



# ***Simplify IT Complexity***

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## **LANDesk® Solutions Overview**

- Systems Lifecycle Management
- Endpoint Security Management
- IT Service Management

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## ***Contents***

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<b>Why Choose LANDesk?</b> .....	2
<b>Industry Recognition of Proven Solutions</b> .....	3
<b>Systems Lifecycle Management</b> .....	4
Simplify IT Complexity and Transform Service Quality with Top-Rated LANDesk® Management Suite	
<b>Endpoint Security Management</b> .....	6
Discover, Manage, Update and Protect All Your Endpoints with LANDesk® Security Suite	
<b>IT Service Management</b> .....	8
Orchestrate Improved Service Delivery with the LANDesk® Suite of ITSM Solutions	
<b>Extending Systems, Security and Service Management to the Cloud</b> . . . .	10
<b>LANDesk Global Services</b> .....	12
More Reasons to Choose LANDesk	

## WHY CHOOSE LANDESK?

### DID YOU KNOW?

An IDC study found that on average, LANDesk customers realized a three-year return on investment of 698% for their deployed LANDesk® solutions—a nearly sevenfold return. The average payback period to recover the initial investment averaged a short 5.1 months.

—*Gaining Business Value and ROI with LANDesk Software: Automated Change and Configuration Management, IDC, January 2011*

## Why Choose LANDesk?

Mergers, outsourcing, internal contractors, remote workers, cloud computing and the mobility explosion have made simple IT environments a thing of the past. IT departments juggle too many tools from too many vendors while facing pressure to cut costs, reduce risk and boost productivity. Individuals are adding smart phones and tablets to PC or notebook use, dramatically increasing the number of endpoints and operating systems that must be managed.

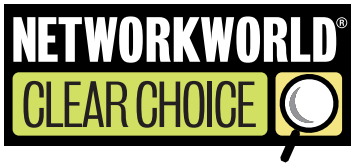
What's needed is intelligent, integrated control over your diverse systems and devices. Customers worldwide use LANDesk® **systems lifecycle management, endpoint security and IT service management (ITSM)** solutions to simplify IT complexity and manage mobility “mayhem;” discover, track and safeguard assets and endpoints; and enable IT staff to improve service levels—all while reducing costs and requiring less infrastructure.



## Industry Recognition of Proven Solutions

### Network World Names LANDesk® Management Suite Its Clear Choice Test Winner

In a review of six vendors, *Network World* named LANDesk® Management Suite the PC and systems lifecycle management winner for its “sophisticated, well-integrated feature set and its excellent management tools.” LANDesk received the highest score among all six vendors, including Symantec/Altiris, Novell and other competitors.



“Our Clear Choice winner is LANDesk Management Suite, which proved to be one of the easiest packages to use and provided excellent documentation and support.”

—Frank Ohlhorst

*“Ultimate endpoint orchestration tools;”  
Network World, November 22, 2010*

### LANDesk Management Suite Positioned in Leaders Quadrant

LANDesk Management Suite is positioned in the Leaders Quadrant in the Gartner “Magic Quadrant for PC Configuration Life Cycle Management Tools” report. To be featured in the report, vendor solutions had to include modules for inventory, software distribution, operating system deployment, patch management, remote control and software usage monitoring. Other capabilities evaluated included application virtualization/streaming, security management, power management, data/settings migration and software packaging with conflict resolution.



“LANDesk has allowed us to be totally aligned with Kelly-Moore’s core customer service values. LANDesk has set a standard for what we now expect in a solution. It’s hard to find a partner that delivers at such a high level, but LANDesk certainly does.”

—Vojta Borovian

*Corporate Desktop and Mobile  
Communication Manager  
Kelly-Moore Paints*

### DID YOU KNOW?

The light infrastructure features of Targeted Multicast™ and Peer Download™ in LANDesk Management Suite enable administrators to distribute applications using a peer-to-peer model at subnets. This means organizations using LANDesk have fewer remote package servers than those using competitive products. And fewer servers means reduced risk and lower cost. We simplify IT complexity.



“LANDesk products are simply outstanding and offer an open and more flexible approach to IT management. This new solution allows us to control our European IT structure from one central point and to provide higher quality for existing and new services, without the need to hire additional staff.”

