and addresses the activities outlined below.

**NOTE:** All services are delivered **Remotely** and expire twelve (12) months from date of purchase.

Includes:

- Implementation/configuration best practices report
- Appliance utilization/usage report
- Environment health reporting (Physical/Virtual)
- Support Ticket Review
- Summary reports for customer, sales, and support

Who it's suited for:

- Customers preparing for expansion
- Customers preparing to upgrade
- Customers with newly responsible staff or staff who are struggling with best practices etc.
- Customers with appliances that have been implemented for over 1 year
- This service offering is appropriate for a single KACE appliance. For multiple appliances, an additional service for each appliance is recommended

### Outcomes

The KACE Remote Health Check will help you identify potential issues with your KACE deployment and find ways to remediate them quickly for ongoing top performance of your solution. During the health check, our support engineers provide a technical assessment of your KACE deployment to identify and prioritize system improvements. We will share expert knowledge with your IT staff members to make sure everyone is aware of the full potential of your solution and, ultimately, to ensure that your deployment is working as efficiently as possible.

Benefits:

- Gain a complete picture of your KACE environment by reviewing support case history
- Uncover current performance, configuration and availability problems
- Learn from KACE product experts and receive improvement recommendations
- Review best practices and get help with architecture planning
- Receive a comprehensive report with findings

### Approach and activities

An initial 30-minute Planning Call will be conducted, to identify expectations and outcomes, and identify the appliance (SMA or SDA) to execute the Health Check against. This is followed by an offline data collection and analysis, performed by the Quest KACE engineer. Lastly, the KACE Engineer will conduct a session with the customer to review the outcome and findings of the Health Check.

The Health Check consists of a fixed set of activities as time permits. Changes to the activities cannot be made without a fully executed amendment (may change the pricing of the offering).

The planned activities consist of either a KACE Systems Management Appliance or a KACE Systems Deployment Appliance (on premise physical, on premise virtual, or hosted environment).

1. Planning – Once the order is received, we will arrange scheduling, remote access requirements and web conferencing and coordinate a planning call via e-mail with the point of contact indicated on the order.
2. Health Check – This is a joint engagement with the customer and consultant. The objective of this activity is to assess the current implementation of the KACE appliance. During this interactive session we will review important configuration items for optimal appliance functionality in accordance to best practices.
3. Configuration - Critical and non-critical items will be reported to the customer in a post-engagement report. Resources and additional information are included, as available.
4. Knowledge Transfer - Open Q&A on topics for which you were trained in QuickStart, or have implemented.  
 Note: if you have an issue in a functional area where not previously trained, training may be recommended. Explanation of findings and recommendations during the appliance health check are given.
5. Post Implementation - Appliance utilization/usage report and implementation/configuration best practices report provided

## Prerequisites and assumptions

Exclusions:

- Support related (break/fix) items may be deferred to the proper technical support team.
- Topics falling outside the scope of the defined service will need to be quoted via sales.  
 Examples include:
  - Additional product training exceeding the allotted time
  - Implementation assistance such as configuring a service desk.

Assumptions:

- KACE environment is operating correctly and accessible via a web browser
- All service activities are to be completed within 30 days
- Health Check is delivered Monday – Friday, 9:00 AM – 5:00 PM Local time zone
- 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 appliance via an agreed upon solution, and if required, a support tether
- Customer will assign appropriate technical and business resources to participate in the project that have necessary administrator privileges to the connected network (such as Active Directory) and the KACE software and vSphere, or Hyper-V
- The delivery language will be English
- Customer must have valid licenses for the applicable software product(s) and be current on support services for such products
- The Customer's KACE Administrator with system administration responsibilities will be available and provide appropriate remote access privileges required during the performance of this service
- KACE software installed must be a supported version listed in the Product Lifecycle table for KACE
- It is the Customer's responsibility to complete a backup of all existing data, software, and programs on supported products prior to performing any services

## Additional notes

For more information, please contact your Account Manager.

## SKU

SKU Part #	Description
HAH-KCE-PP	KACE Health Check - Prepaid

