



## KACE Cloud QuickStart - Prepaid

### Description

The **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 that KACE Cloud is configured optimally for your environment and prioritized administrative needs. It also includes knowledge transfer on how best to manage the core processes and features of your KACE Cloud.

### Outcomes

Our KACE Subject Matter Experts (“SMEs”) ensure that 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 process, your IT teams will be ready to administer KACE Cloud to best serve your environment's 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 use 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 key features you need	•
Cloud Secure Patching and Windows Updates (If Applicable)	•
KACE Cloud Companion (If Applicable)	•
KACE Remote Desktop	•

The **KACE Remote Cloud QuickStart - Prepaid** for KACE Cloud includes the following activities, which are delivered in up to 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)

- Make recommendations based on best practices for KACE Remote Desktop to assist with enabling and deploying the agent streamer to up to five (5) supported test devices.
- Provide Knowledge transfer on Cloud Secure Patching and Windows update and configure up to Two (2) policies for Windows Patching and Windows updates (If the customer is not currently subscribed to KACE Cloud Secure Patching, SME will help to turn on the free 14-day trial if the customer desires)
- If Applicable, provide Knowledge Transfer on using KACE Cloud Companion and managing supported endpoints.

## 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 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:

- Provide remote access to the KACE Cloud Tenant via a 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 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