—Markus Knapp  
Manager of Client Management  
and Local Field Services,  
TUI InfoTec

## ***Simplify IT Complexity and Transform Service Quality with Top-Rated LANDesk Management Suite***

**LANDesk Management Suite** is our flagship, award-winning systems lifecycle management solution. It combines inventory management, systems management, power management and server management in one easy-to-use interface that lets you manage, control and update PCs, Macs, laptops, servers, software assets, mobile devices and more—regardless of location—from a single, intuitive console. You can:

- Manage any system anywhere at any time.
- Distribute software packages to multiple users simultaneously with minimal bandwidth, and without dedicated hardware or router reconfigurations.
- Discover and manage the myriad mobile devices that users are bringing into your enterprise.
- Monitor software licenses for all products from a license or group perspective; manage multiple product versions and reduce license costs.
- Migrate users to Windows 7 in half the time of other solutions.
- Resolve system issues remotely anytime, anywhere; solve problems, generate reports and create audit trails with the click of a mouse.
- Monitor system power usage and energy savings at the client level. Identify processes that shouldn't be interrupted by power policies.



## Additional Management Capabilities

LANDesk Management Suite also makes it easy to snap on additional management and security capabilities:

- **LANDesk® Cloud Services Appliance**—Supports users in any networked environment, including those outside the corporate firewall that were previously out of reach and without requiring a VPN.
- **LANDesk® Mobility Management**—Applies LANDesk discovery, inventory and management to discover mobile devices connecting to the network, attribute them to a user account, and wipe corporate data while allowing users to leverage their iPad, iPhone, BlackBerry and Android devices.
- **LANDesk® Application Virtualization**—Lets you deliver fully tested applications to targeted PCs the first time, while minimizing application conflicts and lowering support and regression-testing costs.

## Manage, Update and Protect Your Macs As Well

Macs are quickly becoming some of the most sought-after workstations in enterprise environments because of their rock-solid stability, ingeniously intuitive functionality and the industry's most comprehensive and elegant set of native applications. But if you're tasked with incorporating these machines into a mixed IT environment, you've got some legitimate concerns about systems and security management.

The good news is that a single LANDesk Management Suite console empowers IT pros to protect, corral and keep tabs on OS X and Windows systems and all their attendant security, licensing, migration and help-desk issues. LANDesk Management Suite makes it easy to address crucial issues in the most important areas of network management:

- Software license monitoring
- Software distribution and patch management
- Problem resolution and remote control
- Inventorying and mapping of software and hardware assets on each machine
- OS migration

### DID YOU KNOW?

LANDesk Management Suite supports a wide range of client platforms, including Mac OS X, Windows Mobile, iOS4 and Android (using Exchange Activesync), and BlackBerry (using BlackBerry Enterprise Server).



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“With LANDesk Management Suite we can plan, test and run automated software deployments from a central point of control, saving significant time and effort for IT staff and enabling them to focus on higher-value tasks.”

—**Vincent Gapillard**  
*Workstation Integration  
Manager, Bel Group*

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### DID YOU KNOW?

LANDesk solutions require less server infrastructure and network bandwidth, so they can scale as your business grows. Plus the integrated LANDesk Security Suite provides better control of your network environment to help you reduce administration and maintenance costs.



“The really big story here is compliance. I can’t begin to tell you how amazed everyone was, from the CIO down, when we found out that LANDesk helped in each of the 12 requirement areas of the PCI DSS. LANDesk will continue to save us money each year by automating the jobs we used to do manually. Like all companies, we constantly have to do more with less, and we can with LANDesk.”

—Russell Dodd  
Systems Management Manager  
Wawa, Inc.

## ***Discover, Manage, Update and Protect All Your Endpoints with LANDesk Security Suite***

When it comes to securing your endpoints, how quickly can you determine where you’re vulnerable? Can you remediate thousands of systems with one task—and without saturating your network? How do you address zero-day threats and targeted attacks?

**LANDesk® Security Suite**—available standalone or integrated with LANDesk Management Suite—offers more layers of endpoint protection than other solutions. Instead of having a bunch of security solutions with different interfaces, you can manage and deploy patches, encrypt data, enforce endpoint security policies and grant network access—all from the same console used for systems lifecycle management. That’s because LANDesk security and systems management solutions share the same architecture, which means only one agent to deploy, maintain, report on and upgrade.

A few of the key LANDesk Security Suite features include:

- Comprehensive patch management that automates baseline security, stability and performance of applications and operating systems across mixed IT environments, plus remote patching that updates mobile devices whenever they reattach to the network
- Ability to lock down your environment through application whitelisting and host intrusion prevention
- Policy management to maintain security rules automatically for each device
- Device control and shadow copy to know who is downloading corporate information onto different devices







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“The security and cost benefits we have seen from the LANDesk suite are amazing. The ability to know which equipment is where and that any new security vulnerabilities can be patched in minutes helps me to sleep better at night.”

