Altiris™ Client Management Suite 7.1 from Symantec™

Standardized control for distributed, heterogeneous client environments

Overview

Accurately and predictably managing and supporting your client infrastructure isn't an easy task. Every day IT administrators are asked to deploy or migrate systems, roll-out new software or patches, troubleshoot support issues and more. Even more difficult is tackling these tasks in distributed locations with limited bandwidth and resources.

The only way to achieve predictable levels of service and security is to ensure you have a robust management infrastructure that allows you to manage a variety of devices and tasks from a single, integrated console regardless of where you are located.

Achieve a new level of predictability

Altiris™ Client Management Suite 7.1 from Symantec™ manages, secures, and troubleshoots systems with greater efficiency on more platforms, including Windows®, Mac®, Linux®, and virtual desktop environments. The combination of complete lifecycle functionality built on an integrated infrastructure enables organizations to gain and maintain control of their IT environment.

Measurable savings

According to a Forrester® Consulting commissioned study on the benefits of deploying Altiris technology, customers realized quantified benefits and savings of $7.3 million over three years in a number of key areas[1] .

Manage change with confidence

Organizations were able to drive predictable and repeatable day-to-day operations:

- Labor savings of $1,050,000 in patch management by more effectively distributing and enforcing patch levels.
- Labor savings of $720,000 for Windows® 7 readiness and migration.

- Labor savings of $648,000 from provisioning applications and software.

Make smarter, faster decisions

Organizations simplified administrative decisions and end-user experiences with real-time, data-driven conclusions:

- Labor savings of $161,280 from auditing physical assets.
- Penalty avoidance savings of $1,200,000 from software vendors' audits.

Drive innovation

Organizations adopted new technologies and implemented automated processes without adding new tools, people or methodologies:

- Labor savings of $600,000 from using Symantec's built-in automation or workflow functionality.

Manage change with confidence

Change is a constant factor in managing client systems. It may be routine system updates or the latest firefight to rapidly deploy critical patches. Regardless of the activity, IT administrators require solutions that drive repeatable standards in the shortest time possible.

Standardized systems drive consistency

The fastest route to improving service and minimizing installation issues is building out standardized system deployment and migration processes.

> "Altiris Client Management Suite is a key part of our environment, used to deploy standardized images to corporate and retail locations. It's really allowed us to save time and ensure that we have consistency across all of our laptops and desktops."
>
> **Scott Clement**
> **Manager of Systems Engineering**
> **24 Hour Fitness**

[1.] The Total Economic Impact Of Altiris™ IT Management Suite 7 From Symantec Multicompany Analysis, Forrester Consulting, January 2011

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Altiris Client Management Suite's deployment and migration capabilities ensure consistent configurations across large numbers of computers in an organization.

- Automate new system rollouts and technology refresh cycles with zero-touch imaging and migration.
- Capture a computer's personality—user accounts, desktop, network and application settings, files, folders, and personal data—and transplant that personality to another computer.
- Support for all plug-and-play driver types using DeployAnywhere for hardware independent imaging.
- Create images using industry leading Symantec Ghost™ technology.

Streamlined software management simplifies compliance

Organizations typically manage hundreds of applications that require dependent applications, routine updates, and tracking for software audit preparation. For many administrators this means making sense of thousands of moving parts to ensure compatibility and compliance. Altiris Client Management Suite's software management capabilities enable organizations to be more intelligent when it comes to software delivery, software license management, and compliance with software management policies.

