Dell KACE Essential Services

A full line of services that help you realize the most value from your KACE appliances

Dell KACE Essential Services — add more value to your systems management solution.

Whether you're starting with your first appliance, looking for ways to enhance the appliance you already have or exploring ways to expand your KACE capabilities, we have the services to help you reach your goals.

Dell KACE professional services help you customize the right solution for your organization and quickly deploy it to production.

Professional services that help you customize and deploy your solution

We have the right professional services to help you customize the right systems management or systems deployment appliance for your organization and move from planning to production quickly and easily. Our flexible services will help you capture detailed business and technical requirements to ensure the solution we provide will address your current challenges and also grow with you to meet your future needs, maximizing your return on investment.
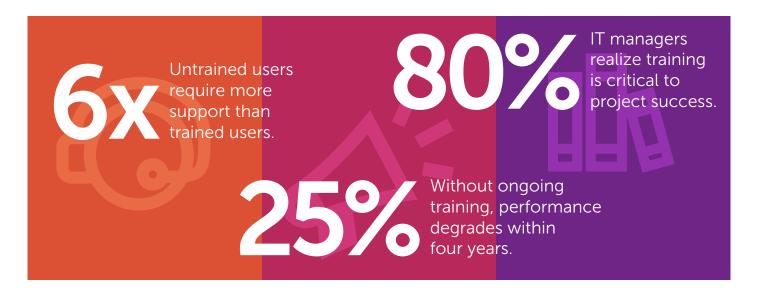
When your KACE appliance is ready, you can rely on our extensive knowledge and proven track record to guide you through your deployment project, saving you effort and ensuring quick time to value.

Benefits of KACE configuration and implementation services

- Get help customizing a solution to meet your unique business needs today and into the future

- Quickly and properly deploy your KACE appliance

- Reduce deployment risk and uncertainty

- Learn best practices from KACE experts

- Work with a single point of contact for project management

- Overcome internal resource constraints

KACE
Essential Services
Professional Services
Support Services
Education Services

Operate — Optimize performance & efficiency
Deliver — Easily move from planning to production
Grow — Evolve to maximize value & benefits
KACE user journey

Contact KACE services for more information.

6x Untrained users require more support than trained users.

80% IT managers realize training is critical to project success.

25% Without ongoing training, performance degrades within four years.

Support services that help you operate optimally

Once your solution is in production, our support services help you optimize performance and efficiency. We offer easy-to-use self-help tools, a qualified support team and optional 24x7 Support to help you quickly resolve issues, simplify IT tasks, mitigate risk, improve productivity and maximize uptime.

We also provide proactive support options that help boost productivity and maximize value. A team of experts will collaborate with you to gain a deep understanding of your IT environment, support requirements and business needs in order to make recommendations on product usage and adoption to ensure you are getting the best return on your investment.

Benefits of KACE support services

- Resolve technical issues quickly and independently 24x7 with the self-service portal

- Engage with highly skilled and certified engineers who are committed to your success

- Stay up to date with KACE downloads, updates and upgrades

- Get worldwide access to technical support resources
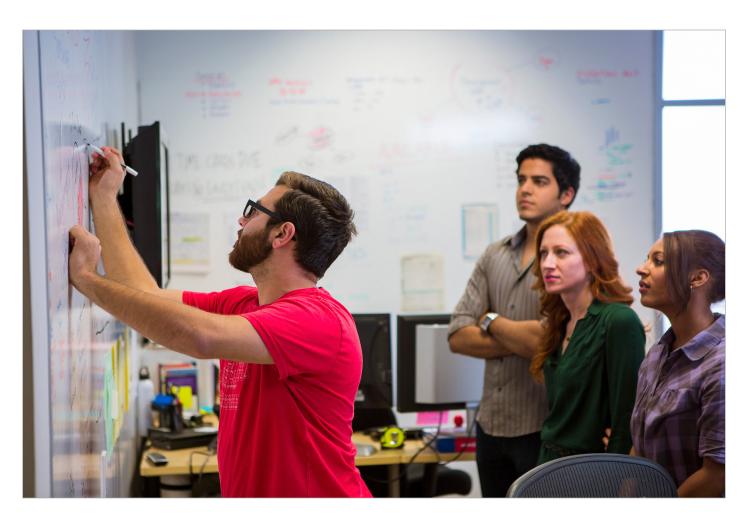
Education services that help you grow

IT organizations need to constantly adapt to new requirements or regulations, deliver new capabilities and explore ways to provide additional value to the business. Our education services will help your organization achieve these goals by helping you learn to use your Dell KACE solution effectively and to its fullest potential.

Simply put, proper training is a smart investment. IDC research reveals that untrained users require six times more support than trained users. In addition, performance degrades by 25 percent in just four years without ongoing training, which is why 80 percent of IT managers realize training is essential to success..

Our education services enable you to take full advantage of your solution's capabilities. Specifically, we provide you with the information and training you need to automate more processes, become more data driven, improve security and availability, and accelerate business performance. And because no two people learn exactly the same way, we have customizable, flexible and continuous learning opportunities to help you progress from beginner to expert quickly.

Once your solution is in production, Dell KACE support services help you optimize performance and efficiency to maximize return on investment.

Contact KACE services for more information.

DELL

Dell KACE education services provide flexible learning opportunities that help you continually adapt to new requirements, deliver new capabilities and discover ways to provide additional value to your organization.

Benefits of KACE education services

- Learn to use your Dell KACE solution to its fullest potential so you can adapt to new requirements, deliver new capabilities and discover ways to provide additional value to your organization

- Get the information and training you need through flexible online courses, in-person training, community forums and ongoing education seminars

- Maximize value by automating processes, building better reports, improving security and more

- Tailor courses to meet the specific needs of your organization

- Reduce travel time and expenses with cost-effective online training options

- Take courses anytime, anywhere

- Get knowledge and advice related to your specific environment

To learn more about KACE Essential Services, please visit software.dell.com/kace/essential-services.

Contact KACE services for more information.

For More Information

About Dell Software

Dell Software helps customers unlock greater potential through the power of technology — delivering scalable, affordable and simple-to-use solutions that simplify IT and mitigate risk. The Dell Software portfolio addresses five key areas of customer needs: data center and cloud management, information management, mobile workforce management, security and data protection. This software, when combined with Dell hardware and services, drives unmatched efficiency and productivity to accelerate business results. www.dellsoftware.com.

If you have any questions regarding your potential use of this material, contact:

Dell Software
4 Polaris Way
Aliso Viejo, CA 92656
www.dellsoftware.com

Refer to our Web site for regional and international office information.