—Angelo Valletta  
*Chief Information Officer*  
*Sun National Bank*

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## Extend World-Class Protection with Add Ons

- **LANDesk® Antivirus**—Protects endpoints against viruses, Trojan horses, worms, spyware, adware, rootkits, bootkits, keyloggers, screen-capture malware, botnets, zero-day attacks, drive-by download infections and more—all from the same console you use for systems and security management.
- **LANDesk® Data Protection**—The most widely reported areas of data loss are lost or stolen mobile devices. This policy-based, intelligent data encryption technology enables you to encrypt all removable media, increasing your data’s security, decreasing internal and external vulnerabilities, and minimizing impact on operations.

## LANDesk Security Suite Positioned in Visionary Quadrant

LANDesk Security Suite is positioned in the Visionary Quadrant in the Gartner “Magic Quadrant for Endpoint Protection Platforms” report. Inclusion in the report required that vendor solutions be able to detect and clean malware (such as spyware, rootkits, trojans and worms); provide a personal firewall and HIPS for servers and PCs; have the ability to centrally manage, configure and report capabilities for servers and PCs and sufficiently support companies of at least 5,000 geographically dispersed endpoints; and provide global service and support.



“With its highly granular reporting features, ITIL®-compliant processes and comprehensive record of all IT service management-related activities, LANDesk Service Desk helps us maintain our credibility with customers and regulators, and ultimately enables us to provide the best possible service to the NHS and the wider public.”

—Daryl Barber  
*Customer Service Manager  
 Derbyshire Health  
 Informatics Services*

## ***Orchestrate Improved Service Delivery with the LANDesk Suite of ITSM Solutions***

Managing change in your IT operations infrastructure is compounded by the size and complexity of your environment, regulatory requirements and challenges from the competition. Best-practice IT Service Management (ITSM) helps you streamline operations and maintenance tasks, automate and standardize processes, reduce errors and transition from a reactive environment to one that’s more proactive and service oriented.

While the idea of creating, documenting, executing, tracking and amending IT management processes within the organization can seem daunting, having the right tools makes all the difference. **The LANDesk suite of ITSM solutions** offers a step-by-step approach to service management that’s easy to implement and doesn’t require complex and costly added infrastructure. These core solutions—LANDesk® Service Desk, LANDesk® Asset Lifecycle Manager and the LANDesk® Management Automation platform—offer the control and consistency necessary to deliver outstanding IT support services while providing a simple and effective way to introduce and adopt ITIL or other best practices.

- **LANDesk Service Desk**—Designed for all types of incident, service requests and requests for change you encounter, from “how to” questions and user issues to requests for new software or software upgrades. Its robust integration capabilities mean you can seamlessly combine IT systems management or business systems with service management processes. Self-service tools let end users solve many of their own IT-related issues, including the top three self-service requests encountered by any organization: password resets, knowledge base searches and requests for services. In addition, service catalogue capabilities increase self-service options for end users who can request services from a hierarchical list that includes images and descriptions.
- **LANDesk Asset Lifecycle Manager**—Enables you to manage hardware and software assets from initial request to procurement, receipt and assignment through disposal, as well as the policies, contracts, vendors, etc., required to understand each asset’s context in both business and IT operations. You gain an accurate picture of data and assets to control and manage your IT estate more effectively. In addition, the solution can assist you in developing and implementing a world-class Information Technology Asset Management (ITAM) practice.

- **LANDesk Management Automation Platform**—Featuring the four tool areas of: 1) content and resource; 2) best practices; 3) software development kit and 4) connections, the platform offers a clear and easy way to build, execute and automate predictable, reusable IT processes. For example, using LANDesk Service Desk with LANDesk Management Suite and the LANDesk Management Automation Platform, you can deploy a requested software service to the end user automatically without human intervention, reducing errors and speeding service. What’s more, by standardizing operational processes, OS migrations and software license audits are simpler than ever, and organizations can also ensure they are compliant with regulatory requirements.

## LANDesk Service Desk is Certified in All 15 PinkVERIFY v3 Suitability Requirements:



1. Incident Management	9. Event Management
2. Problem Management	10. Service Catalogue Management
3. Change Management	11. Service Portfolio Management
4. Release & Deployment Management	12. Availability Management
5. Request Fulfillment	13. Capacity Management
6. Service Level Management	14. Financial Management
7. Service Asset & Configuration Management	15. IT Service Continuity Management
8. Knowledge Management	



“LANDesk Service Desk centralizes the way our SAP consultants work. They have a common platform to manage their time and keep up-to-date with their clients. We now have a real business tool that tracks the performance of the service desk and our own performance against tangible client deliverables. This proactive approach enhances customer satisfaction.”