- Track all aspects of software in one place, including inventory, installations, usage, and dependencies.
- Virtualize applications on the fly with built-in application virtualization technology, including the ability to run multiple, independent instances of the Java® Runtime Environment (JRE) and Windows® Internet Explorer® in a conflict-free manner.
- Hands-free remediation in case software has been removed or is not properly installed.
- Leverage a software catalog with over 60,000 commercial software product definitions.
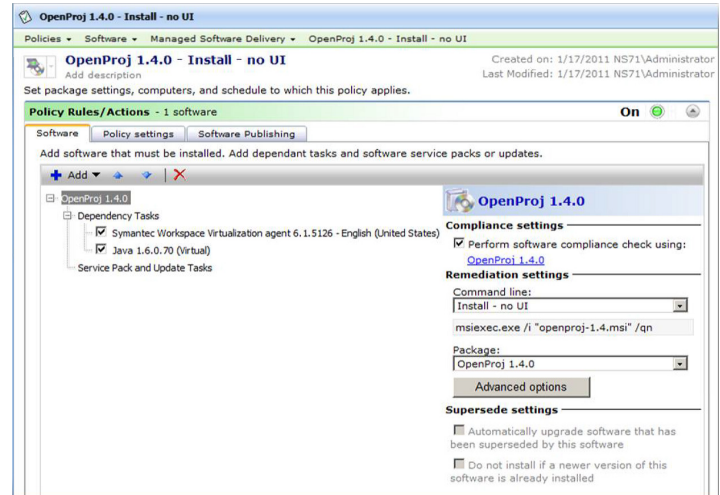
Intelligently manage software with dependency tasks, compliance checks, and hands-free remediation

Robust patch management for today's threats

One of the top cyber risks cited by SANS (SysAdmin, Audit, Network, Security) is client-side software that remains unpatched. Patch management is increasingly more complicated as attackers target not only the operating system, but common client based applications, such as Adobe® Reader® or QuickTime®. Altiris Client Management Suite improves overall security by providing robust patch management for multiple operating systems and 3rd party applications.

- Support for all Microsoft® updates, Adobe applications, Java Runtime, common browsers and plug-ins, and more.
- Centralized configuration of content updates, notifications, and scans across all platforms.

Integrated troubleshooting to reduce support costs

An efficient way to improve First Level Resolution (FLR) is investing in remote diagnostic tools that allow IT to remotely troubleshoot systems without requiring desk side visits. Altiris Client Management Suite provides a number of options that enable IT administrators and support personnel with the right troubleshooting tools:

- Securely access and control remote systems with industry leading pcAnywhere technology.

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- Enable out-of-band management to remotely wake-up and administer client systems while minimizing power consumption.
- Access real-time information about a managed computer and remotely perform administrative tasks, such as password resets, without disrupting the user.

Make smarter, faster decisions

Whether it is a routine change, an unexpected software audit or a broad technology change, there are always a range of factors—some simple and others complex—that must be assessed. The only way to achieve optimal results is to leverage better intelligence and decision making at all stages of the process. With the right information, decisions are made with confidence and in a fraction of the time.

Understand what you have and where it is

Many organizations start their asset management projects by taking a manual approach to inventory and building out a hardware and software inventory spreadsheet. The challenge is that the information is automatically stale, requires

"We now know what we have out there in terms of inventory, what software is deployed on each machine and whether it is being used, and the status of software updates and patches. This has helped us keep our systems more secure while maximizing our budget and our staff's time resources."

Link Alander
Associate Vice Chancellor
Lone Star College System

considerable human effort to maintain, and may miss hidden systems on the network. Altiris Client Management Suite gets you started on the right foot with network discovery and inventory tools that provide up-to-date access to what's in your environment.

- Centralize inventory across Windows, Mac, and Linux and store the data in a central management database.
- Access hardware and software configuration details to help plan for technology upgrades and software license audits.

- Utilize custom inventory to augment existing data for home-grown applications or custom environments.

Optimize your client and software assets

More than 25 percent of IT budgets are spent on maintaining software licenses and purchasing new hardware. By accurately tracking, analyzing, and optimizing existing assets, organizations can save valuable IT dollars by keeping existing hardware through longer refresh cycles, reallocating underused software, and renegotiating existing contracts. Altiris Client Management Suite integrates with Altiris™ Asset Management Suite from Symantec™ to provide a single view into both existing assets and contracts.

