KACE Health Check - Prepaid

Description

KACE 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.

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

Whom it is suited for:
- Customers preparing for expansion.
- Customers preparing to upgrade.
- Customers with newly responsible staff or staff struggling with best practices, etc.
- Customers with appliances that have been implemented for over one 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 Health Check** will help you identify potential issues with your KACE deployment and find ways to remediate them quickly for the ongoing top performance of your solution. During the **KACE Health Check**, our service 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 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. 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 health check's outcome and findings.

The Health Check consists of a fixed set of activities as time permits. Activities cannot be changed 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 (for an on-premises physical, 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— The objective of this activity is to assess the current implementation of the KACE appliance. During this session, we will review important configuration items for optimal appliance functionality in accordance with 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: Training may be recommended if you have an issue in a functional area where you have not previously been trained. The findings and recommendations during the appliance health check are explained.
5. Post Implementation - Appliance utilization/usage report and implementation/configuration best practices report provided.

Prerequisites and Assumptions

- KACE Health Check applies to one (1) KACE SMA single ORG or one SDA.
- Where possible, the KACE Health Check will be performed offline via a tethered connection; for more information on a tether, see KB article 4267510.
- All service activities are to be completed within 60 days.
- No service activities shall occur during local, state, and country holidays unless other arrangements have been coordinated through the Quest.
- Services are to be delivered remotely.
- All services expire twelve (12) months from the date of purchase.

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.
    - The KACE environment is operating correctly and accessible via a web browser.

Customer will:

- Provide remote access to the KACE appliance via an agreed-upon solution and, if necessary, a support tether.
- The customer will assign appropriate technical and business resources to participate in the project, with necessary administrator privileges to the connected network (such as Active Directory), 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.
- The installed KACE software 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 before performing any services.

Additional Notes

- For more information, please contact your Account Manager.

SKU

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