—Chris Turner  
Senior Business  
Information Manager  
Diagonal Consulting



“The fact that LANDesk matched our strict criteria perfectly clinched the deal. We now had a solid remote control platform and could manage all endpoints outside the corporate network efficiently and securely for the very first time. We consider LANDesk an extension of our own team, a true partner who can support our goal to resolve issues before they come anywhere near the service desk.”

—Celsus Joseph  
Desktop Manager  
Wates Group

## ***Extend Systems, Security and Service Management to the Cloud***

The assortment of cloud models—including *private cloud*, *hosted private cloud* and *public cloud*—continue to evolve, yet no model intends to be all things to all organizations. The prevailing wisdom is to leverage the flexibility of each as you strive to simplify IT complexity, decrease server sprawl and infrastructure costs, speed development, improve services and boost productivity.

LANDesk continues to press forward in the development of an Adaptive Cloud Environment (ACE) architecture that encompasses three primary layers:

- 1) **LANDesk Dynamic Services**—A dynamic infrastructure layer that includes predictions and analytics, the flexibility of cloud-to-cloud management and Managed Service Provider (MSP) management.
- 2) **LANDesk Management Services**—Our ACE architecture spans the IT systems management, endpoint security and ITSM solutions LANDesk has offered for years. But now we can deliver such capabilities as inventory, asset and patch management; endpoint intrusion prevention; and incident, change and knowledge management three different ways:
  - On-Premises Delivery, which is primarily customer managed
  - Hosted Delivery, which is typically customer managed or partner managed
  - Managed as a Service, which is partner managed
- 3) **LANDesk Intelligent Endpoint**—An essential component in the grander scheme of the Adaptive Cloud Environment:
  - Policy Services enabled by intelligent LANDesk agents perform lifecycle, security and IT service policy management and enforcement services at the endpoint
  - Workload Management Services encompass the lightweight infrastructure capabilities LANDesk has delivered for a dozen years such as targeted multicast, bandwidth throttling, peer-to-peer download and checkpoint restart, and is very applicable in this larger cloud vision.
  - User Context Services allow intelligence in terms of location, device and user intent to establish a better endpoint management presence.



#### DID YOU KNOW?

LANDesk has been managing in the cloud for nearly a decade now, delivering genuine aspects of cloud management to organizations worldwide long before the cloud was cool.

## Securing Remote Endpoints across the Pacific Expanse

Headquartered in Honolulu, Hawaii, and with service centers in American Samoa, the Northern Mariana Islands, Micronesia, Guam, Palau and the Marshall Islands, Pacific Resources for Education and Learning (PREL) provides curriculum development, assessment and evaluation services to more than 650 schools and 285,000 students spread across more than 4.9 million square miles of ocean. Before taking advantage of the LANDesk Cloud Services Appliance and other LANDesk solutions, keeping the computers maintained and up-to-date at PREL'S remote island locations was extremely difficult, if not impossible.

One of PREL's main obstacles to remote patch management is it only has a dial-up connection between its Honolulu headquarters and many of its remote locations. "Before implementing LANDesk, we could never guarantee the deployment of patches or critical updates to machines other than those in Honolulu," says Dwayne Vanderheiden, IT specialist at PREL. "To even get a patch deployed required having our remote users ship their machines to us so we could install the patch and then ship the machine back. That typically meant that users were without their computers for at least a week. When you consider our limited bandwidth, I'm amazed at how well LANDesk enables us to patch our remote machines. LANDesk solutions enable us to get our jobs done, no matter how remote our machines might be."



“We’ve been really impressed with the quality of training provided by LANDesk. The LANDesk trainers are very knowledgeable. You gain valuable insights and hands-on expertise that really extends your ability to optimize and get even more from the solution. The training from LANDesk has definitely been worthwhile for us.”

—**Brandon Hyde**  
*Desktop Engineer*  
*N.E.W. Customer Services*  
*Company, Inc.*

## **LANDesk Global Services**

### **More Reasons to Choose LANDesk**

LANDesk Global Services offers a wide spectrum of professional services, training and certification, and customer support offerings to help you realize the most value from your investment in LANDesk solutions.

