

In today's complex IT client environment, how can I streamline IT operations, drive greater efficiency and reduce costs?



The background of the slide is composed of several overlapping geometric shapes. A large dark green triangle is in the top-left corner. A medium green triangle is in the top-right corner. A light green triangle is in the bottom-right corner. A blue triangle is in the bottom-left corner. The text is centered in the dark green area.

CA IT Client Manager provides full automation capabilities for inventory, tracking, maintenance, migration and security across all enterprise client devices in a single product.

Overview

Challenge

The widespread proliferation of client devices has resulted in significant complexity in the way IT manages its assets. Bogged down by manual tasks associated with daily operational processes and the resolution of issues, IT often struggles to provide the high-quality, efficient services for devices that drive competitive value to the business.

Solution

A single, unified solution, CA IT Client Manager provides fully automated features that help you streamline the processes of:

- Maintaining and tracking hardware and software inventory
- Managing updates and patches
- Configuring and migrating machines
- Providing security and support for remotes systems and devices

Benefits

CA IT Client Manager maximizes the efficiency and responsiveness of all client device management tasks, helping IT to improve the quality of its services — while reducing operational costs, mitigating risk and increasing end-user productivity throughout your enterprise.

The CA Advantage

An integrated, fully automated device management solution, CA IT Client Manager helps you minimize the operational tasks associated with the administration of the various devices within your IT department, eliminating the complexities of disparate point solutions and offering a vision for the strategic management of all IT client resources.

Whether your implementation is out-of-the-box or requires modification to meet your business needs, CA Services help lower your risk by utilizing the CA IT Client Manager Deployment Playbook for each engagement. The Deployment Playbook leverages years of customer delivery successes into a repeatable deployment methodology, workflow and best practices that help you achieve faster time-to-value with your CA solutions.

Next Steps

To learn more about how you can benefit from CA's IT Client Management solution, contact your sales representative or visit us at ca.com/solutions.

SECTION 1: CHALLENGE

Managing Inefficient Processes in a Complex Client Environment

While the tasks associated with client device management are familiar activities to modern IT departments, increasingly complex and changing environments have caused them to become more time consuming and inherently more challenging. Whether driven by multiple hardware platforms, evasive mobile devices, disparate operating system versions, regular software audits, new patches, frequent PC replacement cycles, compliance requirements, urgent support demands or evolving security threats, device management now places an enormous management burden on IT.

What's more, this burden — and the inefficient, manual processes it creates — often results in an end-user computing infrastructure that is both inconsistent and difficult to manage and support. As inefficiencies and manual activities become more and more commonplace, IT cannot achieve full visibility into its client environment and provide the full spectrum of services that ensures reliability and availability of all constituent devices.

SECTION 2: SOLUTION

Drive Operational Efficiency Through Improved Client Management Processes

CA IT Client Manager (CA ITCM) helps you gain the confidence and control to deliver IT services under any condition by automating the operational processes needed to manage an enterprise-level client environment.

As a single, integrated management solution, CA ITCM provides you with full visibility into your entire IT asset base — including desktops, laptops, mobile devices, PDAs and more — and addresses client device challenges with comprehensive features for:

- Asset inventory and discovery
- Asset intelligence
- Software delivery
- Remote desktop control
- Patch research and management
- Desktop migration

Asset Inventory and Discovery

Utilizing such key functionality as automated discovery of hardware and software inventory, configuration management, software usage monitoring and extensive cross-platform reporting, CA ITCM provides you with a robust set of device tracking and identification capabilities that is critical for properly managing your infrastructure. As such, CA ITCM allows you to:

- Discover new systems that enter the corporate network, automatically, using both traditional IP-based discovery and continuous, active discovery capabilities.
- Generate a detailed hardware inventory that includes serial numbers, CPU information, total RAM, internal and peripheral disc drives, operating system versions, service packs and network and power settings.
- Produce a detailed software inventory with a higher degree of granularity than that of traditional inventory scanning solutions.
- Collect inventory data, without installing a dedicated management agent, by enabling users to provide information through such methods as visiting a corporate web site, clicking a link in an email message or using a USB memory stick.

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Asset Intelligence

CA ITCM helps drive the strategic planning efforts of your IT executives by converting raw asset data into actionable intelligence they can leverage to make well-informed business decisions, reduce organizational risk, ensure greater policy compliance and identify opportunities for additional efficiencies and cost savings.

Right out of the box, CA ITCM provides a series of ready-made views that provide instant analysis on key factors in your environment, including:

- High-level analytics that help you quickly identify risks in the environment and promote further investigation into asset deployment, performance metrics, service levels and financials.
- Standardized displays that help you find dominant system configurations based on performance, hardware components and software, and compare them against other assets in the environment.
- Financial information, such as software license compliance, expiring legal documents, procurement costs and new hardware deployments.
- Asset information, including hardware and software details.
- Service information showing service level agreements, risks and costs, which drives the understanding of a service activity's current status, priority and root cause.

