

KACE Service Desk

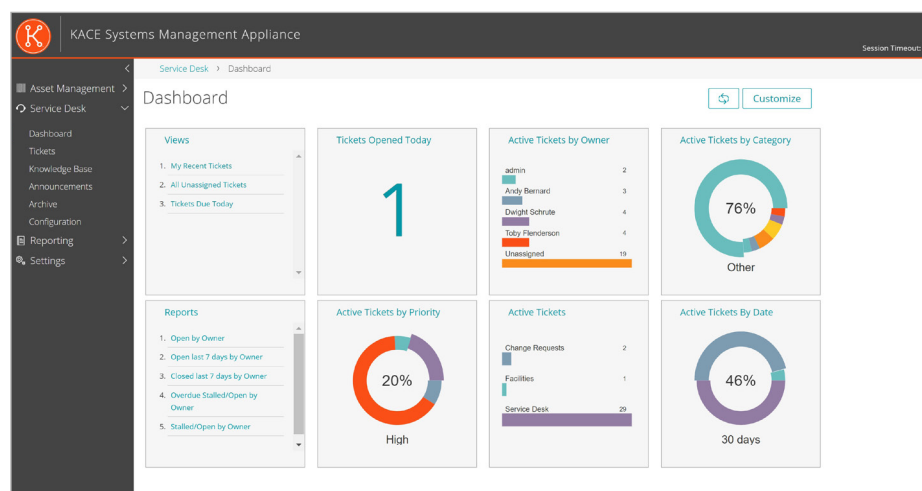
A complete ticket management system that streamlines IT workflows.

The Quest® KACE® Service Desk provides you with a comprehensive, automated IT ticketing system that helps your IT organization centrally manage, prioritize and track all your end user help desk requests throughout the entire ticket lifecycle. Complete with automated ticket creation, prioritization rules, escalation procedures and two-way communication between the user and technician, KACE Service Desk helps you effectively reduce service desk workloads and the required IT resources while speeding issue resolution.

Unlike traditional help desk ticketing systems, KACE Service Desk provides powerful end user support, including a robust self-service capability and a comprehensive knowledge-base that empowers users to enter their own help desk tickets and track its progress

through to resolution. The KACE Service Desk ticket management system is also equipped with an integrated asset discovery feature, along with a conditional workflow manager, giving your IT team continuous visibility and control over your entire IT landscape.

KACE Service Desk is also fully customizable to meet your organization's unique requirements, practices and IT processes. Designed to support both your mobile workforce, including users and technicians alike, KACE Service Desk helps you prevent delays, loss of productivity and the need for service technicians to be physically present, so your users have support and can get to work regardless of whether they are working in the office, at home or on the go.



The intuitive KACE Service Desk dashboard helps systems administrators quickly address IT service desk requests and provide complete end user support.

“Having the KACE Go app helps. No matter where I am, I can make sure that service desk tickets are being tracked, managed and that end users are being taken care of. This gives me the freedom to work on other projects in other areas of the building with peace of mind.”

*Shawn Preston,
Systems Administrator,
Westin Building Exchange*

BENEFITS:

- Manage and secure your entire IT environment when you inventory all hardware and software connected to your network.
- Customize aspects of your solution, including fields, workflows and reports to meet your organizational needs.
- Reclaim time spent on basic tasks by leveraging the self-service tool and system automation.
- Quickly achieve ROI with a solution that is easy to implement and has an intuitive user interface.
- Integrate or upgrade to the KACE Systems Management Appliance to avail of vulnerability scanning, patching, monitoring and more.

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SYSTEM REQUIREMENTS

For a complete list of system requirements, visit quest.com/products/kace-service-desk/

FEATURES

- **Discovery and Inventory** — Discovery and Inventory — Gain insight into the hardware and software within your IT landscape including laptops, desktops, servers, storage devices, and connected non-compute devices. Easily add physical assets to inventory with mobile barcode scanning using the KACE® GO Mobile App.
- **Ticket management** — Easily manage the tickets using standard and customizable fields to ensure that your team has all the data needed to quickly resolve requests.
- **Predefined workflows** — Build conditional workflows that align with your IT processes and ensure that you save time and meet your SLAs. Use these workflows to systemically manage compliance demands and audits.
- **Self-service portal** — Provide end users access to an intuitive self-service portal where they can initiate and track their own tickets, research their own issues and install company approved applications.
- **Reporting and metrics** — Use the robust reporting engine to create predefined or custom reports that provide valuable

insights to demonstrate the value and position IT as a strategic business partner within the wider organization.

- **Integration** — Easily add physical assets to your inventory with mobile barcode scanning using the Quest® KACE® GO Mobile App for real-time incident management.
- **Unlimited technician access** — Scale the solution to support your growing IT team and add as many technicians as needed to meet the demands of your service desk users.

ABOUT QUEST

Quest provides software solutions for the rapidly changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid data centers, security threats and regulatory requirements. Our portfolio includes solutions for database management, data protection, unified endpoint management, identity and access management, and Microsoft platform management.