- Tackle software compliance with side-by-side details of software installations against license entitlements.
- Leverage pre-built reports to assess technology upgrades, such as hardware combatibility for Windows 7 migrations.
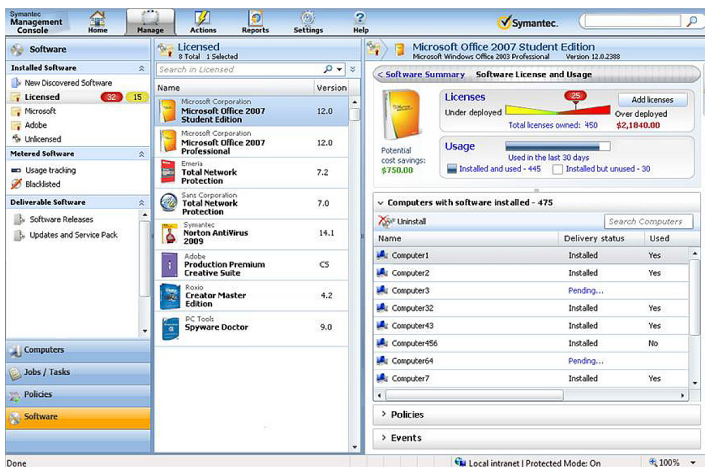
At-a-glance view of software compliance

Measure and improve IT performance

Most decisions are based on highly formatted reports that can help you answer predetermined questions with little interaction or analysis.

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When new questions arise or more information is required, organizations often require technical expertise to properly mine and analyze the infromation. Altiris Client Management Suite contains advanced analytics and reporting that allow IT organizations to easily explore data and answer their own questions.

- Create professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.
- Measure critical success factors and quickly assess trends of how these measures are changing over time.
- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple databases.

Drive innovation

End users increasingly expect real-time access to new applications, new device types, and new platforms. Cumbersome manual processes often impede IT's ability to rapidly deliver support and satisfy their needs. Altiris Client Management Suite not only provides a framework to ease the transition to new platforms, but also improve automation and end-user self-service to drive greater efficiencies.

More automation, less headaches

Why spend time on routine tasks that require valuable IT resources or dead-end in an inbox queue?

Organizations can improve end-user satisfaction and reduce resource drains by

"I am very excited about [Symantec's workflow capabilities]. It will dramatically affect the way we do business. The sky is the limit when it comes to the processes here that can be made quicker and safer, with more responsibilities given."

Nigel Lavin
Director of Information Technology
Mercy Health Services

implementing automated, repeatable processes. Altiris Client Management Suite helps you define, design, and deliver automated IT processes and workflows that drive business.

- End-to-end automation with operational, productivity, and event-based decision rules.
- Visual, drag-and-drop design interface that does not require coding.
- Built-in interface into 18 different application-access capabilities.
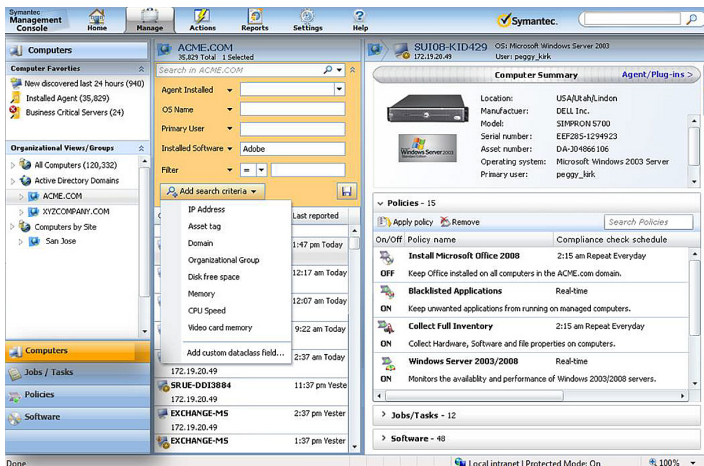
Altiris Client Management Suite's easy to navigate web-based console

Enable end-user self-service

IT self-service empowers the end user to quickly access IT support and initiate their own service requests, which leads to significant IT efficiency gains. Altiris Client Management Suite delivers a number of self-service templates and options that can be easily expanded using the process automation capabilities.

- Self-service software request portal lets users directly download and install approved software or request other software.
- Self-service Windows 7 migration workflow automates the process of hardware compatibility testing, OS migration and personality migration once initiated by the end user.

