

Dell KACE Health Check

Get expert insight into your KACE environment and ensure ongoing top performance of your endpoint systems management solution

Your Dell KACE K1000 Systems Management Appliance and Dell KACE K2000 Systems Deployment Appliance work hard to provision, manage, secure and service your entire IT infrastructure. Even minor hiccups in this process can result in performance degradations that might impact system availability and user satisfaction. With a KACE Health Check, you get expert help identifying potential issues with your KACE deployment and recommendations for remediating them, so you can ensure ongoing top performance of your solution.

The KACE Health Check is designed to help you optimize the performance, configuration and availability of your KACE environment. Our support engineers will provide a technical assessment of your KACE deployment to identify any issues, recommend

solutions and prioritize system improvements. In addition, we will share expert knowledge and best practices with your IT staff to ensure that your deployment is working as efficiently as possible and that everyone is aware of the full potential of your solution.

KACE Health Check process

KACE Health Check is a service offering ideally suited for organizations that want to make sure their deployment is optimally configured for their specific environment, those preparing for expansion or upgrade, and organizations with new staff members. With its well-defined scope, this service provides a quicker turnaround time and shorter duration than a full consulting engagement, making it flexible for your business needs.

Dell KACE Health Check will help you optimize your KACE environment.

Benefits:

- Gain a complete picture of your KACE environment by reviewing your support case history
- Uncover current performance, configuration and availability problems and get recommendations for resolving them
- Review best practices for ongoing administration and get help with architecture planning
- Learn from Dell product experts to get the most value from your systems management solution
- Receive a comprehensive report with all findings and recommendations



Ensure that your KACE systems management solution is running as efficiently as possible and train your team to take advantage of its full value.

During your health check, Dell experts will assess the general health of your KACE deployment and make recommendations for improving its performance and maximizing its value to your organization. The health check process is as follows:

- **Planning** — We will host a planning session with you to review your existing KACE deployment and verify its readiness for the health check. Then we will schedule your health check and document project logistics and prerequisites.
- **Status review** — A Dell support engineer will review your systems management architecture and expansion plans to get a complete picture of your environment. Next, the support engineer will review your support case history to understand any previous or ongoing issues your organization has experienced. In addition, your support engineer will ensure that patches managed by your KACE appliance are up to date and operational.
- **Evaluation and recommendations** — Next, the support engineer will take a deep look into all aspects of your KACE deployment to find any performance, configuration

and availability issues, and then make recommendations on how to resolve them.

- **Best practices and expert advice** — Last, your support engineer will recommend best practices for ongoing administration and system maintenance, including day-to-day tasks and monthly checks. In addition, Dell experts will offer tips and tricks to help you get the most from your KACE deployment. This may include identifying specific features and functionality that could benefit your organization and training your team to use them.

Once your Dell KACE Health Check is complete, you will receive a comprehensive report detailing all findings and recommendations.

Contact [KACE services](#) for more information.

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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. This software, when combined with Dell hardware and services, drives unmatched efficiency and productivity to accelerate business results. www.dellsoftware.com.

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