

Altiris™ Client Management Suite 7.0

Deploy, manage, secure, and troubleshoot

Overview

The cost of a PC is only a small part of its total cost. Nearly 80 percent of the total cost of owning a client system goes 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.

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 tools to users, powerful management tools to IT administrators, and custom dashboards to decision makers.

Finding extra time is challenging, yet that's what Client Management Suite is designed to do. Now you can focus on key initiatives that can help your business grow. The result is a more agile IT department that's better able to provide improved business services when and where they are needed. Instead of spending time configuring tools, administrators can focus on managing systems, people, and business.

The suite delivers tools that are based on the IT Infrastructure Library (ITIL) to help align processes with industry best practices so you can more efficiently manage your client systems.



Altiris 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 what state it's in. 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 reports.

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

"Altiris won hands down because of its integration and superior functionality." —Andrew Fournier, Desktop Support Supervisor, MedCentral

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 OS deployments and software rollouts.

Industry-leading imaging and deployment

- Deploy Windows, Mac, and Linux with complete touch-free imaging and provisioning.
- Migrate to the latest OS or hardware with fewer interruptions to end users.
- Reduce the time and maintenance costs associated with imaging and cloning PCs by deploying standardized, corporate-approved, hardware-independent images.

Intelligent software and patch management

- More intelligent software detection, analysis, distribution, and compliance now shifts software management from creating and managing delivery tasks to managing a complete software library.
- Smarter software detection, analysis, distribution, and compliance.

- Deploy and update software to any PC in the organization through targeted, policy-based deployment.
- Use vendor-provided packages or create corporate standard, conflict-free packaging using Wise Package Studio™ technology.
- Provide end users with the most up-to-date 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 approved software with the latest updates.
- Accurately target operating system patches to the client systems that need them during appropriate maintenance windows and verify the installation status.

Flexible remote assistance

- Troubleshoot and fix client PCs anywhere with flexible remote assistance. Remote control client systems or use real-time systems diagnostics to fix problems without disrupting end users.
- The flexibility of remote assistance allows IT technicians to rapidly fix end-users' problems without deskside visits.

New features in Client Management Suite 7

Complete process automation

It's less about the tools and more about the people and process. Now you can expand process automation to orchestrate the timely interaction between people and systems management with Client Management Suite's workflow capabilities. In addition, the suite has expanded task management capabilities.

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 that the software remains installed and is configured correctly on the client system.

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™, Altiris™ Software Virtualization Solution, Wise™ packaging technology, and Altiris™ Deployment Solution into a single, comprehensive client systems management solution.

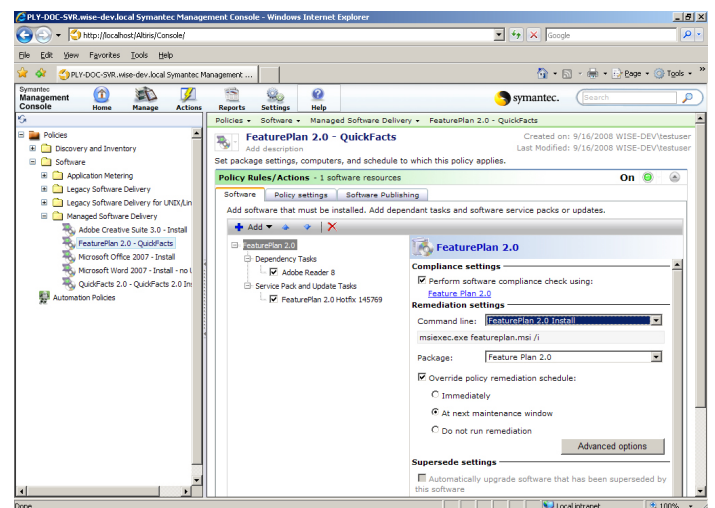
Enhanced day-to-day operations

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 server hierarchy, policy, and data replication.



The Software Catalog intelligently creates relationships between software to deploy applications.

Flexible client management and beyond

Client Management Suite includes everything you need for complete IT lifecycle management of your client systems. Because it's built on a unified management platform, it's easy to add solutions that go beyond client systems management without adding infrastructure or complexity.

Wise Package Studio™ Professional

Add Wise Package Studio Professional, the premiere application lifecycle management solution, to give you control of your organization's applications, deployment preparation, and corporate standards. In addition, it's a key source of data to the Software Catalog, enabling intelligent software management.

Altiris™ Software Virtualization Solution Professional

Software Virtualization Solution provides IT administrators with conflict-free application deployment and the ability to activate, deactivate, and reset applications without altering the base Windows installation. These features are already included in Client Management Suite. You can upgrade to Software Virtualization Solution Professional and add application streaming for on-demand, user-targeted delivery of virtual applications.

Altiris™ Recovery Solution

Altiris™ Recovery Solution protects your organization's desktop and notebook computers with scheduled backups, allowing you to recover lost data or roll back to a known good state. Protection is automatic and doesn't require user intervention. Patented data deduplication technology minimizes bandwidth and storage usage,

making Recovery Solution an excellent choice for protecting remote and disconnected users.

Beyond IT lifecycle management

You can expand Client Management Suite with additional Symantec products to increase security, track assets, and manage server devices. These solutions snap into the Client Management Suite framework.

- **Symantec™ Endpoint Protection 11.0**—Combines Symantec AntiVirus™ with advanced threat prevention to deliver unmatched defense against malware for notebooks, desktops, and servers.
- **Altiris™ Server Management Suite**—Provides comprehensive management for business-critical servers and operations, including deployment, management, and monitoring functions from a centralized console.
- **Altiris™ Service & Asset Management Suite**—Combines enterprise asset and service management into a single Web-based architecture, repository, and console.
- **Altiris™ Total Management Suite**—The industry's most comprehensive suite of IT lifecycle automation solutions is designed to help IT organizations manage, secure, and support all IT assets.

System requirements

Symantec platform (Symantec Management Console, database, Notification Server and Client Management Suite management components)

- .NET Framework 3.0
- Internet Explorer® 7
- SQL Server® 2005 or better
- Windows 2003 Server or better
- Altiris™ Notification Server 6.0 SP3 R8 or later
- Windows Automated Installation Kit (AIK) for Windows Vista SP1 and Windows Server 2008

Windows agent

- Windows XP SP2 or later x64/x86
- Windows 2000 Workstation SP4 and rollups
- Windows Vista® RTM and SP1 (all additions)
- Windows Server 2008

Linux agent

- Red Hat® Enterprise Linux 3, 3 (x86_64), 4, 4 (x86_64), 5, 5 (x86_64)
- SUSE® Linux Enterprise Desktop 10, 10 (x86_64)

Mac agent

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

More information

Visit our Web site

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

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

Call us toll free at 1-888-252-5551 or send an email to AltirisSalesInfo@symantec.com.

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

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

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

Symantec World Headquarters

20330 Stevens Creek Blvd.
Cupertino, CA 95014 USA
+1 (408) 517 8000
1 (800) 721 3934
www.symantec.com

Confidence in a connected world.

