Altiris™ Client Management Suite 7.0

Deploy, manage, secure, and troubleshoot

Overview

Over 70 percent of the total cost of owning a client system can go toward the support and maintenance of the PC. Altiris™ Client Management Suite from Symantec automates time-consuming and redundant tasks to reduce the effort and costs associated with deploying, managing, securing, and troubleshooting client systems so organizations can gain control of their IT environments.

Altiris™ Client Management Suite delivers

Client Management Suite ushers in a new generation of systems management by bringing end users, administrators, and key business decision makers together. The suite helps you align with organizational objectives by providing easy-to-use self-service options to users, comprehensive management tools to IT administrators, custom dashboards to decision makers, and powerful IT automation tools that help coordinate people, systems, and processes.

Finding extra time is challenging, yet that is what Client Management Suite is designed to do. It enables you to focus on key initiatives that can help your business grow. The result is a more agile IT department that is able to provide improved business services when and where they are needed. Instead of spending time configuring tools and focusing on the same, redundant day-to-day IT tasks, administrators can focus on managing systems and providing services to the end-user and the business.

Client Management Suite delivers tools that enable IT Infrastructure Library (ITIL) to help align processes with industry best practices so you can efficiently manage your client systems.

Client Management Suite deploys, manages, secures and troubleshoots systems through the entire IT lifecycle. You can manage more technologies, with greater efficiency, on more platforms.

Client Management Suite provides complete visibility into your organization's client systems so you can see what you have, where it's located, and it's current state. The suite's flexible and actionable reporting tools not only help you to identify problems in your organization, they empower you to take immediate action to fix the problems from within the report.

With Client Management Suite, IT professionals can gain control of all their Windows®, Mac®, and Linux® systems to bring confidence in a connected world.

Key features and benefits

Comprehensive client discovery and inventory

- Gather comprehensive inventory of all hardware and software for each client system in your organization.
- Get a complete view of your organization to help balance jobs and workloads, optimize software licenses, better support end users, and reduce costs associated with operating system deployments and software rollouts.

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Industry-leading imaging and deployment

- Deploy Windows, Mac, and Linux with complete touch-free imaging and provisioning.

- Automate migration to the latest operating system including Windows® 7 or hardware with a fresh image and all the end-user's data and settings with minimal impact to the end-user.

- Reduce the time and maintenance costs associated with imaging and cloning PCs by deploying standardized, hardware-independent images.

- Create sophisticated deployment jobs that include patch, configuration, and software distribution in a single drag and drop action.

- Distribute deployment jobs globally from a central location with a single click of the mouse.

Intelligent software and patch management

- Use data from a software catalog to more intelligently detect and distribute software, and to ensure that it remains properly installed.

- Create a set of software baselines for each end-user function that automatically checks for and installs software according to the end-user's role.

- Deploy and update software to any PC in the organization through targeted tasks or policy-based deployments.

- Provide end-users with the approved software, whether it's delivered by IT or from the self-service portal.

- Ensure that software is always in a working state and end-users have required software with the latest updates.

- Accurately target operating system and application patches to the client systems that need them during appropriate maintenance windows and verify the installation status.
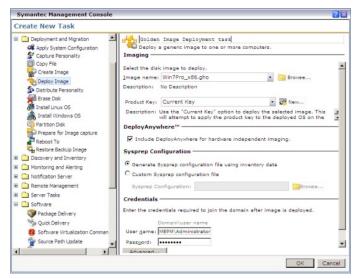
Flexible remote troubleshooting and assistance

- IT technicians now have a comprehensive toolkit to remotely troubleshoot and fix PCs.

- Control client systems remotely or use real-time systems diagnostics to fix problems without disrupting end-users.

- Rapidly fix end-users' problems without expensive desk side visits.

New features in Client Management Suite

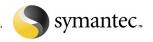### *Complete process automation*

It's less about the tools and more about the people and the process. You can expand process automation to orchestrate the timely interaction between people and systems management with Client Management Suite's work flow capabilities. In addition, the suite has expanded task management capabilities that now include industry-leading deployment and migration functions.

