

KACE Expert Assist - Prepaid

Overview

The **KACE Expert Assist** service is sold as a pre-packaged offering specifically designed to assist Customer with the implementation and configuration of KACE. The service provides Customer with the levels of expert support required to address core functionality, provide for upgrades and migrations, expert enterprise roll out, and assist your KACE implementation along the way.

The **KACE Expert Assist** package consists of assistance of up to **twenty (20) hours**; these hours can be used for the following types of activities:

- Deployment Architecture changes
- Upgrades and Migrations
- Health Check (advanced)
- Troubleshooting and support ticket management and escalation

The benefits of leveraging the **KACE Expert Assist** package include:

- Ensure the quick and efficient installation of KACE
- Quickly and effectively identify gaps in under- or not-utilized features and their implementation requirements
- Accelerated return on investment.
- Working together, we help you define your vision and operationalize it, so you can gain—and sustain—competitive advantages.

Activities Descriptions

The Quest PSO (Professional Services Organization) team will work closely together, in a collaborative and agile way, with the Customer project team to address the mutually agreed upon tasks and activities as needed, up to **twenty (20) hours**. Tasks and activities will be outlined, prioritized, and estimated to ensure Customer's needs are being met, including, but not limited to:

Deployment Architecture changes

The Quest PSO Consultants will work with Customer if architecture changes are required.

- Evaluate and analyze existing deployment architecture
- Make recommendations about changes to the architecture based on upcoming or existing changes
- Provide documentation for these changes, including infrastructure diagrams.

Upgrades and Migrations

Our KACE Subject Matter Expert (SME) will support Customer to:

- Provide documentation with the necessary infrastructure diagrams for installation/upgrade of KACE
- Migrating KACE software components to new servers if required
- Review and validate installation/upgrade and configuration of all prerequisites
- Coordinate with Customer resources, as required by Customer, in preparation for the installation/upgrade process

- Install/upgrade components of KACE
- Confirm the operation and functionality of the installed/upgraded components

Health Check (advanced)

During the health check, our professional services consultant will provide a technical assessment of your deployment to identify and prioritize system improvements.

- Identify existing issues and bottlenecks
- Uncover current performance, configuration, and availability problems and get recommendations for resolving them
- Review best practices for ongoing optimal system performance
- Receive a comprehensive report with findings

Troubleshooting Support Issues

The Quest PSO Consultants will work together with Customer to address any raised Customer Support Issues, speeding up time to resolution and providing a concierge support liaison.

- Review and manage open support tickets.
- Provide liaison to the support team to ensure all required documents, logs, screenshots, and replicated data are forwarded to the Support team.
- Actively work with Support on the resolution of issues.
- Implement provided Support fixes and validated resolution.
- Issue reporting and escalation as needed.

Conditions and Limitations

Limitations

- The **KACE Expert Assist** package provides up to **twenty (20) hours** of Professional Services. Services shall not exceed **twenty (20) hours** per package purchased.
- The hours provided as part of the **KACE Expert Assist** package will be usable during the period that is the greater of (i) the term of the licenses for KACE that were purchased concurrently with the **KACE Expert Assist** package (not including any later renewal of such licenses), or (ii) twelve (12) months. Any unused hours will expire after such period.

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:
 - QuickStart (Initial product training)
 - Third-party troubleshooting
 - Any third-party hardware and software configuration.
 - 100% configuration of any module.
 - Customization (requires prior approval by Quest)

Assumptions:

- KACE environment is fully accessible and on a supported version.



- This service is delivered Monday – Friday, 9:00 AM – 5:00 PM EST
- No service activities shall take place during local, state, and/or country holidays unless other arrangements have been coordinated through Quest.
- Quest uses Microsoft Teams for web conferencing. However, an equivalent Customer solution can be used by mutual consent.
- The Service will be delivered in the English language, unless expressly agreed upon in writing and coordinated by Customer and Quest.

Customer will:

Assign a single point of contact for coordination who will provide access to appropriate resources to participate in the project and that has the necessary administrator privileges or can enable provisions of such privileges to the connected network and associated systems.

- Have valid licenses for all Quest and third-party software product(s) applicable to the engagement and be current on support services for such products.

SKU

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