

Ivanti DSM – Efficiently manage and secure endpoints across their lifecycle to increase productivity and reduce cost

IT complexity is on the rise. A widening pool of devices and operating systems, virtualization and other factors are making it more challenging for organizations to manage and secure their heterogeneous infrastructure.

Ivanti DSM helps IT organizations manage and secure endpoints across their lifecycle to empower user productivity and enable improved business performance at reduced cost. DSM automatically packages and deploys software and operating systems, patches vulnerabilities, discovers software and hardware assets, and efficiently manages Windows OS migrations, virtual environments, Citrix server farms, and more. Ivanti DSM enables organizations to:

1. Reduce software deployment time by up to 95%, maximizing operational efficiencies
2. Decrease total cost of ownership (TCO) by up to 70%, minimizing IT costs
3. Decrease patch installation time by up to 80%, diminishing risk of hacking and malware and improving service quality and compliance

For even the most sophisticated IT departments, today's requirements are tough to handle. IT managers are often confronted with seemingly contradictory internal requirements. Lines of business expect IT to make an active and positive value contribution to the company and to flexibly support dynamic business processes. Employees expect unlimited productivity and constant availability. It's impossible for IT to please everyone all the time, especially with so many factors that make their job more difficult.

Threats from malware and hackers require relentless updating of security patches and related configuration settings. Heterogeneous environments must be standardized, while processes throughout the infrastructure must be automated across all technology. Downtime must be avoided at all costs, and all software updates or

configuration changes must be implemented with minimal disruption. Availability and performance must be maximized, all while maintaining security. Increasingly complex Service Level Agreements pin down all these goals in writing, but are difficult to manage. And there is always the general imperative to cut costs.

The solution? Consistent automation, unified management, and a focus on compliance. A good Client Management solution will focus on all three, allowing organizations to react flexibly while at the same time reducing costs.

Ivanti DSM

The DSM solution from Ivanti fully automates software provisioning, configuration, and remediation tasks to manage physical and virtual endpoints efficiently across their lifecycle. Organizations can plan effectively for global software rollouts, package the necessary software, operating systems, drivers, and configurations automatically, verify and pilot the software change before production, automatically deploy the software to the end user, monitor and enforce compliance, and update and remove software as necessary to stay aligned with dynamic business demands.

Whether your IT department is managing a distributed environment, juggling applications from different organizations after a merger or acquisition, planning a major operating system rollout, refreshing hardware, or simply trying to get a grip on complexity, Ivanti DSM can help.

Planning Ahead for Software Deployments

One of the greatest challenges IT departments face is the rollout, migration, and update of software. Proper preparation is essential for any type of software deployment, but many organizations underestimate the level of intricacy required for planning major IT initiatives. The largest concern is the legacy infrastructure, which can cause critical compatibility issues due to its age and the resulting complexity.

At a time of reduced IT resources and increased pressure to reduce costs, many businesses are unprepared to perform such a major initiative. Understandably, many IT managers feel overwhelmed by these challenges.

The good news is, Ivanti delivers the tools that can automate the entire software deployment process, reducing operating costs and the burden on IT dramatically. Ivanti has a track record of success migrating customers to new major operating systems and employing best practices methodology in planning and implementing migrations, software rollouts, and updates.

Ivanti DSM Business Value

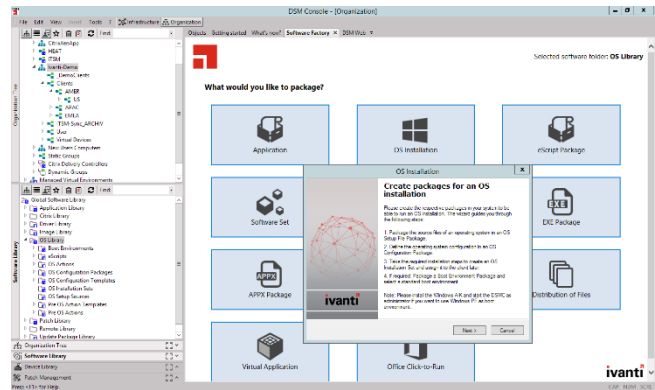
- Maximize operational efficiencies by fully automating and accelerating software provisioning tasks to enhance availability of business-critical applications
- Reduce IT costs significantly with unified management across devices, platforms, and multi-site networks
- Improve service quality and compliance with policy-based management, standard configurations, and automated compliance enforcement for a more robust and reliable infrastructure

Package Software Automatically

The intelligent automation of software packaging is the key to relieving administrators permanently of routine tasks. The Ivanti DSM solution is based on proven NetInstall® technology (featuring the Software Factory and Packaging Workbench,) with intuitive wizards that facilitate the creation of all types of packages ranging from operating systems and applications right up to printer and security settings. Processes and best practices are set up just once, and existing software packages are adapted automatically for use in desktop, server, and virtual, environments.

Being able to build once and then deploy across the entire network enables consistent, repeatable deployments with

every machine looking the same. With DSM, customers reduced package creation time by up to 85%.



“We bundle the packages once only and make them available to the client in a virtual shopping cart. This not only saves a lot of time but also money. We also can focus much better on our core business, for example managing our user help desk.”

