

Deliver a unified approach to endpoint management

Save customers' time and boost your profitability with Quest® unified endpoint management (UEM) solutions.

Quest



IT administrators rely on multiple solutions to help them efficiently manage the growing number of connected devices across their organization's network. However, managing these multiple technologies adds complexity and time-consuming tasks to their jobs, which increases overall IT costs.

As their digital universe transforms, your customers have no choice but to quickly scale in order to manage the ever-increasing number of endpoints.

Security challenges add another layer of complexity. For every device that connects to your customers' network, there is likely someone out there trying to exploit that connection to access company data via malware, ransomware and other methods. And with your customers' IT staff stretched so thin, the chance of missing certain vulnerabilities increases tenfold.

Become a Quest KACE partner. Visit quest.com/partners/

“KACE saves us time and allows us to do more for our customers. It allows us to be flexible with our solutions to unique business problems. For example, we had a customer that needed to support and quickly patch 12,000 endpoints across 500 sites. With the flexibility of KACE, we were able to put together a solution that allowed us to get their environment patched within three days.”

Erik Olson
NTT Data Services Partner

- 69 percent of organizations have incorporated endpoint security into their overall IT security strategy.¹
- 61 percent say they already have unknown devices and applications on their network.²
- The smartphone infection rate has seen a 400 percent year-over-year increase.³

HOW CAN QUEST HELP YOU HELP YOUR CUSTOMERS?

Quest® KACE® solutions make it possible to implement a unified endpoint management (UEM) strategy built to meet your individual customer's needs. This enables end users to proactively secure and manage desktop computers, laptops, servers, smartphones and tablets in a connected, cohesive manner using a single platform. Quest KACE solutions also provide management functionality for other endpoint essentials, including printers, projectors, personal devices, Internet of Things (IoT) devices and more.

As a Quest KACE partner, you will save your customer time, increase your overall market share and boost your profit margins.

WHAT IS KACE

If your customers can't see all of the devices connected to their network, how can they manage them? KACE solves this problem with three UEM components: KACE Systems Management Appliance (SMA), KACE Systems Deployment Appliance (SDA) and KACE Cloud Mobile Device Manager (MDM). Together, these solutions solve common customer challenges of managing and securing multiple endpoints in increasingly complex, IT environments.

KACE SMA

KACE Systems Management Appliance is a comprehensive systems management solution that streamlines asset management, better secures network-connected devices and more efficiently services end user devices.

- **Inventory and IT asset management** — Transform insight into action with turnkey

reporting on all endpoints, from laptops and servers to printers and IoT devices.

- **Software license management** — Ensure software compliance, and own the entire software license management lifecycle.
- **Patch management and security** — Keep the organization safe with set-it-and-forget-it patching.
- **Software distribution** — Deliver the right software to the right person at the right time.
- **Service desk** — Make delivering a great help desk user experience look easy.
- **KACE Go Mobile App** — Access the KACE SMA from mobile devices using the KACE Go Mobile App.

KACE SDA

KACE Systems Deployment Appliance is a multiplatform solution that enables faster, easier initial provisioning, and ongoing administration of system images and driver updates.

- **Multicasting** — Streamline large-scale systems imaging projects with powerful multicasting capabilities.
- **Multiplatform deployment** — Perform systems deployment and maintain up-to-date gold master images across diverse hardware platforms.

KACE Cloud MDM

KACE Cloud Mobile Device Manager is a native software-as-a-service (SaaS) solution that gives your customers the ability to manage end users' mobile devices, with a comprehensive view of both their traditional and mobile devices inventories when used with the KACE SMA.

- **User management** — Enable user account management functionality and device associations.
- **Device enrollment** — Enable users to enroll iOS and Android devices.
- **Device inventory** — Collect and manage inventory and attributes, both on demand and on a schedule.
- **Device management** — Enable common device actions, such as pin code changes, lock/unlock, wipe and reset.

1 Ponemon Institute. (November 2017). The 2017 State of Endpoint Security Risk. Retrieved from <https://cdn2.hubspot.net/hubfs/468115/Campaigns/2017-Ponemon-Report/barkly-2017-state-of-endpoint-security-risk-ponemon-institute-final.pdf?i=1529595030104>.

2 Dimensional Research. (April 2017). The Growing Threat of Mobile Device Security Breaches. Retrieved from https://blog.checkpoint.com/wp-content/uploads/2017/04/Dimensional_Enterprise-Mobile-Security-Survey.pdf.

3 2017 Threat Intelligence Report. (March 2017). Retrieved from <https://pages.nokia.com/8859/Threat-Intelligence-Report.html>.

KACE flexibility

KACE as a Service (KaaS) is a version of KACE SMA, hosted in a secure, high-availability data center in order to eliminate upfront capital expenditures, and reduce infrastructure costs and budget for systems management through operating expenses.

KACE Asset Management Appliance (KACE AMA) offers a subset of the functionality of the KACE SMA, focused specifically around inventory and asset management, at a lower starting price.

SUCCEED WITH QUEST KACE

With KACE you're better able to help customers by giving them back one thing they can never have enough of — time. KACE helps simplify the complex by unifying your customer's endpoint strategy with one solution.

About 80 percent of our KACE systems management customers report a full return on investment (ROI) in less than six months. With all the time they save by automating the imaging and deployment of their systems, they'll be able to invest in more strategic projects that will add value and incremental revenue to their overall business.

Why work with us?

Quest partners are the cornerstone of our business; we truly value our partner relationships. The Quest Partner Circle Program is committed to delivering programs that drive profitability and increase capability while maintaining ease of doing business together. Our channel-centric model, coupled with award-winning solutions and services, position you and our joint customers

for business success now and into the future.

Gain access to Quest profit pools, including margins, incentives, rebates, renewals and services, and expand your margins through a complete services portfolio. Quest helps enable all aspects of your business, including presales, sales, marketing, renewals and training. We're right there beside you, actively helping solve your customers' problems.

We make sure all aspects of doing business with us are as simple as possible, with fast deal registration, a simplified certification process, and distribution options to speed deals and support your business.

Training and certification

Further increase your profit margins and revenue by completing our sales accreditation requirements to receive full Partner Circle Program benefits. Generate increased revenue from Quest UEM solutions to earn a high level of margin of up to 40 percent, and up to 9 percent in the back-end rebate.

Complete our services certification requirements for Partner Service Delivery and further increase your profitability. Choose the delivery option that best meets your business goals:

- **Partner-led delivery** — Develop your Quest services expertise and provide your customers with end-to-end services.
- **Joint services engagement** — Collaborate for success with our Quest services team.
- **Quest-led delivery** — Focus your business on reselling Quest services, then hand the delivery over to us (services certification is not required for this option).

“We love working with Quest on the KACE solution and presenting it to our partners. We are seeing a ton of excitement. The KACE team are very passionate. They provide demos for our partners, as well as their end users. It really is a product that helps sell itself.”

*Jay Cittadino
Lifeboat Distributor*

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.

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