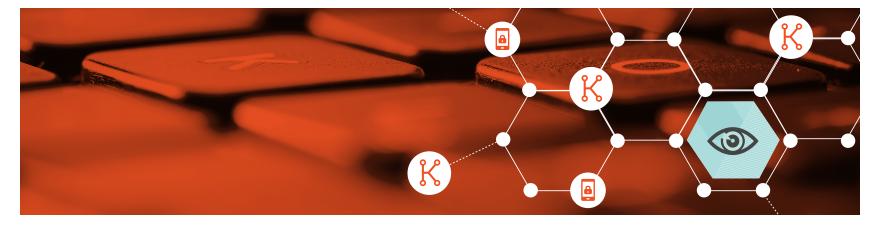# What's New in the Quest® KACE Systems Management Appliance 10.0?

Managing and deploying security updates is time-consuming and challenging because of the wide range of devices people within your organization use to get their work done. Which is why as your IT environment continues to grow, its crucial that you be able to discover, manage and secure all these endpoints.

The KACE Systems Management Appliance (SMA) 10.0 helps you automate and manage these processes by providing you with an easy-to-use, multiplatform solution that addresses your hardware and software management and network security needs while making it possible to better service end-users systems — all with a single solution.

Update highlights include:

- Enhanced service desk functionality that maximizes user productivity while reducing time to resolution and providing a more secure, efficient workflow.

- Improved auditing and centralized logging capabilities that make it possible for organizations to better meet requirements and prove their compliance.

- Expanded patching catalog that makes it easier for IT admins to properly patch mission-critical applications and operating systems to reduce the risk of breach and safeguard vulnerable endpoints.

NEW FEATURES

- **Patching improvements -** Timelier patch availability, patch application, a wider catalog of patches for the admin and more snooze options for the end user.

- **Ticket Templates -** Customizable templates with conditional logic fields will present a custom ticket form based on the fields available in that queue.

- **Centralized log storage -** Save logs (syslog) to a centralized server, such as one for security information and event management, to eliminate the need to download them to long term storage as needed for Identity and Access Management (IAM) and other compliance requirements.

For more information about KACE Systems Management Appliance visit our website. New to KACE SMA? Download a free trial. Current customer? Update your solution through the support portal.

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.