Christopher Clauss, IT Administrator, Danzer

Verify Change for Improved Quality Assurance

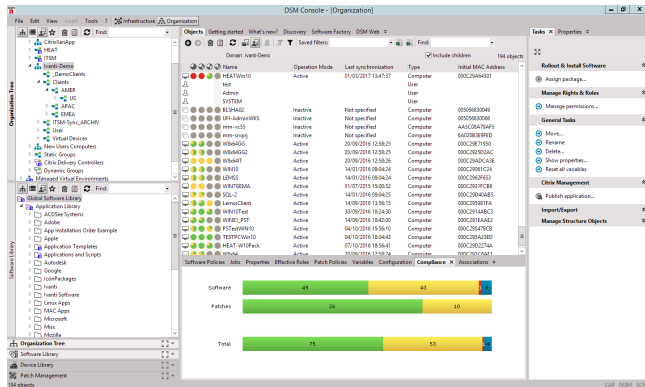
Urgency is typically the foremost concern regarding the installation of software, particularly patches. However, system stability and availability must remain paramount during installation. Ivanti DSM supports controlled change management, in which the effects of all new patches or any type of software changes are determined before the installation begins, through a pilot installation. DSM only installs an application or patch on productive devices if it passes these tests. The solution itself resolves dependencies, minimizing the number of installations necessary.

Deploy Software Automatically to Boost Efficiency

DSM dramatically simplifies IT management by automating application tasks with a single console interface for packaging, testing, deploying, and configuring software applications. Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for a variety of IT tasks. With DSM, customers reduced software deployment time by up to 95%.

Monitor Deployment and Compliance

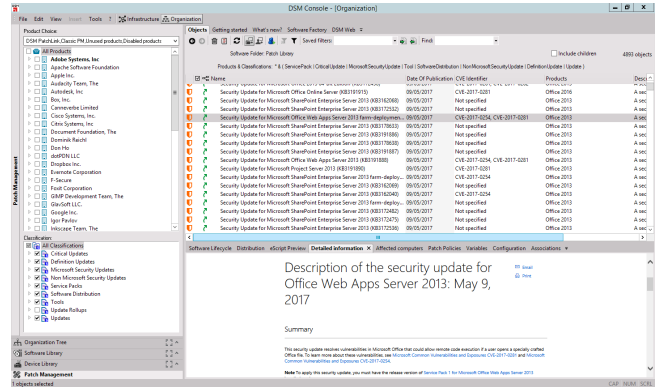
Important information about the compliance state must be clearly discernible at all times and provide a solid basis for targeted measures. With DSM, compliance status is clearly indicated constantly by means of a traffic light system. DSM isn't restricted to a simple display of whether a system is compliant or non-compliant, but instead supplies meaningful and detailed information. Administrators can perform rules-based checks on all endpoints to ensure that they meet established policies. If the installed software isn't in line with those policies, DSM marks the client as non-compliant. Thanks to its compliance enforcement functionality, the system will attempt automatically to ensure compliant installations and application access. If the desired state cannot be reached within five tries, the installation is categorized as non-compliant and the endpoint management team is informed of its status.



Update

Dealing with the large number of updates, hot fixes, service packs, and security patches that exist within a heterogeneous environment is one of the most time-consuming tasks in endpoint management. With DSM, these updates can be executed automatically. Application errors can be remedied just as easily through complete or partial re-installation or, if necessary, de-installation.

Best-practices release management ensures that the targeted devices are always updated. Modifying an individual software package offers the capability to update automatically any or all targeted devices affected. This ensures the integrity of the overall software ecosystem.



The Ivanti DSM Difference

Our focus on process automation, unified management, and compliance enforcement sets us apart from the competition, enabling your organization to gain control of IT infrastructure with an integrated, single-vendor solution.

Complete Automation

DSM combines a range of intelligent technologies that advance the automation level of Endpoint Management decisively. DSM consistently automates not only standardized processes, but also the connections between workflows. The solution automates the packaging, the creation of the corresponding policy, and the linking of policy and package. It analyzes dependencies between packages and takes the dependencies into account during operations. Only a few steps are required to accomplish many IT management functions, reducing your Total Cost of Ownership by up to 70% compared to manual IT management. Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for all types of tasks, even technically difficult ones. Plus, the preset policies keep software and hardware assets up to date without placing additional demands on overburdened IT departments.

“Due to automated software management with Ivanti DSM, the help desk calls from employees having problems with their devices has reduced significantly, saving us the time and costs of troubleshooting issues.”

Dennis Klaus Stanulla, Team and Project Manager, WGV (Wuerttembergische Gemeinde-Versicherung)

Unified Management

DSM provides unified management across physical and virtual devices, servers, platforms, multi-site networks, and delivery methods. Intelligent packaging simplifies management across the heterogeneous infrastructure. The deployment packages are set up just once and will adapt automatically to fat and thin clients, server infrastructures, and virtual machines, and can be implemented in parallel in these environments.

“One of the big advantages of Ivanti DSM is that we can manage virtual and physical assets and control our software with a single centralized tool.”

*Wilco Strusch, System Programmer,
BITMARCK Technik GmbH*

Compliance Enforcement

Traditional task-based management requires IT staff to define, perform, and monitor the success of all current tasks. This costs time and is a source of error, largely

because task-based management makes monitoring the success of actions very difficult.

DSM features policy-based management, with which IT departments can not only save time, but also respond quicker to changing requirements. Compliance is monitored autonomously, and any exceptions to the predetermined policies are flagged immediately so that IT can take necessary actions. The status of the entire software ecosystem is well-defined, transparent, and provable. DSM monitors compliance with enabled policies and automatically displays deviations. This means that the IT administrators only have to concern themselves with the exceptions and will have more time for strategic tasks.



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