**Professional Services**—Offers worry-free, on-budget and on-schedule consulting engagements—either onsite or remote—tailored to the needs of your IT and business environment. Our consultants also adhere to industry best practices and standards, working with you to provide:

- LANDesk product installation and deployment
- LANDesk software upgrade projects
- Enterprise design and project scoping
- LANDesk system health checks
- Gap analysis
- Desktop security analysis and remediation
- OS migrations
- Application packaging
- IT project management
- IT asset management (ITAM) consulting
- Server management consulting
- IT and business process management consulting

**Training and Certification**—Maximizes IT staff’s knowledge of LANDesk solutions through valuable training courses and the Certified LANDesk Engineer (CLE) designation.

- LANDesk Training Courses—Learn directly from professionals what LANDesk solutions can do for you and your organization. Instructor-Led training (ILT) classroom courses are our more comprehensive, multiple-day sessions. They are available at LANDesk headquarters, onsite at customer facilities, and online to help you reduce travel expenses. In addition, Boot Camp classes are available to accelerate the learning process, as well as Advanced courses that are aimed at solving common business problems using LANDesk solutions.

- **LANDesk E-Learning Library**—Gain convenient access to concise basic training material through a library of E-Learning modules created by LANDesk Education that supplement the ILT and ILO training offerings. All E-Learning courses are recorded by LANDesk subject matter experts and are primarily technical in nature. New and expanded material is added regularly.
- **Online Training Courses**—With LANDesk Instructor-Led Online (ILO) training courses, there is no need for travel and participants can attend the training from anywhere. These courses are typically one-day events, delivered live over the Internet by an instructor using a shared desktop application. Both public and private ILO courses are offered. In the private classes, course materials are tailored to match the agenda items chosen for the class. All ILO courses are interactive and include access to hands-on virtual exercises. Customers who have a qualifying support maintenance contract receive access to ILO training free of charge.
- **Certified LANDesk Engineer**—The LANDesk Certification Program helps IT staff demonstrate they have the credentials to manage and deploy LANDesk Systems and Security (SSM) solutions and/or the LANDesk Service Desk ITSM solution. Those wishing to take the SSM Certified LANDesk Engineer (CLE) exam or the ITSM CLE exam should have attended the respective LANDesk Boot Camps, or have at least six months' experience (or equivalent knowledge) using these products.

**Customer Support Services**—Renowned for its customer support, LANDesk has structured a points-based maintenance support system that offers you a range of service levels designed to meet your operational requirements. The levels of the program—Base, Professional, Enterprise and Enterprise Plus—have been designed to ensure you receive the service you need and deserve. Access to the LANDesk E-Learning Library of basic training modules and all ILO courses are part of these service packages.



#### DID YOU KNOW?

LANDesk has achieved a 92% customer satisfaction rating over the past two years. We offer 24x7 phone support, dedicated support resources, online self-service, health checks, e-learning, and tech support in English, French, German and Japanese.



“LANDesk provides me the tools and technologies I need to secure and manage my IT environment in a way that saves me time and money, while allowing me to focus on other important projects.”

—Miguel Laruccia  
*IT Manager for the  
 Latin America Region,  
 Louis Vuitton*



## ***How to Contact LANDesk***

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To reach a LANDesk representative, please contact:

**North America**

Tel: 800-982-2130  
sales@landesk.com

**Europe, Middle East, Africa**

**EMEA Northern Region:**

*(includes UK, Ireland, Denmark, Sweden,  
Norway, Finland, Iceland, Benelux)*

Tel: +44 1483 744444  
contactus@landesk.com

**EMEA Central Region:**

*(includes Germany, Austria, Russia,  
Switzerland, Poland, Hungary)*

Tel: +49 69 9417570  
info@landesk.de

**EMEA Southern Region:**

*(includes France, Spain, Italy, Portugal,  
South Africa, UAE)*

Tel: +33 1 49037780  
contact@landesk.fr

**Latin America**

**Brazil:**

Tel: +55 11 2847 4556  
vendas@landesk.com

**México:**

contacto@landesk.com

**Rest of Latin America:**

Tel: 5411 4515 6379  
contacto@landesk.com

**Asia Pacific**

**ANZ Head Office:**

Tel: 1300 661 871  
ANZ-Sales@landesk.com

**Japan Head Office:**

Tel: +81-3-6439-4720  
Fax: +81-3-6439-4750

**Greater China Head Office:**

Tel: 8610-8518-3138

**India Head Office:**

Tel: 91.98197.88445

**Southeast Asia Head Office:**

Tel: +65 90297683

For more information, visit [www.landesk.com](http://www.landesk.com)

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