Building jobs to perform management functions is as easy as selecting from a comprehensive list of tasks, including deployment and migration tasks.

Intelligent software management

It's more than just delivering software; it's managing the software. Client Management Suite's new Software Catalog features enable intelligent software delivery by creating smart policies to install the correct version of the software along with any updates and prerequisites. And it ensures

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that the software remains installed and is configured correctly on the client system. Create software baselines to insure that end-user's have what they need for their specific role.

The Software Catalog intelligently creates relationships between software to deploy applications.
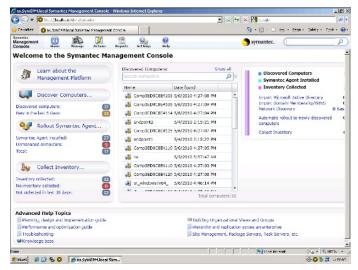
Integrated cast of all stars

Now you don't have to choose between industry-leading technology or integration. Client Management Suite integrates the best of Symantec Ghost™, Symantec pcAnywhere™, Symantec™ Workspace Virtualization, and Altiris™ Deployment Solution from Symantec into a single, comprehensive client systems management solution. Wise Package Studio™ Professional Edition from Symantec is also available as an add-on to handle your software packaging needs.

Enhanced day-to-day operations

Spend more time managing and less time configuring. Client Management Suite provides enhanced centralized management and actionable information. Managing systems from within reports is as close as a right-click of the mouse. You can view all targeted activities on clients in a single calendar view, display actionable consolidated views and dashboards, and get a better view of events occurring across the system. In addition, the suite's expanded report-building capabilities provide IT with more options for creating the reports they need.

Expanded management

Manage more technologies, with greater efficiency, on more platforms. With simplified installation and configuration features, you can install and configure Client Management Suite in less time. The suite has greater flexibility and expandability with support for management server hierarchy, policy, and data replication.

The first time setup portal gives you a head start to setup and configure Client Management for your environment.
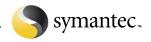
Extend Your Investment

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

Wise Package Studio™ Professional Edition from Symantec

Wise Package Studio Professional gives you control of your organization's applications, deployment preparation, and corporate standards. It is a key source of data for the Software Catalog, enabling you to intelligently manage software throughout its lifecycle.

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.

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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, and is quickly recoverable in the event of failure.

Altiris™ Asset Management Suite from Symantec

Altiris Asset Management Suite from Symantec helps eliminate unnecessary costs by tracking software licenses and hardware contracts, aligning service resources with ITIL standards, and accurately measuring asset total cost of ownership (TCO).

Altiris™ Server Management Suite from Symantec

Altiris Server Management Suite provides IT administrators with a comprehensive solution for managing physical and virtual servers. The suite provides solutions to provision, control, automate, and monitor from a central console.

System requirements

Symantec Management Platform

The Symantec Management Platform includes the Symantec Management Console, Database, Notification Server and Client Management Suite management components.

- Microsoft® Windows® Server 2003 (32-bit version)
- Microsoft® IIS 6.0
- Microsoft® ASP.Net 3.5
- Microsoft® SQL Server® 2005 or SQL Server® 2008
- Microsoft® Internet Explorer® 7 or 8
- Microsoft® Silverlight™ 3.0
- Sun Java™ Runtime 6
- Adobe® Flash®

Windows agent

- Microsoft® Windows® 7
- Microsoft® Windows Vista®
- Microsoft® Windows® XP SP2 or later x64/x86
- Microsoft® Windows® 2000 Workstation SP4 and rollups

Linux agent

- Red Hat® Enterprise Linux® 3, 4, 5
- SUSE® Linux Enterprise Desktop 10

Mac agent

- Mac® OS X 10.3.9 (PPC), 10.4.x (Universal binary), 10.5.x (Universal binary), 10.6.x

More information

Visit our website

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

Contact us today

Please call Symantec Enterprise Sales at 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.

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