impeltec

impelConsult™
KACE Professional Services

anywhere • reliable • secure • flexible

impeltec can help your business adopt IT change smoothly, alleviating bottlenecks in your own IT specialists. As specialists in end user automation and management with Quest KACE, we can design and configure the KACE appliance-based architecture to save you time and money. Whether you're after some quick assistance, a second opinion, or a full implementation, the experts at impeltec can assist. With our flexible engagement model, you can drive the outcomes that you need when you actually need them and realise the full potential that KACE can provide.

features

Simplicity: impeltec experts will work through all your requirements to get your business up and running and securely managed with KACE.

Anything, Anywhere, Anytime: Enable remote management your end-user assets, including Windows®, Linux, Apple MAC, networking and other devices, in any location over the internet. Deploy software and patches with ease, and remotely support your workforce when and where they need it.

Service Desk: Service desk and change management design and implementation including queue configuration, email control, ticket rules, SLAs, processes and workflows, user self-service portal, knowledgebase and much more.

Asset Management: Implement a robust IT asset management (ITAM) for comprehensive asset tracking, license compliance reporting and service desk integration.

what do I get?

Analysis: impeltec experts will work with you to understand your business needs, and design the service to make sure you are getting full value for money.

Quest KACE: we will arrange licensing and provide expert consultants to bring your assets under management through implementation and training activities.

Peace of mind: impeltec can provide a range of flexible ongoing and managed services to ensure you are always getting the most from your KACE investment.

Distributed environments: Enable remote replication and alternate download locations to effectively manage dispersed offices without the need for dedicated hardware or staff.

is it for me?

☐ Does your business currently have no, limited, or out-dated end-user management infrastructure, service desk, or asset management solutions?

☐ Is the cost of efficiently managing your end-user assets a strain on your resources and budget?

☐ Are your IT assets in dispersed locations making your management of them a costly challenge?

☐ Are you looking to limit or reduce your IT support overheads?

☐ Is your end-user management infrastructure too complex to configure and maintain?

details

Why KACE Services?

☐ 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.

impeltec's professional service for KACE can provide, health checks, training, or design and implementation at attractive rates.

Couple with our impelOps service to have all your ongoing end-user device management needs covered.

Consider our impelSOE and impelApp services to round out your end-user technical needs.

Consult	Design	Build	Deploy	Maintain	Operate
impelSOE impelConsult impelApp	impelSOE impelConsult impelApp	impelSOE impelConsult impelApp	impelConsult	impelSOE impelOps	impelOps

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