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Client Management Suite capabilities

Capability	Description
Deployment	Lets you capture and deploy disk images, migrate data and system configurations, and change operating system settings.
Inventory	Lets you gather inventory data about computers, users, operating systems, and installed software applications in your environment. An application metering feature also lets you monitor and deny the usage of applications on your network.
Software Management	Lets you distribute software and ensure that the correct software gets installed, remains installed, and runs without interference from other software. A self-service portal also lets users directly download and install approved software or request other software.
Patch Management	Lets you assess, prioritize, and deploy updates for common operating systems and applications to ensure that managed computers are protected on an on-going basis.
Application Virtualization	Lets you virtualize applications to reduce application conflicts, testing requirements and support calls.
pcAnywhere Remote Control	Lets you quickly resolve help desk issues or stay productive while you work away from your office by providing secure, remote access to computers.
Real Time Management	Lets you manage a single computer in real-time. You can view detailed information about the managed computer and remotely perform support tasks, such as restart a computer, reset a password, terminate a process, and more.
Out of Band Management	Lets you discover computers with ASF, DASH, and Intel® AMT in your environment and configure the computers for out-of-band management.
IT Analytics	Lets you explore data, analyze trends, and track IT performance without advanced knowledge of databases or third-party reporting tools.
Process Automation	Lets you create and implement automated processes that link together people, process, and technology, including the ability to create end-users forms and communicate between disparate technologies
Symantec Endpoint Protection Integration	Lets you inventory client systems for common endpoint protection products, migrate and rollout Symantec Endpoint Protection agents, troubleshoot agent problems, and report on status and outbreaks.

Extending Client Management Suite

You can extend your investment in Altiris Client Management Suite with additional Symantec products to track assets, manage mobile devices or increase security.

Altiris™ Asset Management Suite from Symantec

Altiris Asset Management Suite helps organizations eliminate unnecessary costs, proactively manage vendor contracts, and align resources to ensure IT investments are optimized.

Symantec™ Mobile Management

Symantec Mobile Management provides policy based application deployment, device control and security policy management for Android™, Apple® iOS, BlackBerry® and Windows® Mobile/ Windows® CE.

Symantec™ Workspace Streaming

Symantec Workspace Streaming is an application streaming solution that enables on-demand application provisioning, offline cache, license recovery, and instant application upgrades.

Symantec™ Protection Suite Enterprise Edition

Symantec Protection Suite Enterprise Edition creates a protected endpoint, messaging, and Web environment that is secure against today's complex malware, data loss, and spam threats.

Symantec Technology Partners

Symantec's open framework allows hardware manufacturers and Independent Software Vendors (ISVs) to develop products that fully integrate with Altiris Client Management Suite. These technology partnerships offer solutions in the areas of Green IT, Desktop Lockdown, and End-User Self-Service. You can learn more about these partners online at http://www.symantec.com/partners/programs/technology-partners/developer-program.jsp.

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System Requirements

Altiris Client Management Suite requires the Symantec Management Platform, which includes the Symantec Management Console, Database, Notification Server and Altiris Client Management Suite components.

Management Server

- Microsoft® .NET Framework 3.5 SP1 or above
- Windows® Internet Explorer® 7.0 or above
- Windows SQL Server® 2005 or Windows SQL Server® 2008
- Windows Server® 2008 R2 x64

Workflow Server

- Windows Server® 2003, 2008
- Windows SQL Server® 2005, 2008 R2
- Windows® IIS
- Microsoft® .NET 3.5

Windows® Agent

- Windows XP® SP2 or later x64/x86
- Windows Vista® SP1 or later x64/x86
- Windows® 7 x64/x86

Mac Agent

- Mac OS® X 10.4.x (Universal binary), 10.5.x (Universal binary), 10.6.x (Universal binary), 10.7x

Linux® Agent

- Red Hat® Enterprise Linux WS 4 x64/x86, 5 x64/x86
- SUSE Linux® Enterprise Desktop 10 x64/x86, 11 x64/x86

More Information

Visit our website

http://www.symantec.com/business/client-management-suite

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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Symantec helps organizations secure and manage their information-driven world with **server management**, **endpoint management**, and **server virtualization** solutions.   21178300-2 10/11

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