Quest®

KACE Systems Management Appliance

KACE™

Manage, secure and service all of your network-connected devices

The Quest® KACE® Systems Management Appliance (SMA) provides your growing organization with comprehensive management of network-connected devices, including servers, PCs, Macs, Chromebooks, tablets, printers, storage, networking gear and the Internet of Things (IoT). KACE can fulfill all of your organization's systems management needs, from initial deployment to ongoing management and retirement.

The KACE SMA is designed to save you time and deliver rapid ROI to your growing organization. Unlike traditional software solutions, KACE is based on a flexible and intelligent, virtual appliance-based architecture that provides:

- A fully integrated solution for endpoint systems management – managing all network-connected systems and devices

- Simpler and faster implementation

- Easier administration and minimal maintenance

Available as a virtual appliance or as a service via a hosted, cloud-delivered virtual appliance (KACE as a Service)*, KACE offers the following capabilities:

- Device discovery and inventory of all hardware and software connected to your network, including computers, servers, Chromebooks and connected non-computing devices

- Endpoint security with automated OS and application patch management, vulnerability scanning and security configuration enforcement

- IT asset management (ITAM) for comprehensive asset tracking and compliance reporting

- Comprehensive software license management utilizing a deep software catalog for software discovery and reconciliation

"With [the KACE System Management Appliance's] automation, it has time and time again saved us man hours. IT headaches for installing and updating software are no longer."

Darrell Fauvel, IT Administrator, Texas Tech University Health Sciences Center

BENEFITS:

- Inventory all hardware and software connected to your network so that you can manage and secure your entire IT environment.

- Block dangerous or unnecessary software and devices, and painlessly patch mission-critical applications and operating systems.

- Gain visibility to software usage so you can better allocate resources and assure software license compliance.

- Improve the end-user experience with an integrated service desk, as well as a user self-service portal.

- Simplify design and management of IT processes and approval workflows with the process template wizard.

- Allow customers and partners to build custom integrations with the KACE software development kit.
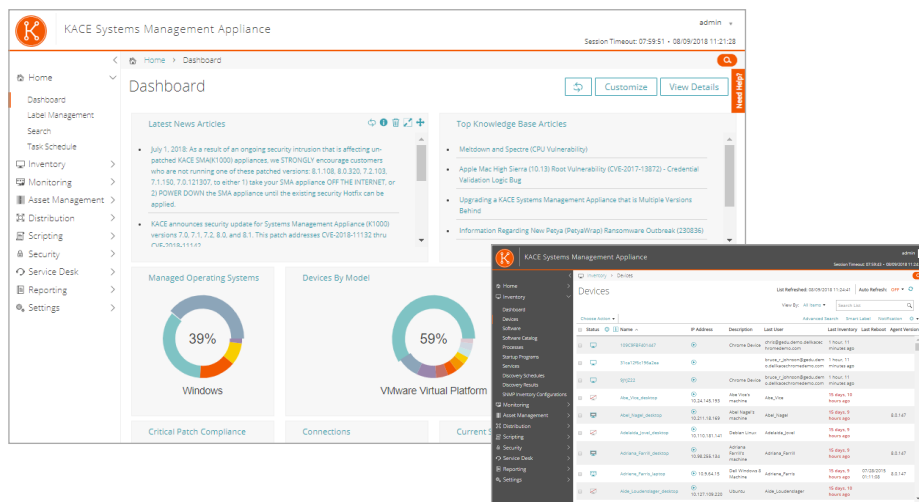
Multiple UI themes, dashboards and widgets, and the intuitive interface of the KACE Systems Management Appliance allow IT administrators of all skill levels to quickly and easily accomplish a breadth of systems management tasks.

- Configuration and policy management via prepackaged or custom policies

- Server monitoring and alerts integrated with asset management and help desk

FEATURES**

- **Obtain accurate inventory** — Discover and inventory all hardware and software network-wide, including laptops, desktops, servers, storage devices, Chromebooks and connected non-computing devices. Maximize VMware virtual machine resources with VMware asset inventory and tracking. Easily add physical assets to inventory with mobile bar code scanning using the Quest® KACE® GO Mobile App.

- **Enhance endpoint security** — Perform vulnerability scans and enforce security configurations, including firewalls and anti-virus protection.

- **Deliver comprehensive patching** — Schedule, deliver and track operating system and application patches, and automate patch delivery.

- **Improve license compliance and optimization** — Optimize software license usage by accurately tracking and managing software assets with our application catalog.

- **Perform software distribution** — Remotely distribute and install applications and digital assets.

- **Monitor servers** — Log monitoring of servers, integrated with asset management, reporting and service desk.

- **Ensure compliance** — Comprehensively track assets and create proof of compliance reporting.

- **Deliver integrated service desk capabilities** — Provide a service desk with granular SLA controls that is integrated with asset management processes and workflows, a user self-service portal, and the KACE GO Mobile App for both administrators and end users.

- **Enforce IT policies** — Manage configuration and enforcement via prepackaged or custom policies.

- **Deliver energy savings** — Create and deploy energy-saving power configuration policies.

- **Provide complete reporting** — Generate both prepackaged and custom wizard-generated reports.

- **Replicate remote sites** — Use existing file servers to replicate remote sites in geographically diverse environments.

- **Generate user alerts** — Broadcast alerts for user notification of important events, such as the interruption of email service.

- **User self-service portal** — Provide an intuitive experience for end users, enabling them to more easily find what they need to help themselves through an integrated knowledge base. Plus, give them the ability to request resources like software and other IT services.

- **Manage multiple domains** — Enable multiple domain support for decentralized IT environments.

- **Generate system alerts** — Receive administrative alerts on a variety of computer and network attributes for easy exception-based management.

- **Manage remote systems** — Use remote control for centralized problem resolution with no site visit required.

- **Import inventory information on mobile devices** — Import mobile devices into inventory, asset management and service desk workflows via third-party integration.

- **Access the leading IT community** — Establish deployment best practices with an exclusive feed from our ITNinja.com community, formerly AppDeploy.com.

Simple and secure administration

- Administration via any device (PC, tablet, handheld) using a supported web browser

- Comprehensive search across the entire KACE database

- Authentication, permissions and administrative rights management

- Real-time LDAP and Active Directory integration

- Wake on LAN capabilities for after-hours maintenance

- One-click appliance software upgrades

- Auditing and tracking of key administration activities by time and owner

Ideal for distributed environments

- Remote replication and alternate download locations to effectively manage dispersed offices without the need for dedicated hardware or staff

- Easy-to-use configuration options for scheduling replication to reduce complexity and time in managing remote sites

- Bandwidth throttling and synchronization to minimize network impact

- Checkpoint restart to improve reliability and reduce network traffic

- Dynamic policy groups to automatically organize and target systems at remote sites

- Remote shares supported on existing Windows, Linux or Mac servers to eliminate the need for dedicated hardware

ABOUT QUEST

At Quest, our purpose is to solve complex problems with simple solutions. We accomplish this with a philosophy focused on great products, great service and an overall goal of being simple to do business with. Our vision is to deliver technology that eliminates the need to choose between efficiency and effectiveness, which means you and your organization can spend less time on IT administration and more time on business innovation.

SYSTEM REQUIREMENTS

For a complete list of system requirements, visit quest.com/products/kace-systems-management-appliance

*KACE as a Service may not be available in all regions. Please check with your local sales representative for availability.

**Not all functionality is available on all platforms. Please check with your local representative.

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