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 implementing and configuring your KACE AMA. The service focuses on ensuring KACE is configured optimally for your environment and priority administrative needs. It also includes knowledge transfer on managing your KACE appliance's core processes and features.

Outcomes

Our KACE Subject Matter Experts ("SMEs") ensure that 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 to identify and implement 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 throughout the implementation process, your IT teams will be ready to administer KACE to best serve your environmental 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 use the solution to its fullest potential.

Approach and Activities

The service includes configuration and knowledge transfer of all the features listed below.

Appendix A provides greater details for each feature.

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 **KACE 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 that 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

- **Deployment**
  - Deploy and configure one (1) **KACE AMA**
  - Configure features as defined in Appendix A.

- **Knowledge Transfer**
  - Discuss the 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 assumes just one (1) **KACE AMA** implementation.
- All service activities are to be completed within 60 days.
- No service activities shall occur during local, state, and/or country holidays unless other arrangements have been coordinated through the Quest.
- All services expire twelve (12) months from the date of purchase.

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 a remote tool and, if required, a support tether.
- Ensure all networking-related setups for the server are completed before engagement.
- Ensure connectivity access (through a firewall established between all agents if applicable) is configured between the server and agents.
- Ensure an active user account is established within the desired integration application (such as vCenter, Hyper-V, Exchange, Active Directory, Chargeback, etc.)

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- 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) - Reporting - Service Desk - Scripting - Distribution - Asset Management - Monitoring - Inventory - Labels
Initial Setup Configuration	- Introduce the feature. - Assist with the 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	- Introduce the feature. - Provide recommendations based on 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	- Introduce the feature. - Provide up to five (5) pre-configured custom inventory objects useful for most environments

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

Assets	• We will introduce the Assets feature.
	• We will assist with designing and documenting a lifecycle management process which includes:
	    o Criteria to justify asset tracking.
	    o When the lifecycle begins (i.e., cradle)
	    o When the lifecycle ends (i.e., grave)
	    o What are the required states to support the asset lifecycle?
	    o What/when are the required touchpoints
	• We will assist with creating up to three (3) custom Asset Types, each with up to ten (10) custom fields.
	• We will demonstrate one (1) import asset function from an existing CSV spreadsheet using the Asset import wizard containing up to two thousand (2000) rows of data.
	• We will review asset import practices with your SMEs and provide support based on best practices during the engagement.

Reporting	• Introduce the feature. • Assist with building up to three (3) custom reports. • Assist with configuring up to five (3) email delivery schedules.
Agentless Inventory	• Introduce the feature. • Assist with the configuration of up to three (3) devices for agentless monitoring

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