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Software Delivery

With release-management features encompassing everything from the policy-based distribution of software, to the maintenance of system configurations and rollout across multiple platforms and locations, CA ITCM automates the installation and updating of software across all client devices in your heterogeneous business environment, helping you to:

- Centralize the control and management of installing, reinstalling, configuring and uninstalling software across a full range of enterprise devices.
- Create packages for homegrown or customized applications in Windows-centric Microsoft Installer (MSI) format, or standard RIF packages for UNIX, Linux and Mac operating systems.
- Group software by business function, application, vendor or other categories for easy, standardized distribution by business and computer groups.
- Deploy and redeploy new systems with a comprehensive approach to operating system installation management that spans everything from bare metal buildups to rebuilds after crashes.
- Develop self-service installation capabilities that are centrally controlled and accessible through a web browser, allowing users to automatically install software on their own.

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Remote Desktop Control

CA ITCM enables your IT administrators to reliably and securely access, control, view, manage and modify remote desktop and mobile systems. This allows end users to simultaneously exchange files, conduct interactive chat sessions, execute remote applications and monitor and record activities with greater efficiency and effectiveness — no matter how far they may be from the main office. Remote desktop control functionality allows you to:

- Configure and maintain systems from a centralized management console.
- Enforce policies through template-based remote control configurations that can be applied to groups of computers to prevent unauthorized changes.
- Manage remote systems using features for exclusive control, shared control, stealth view, web viewer and classroom and stealth modes.
- Transfer files, chat with the host user, record remote sessions for later playback or reboot the host system.
- Ensure authenticity by aligning different security methods, encryptions and access permissions to specific user and connection types.

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Patch Research and Management

To help you deliver consistent, reliable software patch management, CA ITCM addresses each step in the process — from monitoring and discovery through research, packaging, testing and deployment. And with around-the-clock support from CA's Content Research Team, you gain the support needed to help ensure that your enterprise systems are always up-to-date with the most current and effective software patches. CA ITCM's patch management features help you:

- Leverage monitoring, validating, researching and publishing features that work together to identify new patches and make them automatically available.
- Employ a simple, task-oriented user interface that combines with a web-based reporting portal to provide the controls and information needed to administer each step in the patch process.
- Implement a formal patch testing phase that assesses patch packages — and metadata — against the required system configurations.
- Initiate package deployments automatically, using defined policies, and apply pre- and post-requisites, dependencies and roll-up structures during installations.
- Monitor all patches and packages to ensure they remain valid and in effect, and that new or crashed systems are automatically restored to the most up-to-date patch level.
- Utilize monthly delta roll-ups of new patches to enable administrators to deploy a single patch package each month.

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Desktop Migration

By providing automation that leads to greater control and improved execution of change initiatives, CA IT Client Manager enables you to preserve and transfer unique end-user settings, data and preferences during a system migration, hardware refresh, operating system upgrade, new installation or recovery process, and allows you to:

- Save unique data and settings to a local machine or server for later migration, or transfer them in real time via a connection between the old and new PCs.
- Leverage powerful features for account creation, redirection and security, as well as tools for migrating user profiles and transferring data from NT domains to Active Directory (AD).
- Utilize advanced data collection capabilities to migrate comprehensive system and application settings.
- Initiate migration processes from a centralized location that uses shared configuration resources, such as option files and templates, and issues return codes to trigger the next steps in the process.
- Schedule the recurring storage of specific PC data and settings that collects only the changes that have taken place since the last time the file was saved.
- Leverage automated deployment setup, director, template editor, explorer, option editor, studio and merger and acquisition tools to cut migration times.

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A Strategic Approach to Managing Client Devices

CA IT Client Manager helps you develop a targeted, strategic approach to managing client devices throughout your organization. As such, CA ITCM helps you:

REDUCE OPERATING COSTS CA ITCM drives informed IT decision making based on key performance indicators (KPIs) and executive-level views of critical client device information. Through easy, centralized access to up-to-date client device information, you can more proactively identify cost-cutting opportunities, avoid redundant and unnecessary spending and make cost-sensitive decisions that support business operations.

IMPROVE OPERATIONAL EFFICIENCY CA ITCM helps improve IT efficiency by streamlining and automating the day-to-day processes associated with the management of client devices, improving IT productivity and freeing up valuable resources to focus on the development and deployment of strategic technology initiatives.

MITIGATE ASSET RISK CA ITCM helps you keep pace with the high-volume of changes, patches and updates necessary to keep your organization secure and efficient. The solution also helps mitigate the operational risks associated with unlicensed software or unauthorized and unmonitored client devices. In addition, CA ITCM helps reduce the financial risk of non-compliance by providing important information needed to help meet such regulatory mandates as the Sarbanes-Oxley Act (SOX), various SEC requirements and the Health Insurance Portability and Accountability Act (HIPAA).

To optimize the performance, reliability and efficiency of your overall IT infrastructure, you need to exact tight, centralized administration over the myriad of client devices that comprise such a large, mission-critical portion of your environment. CA IT Client Manager is designed to provide these capabilities through automation that delivers comprehensive client administration from a single integrated source.

In addition to providing you with a significant level of control over your growing client infrastructure, CA ITCM helps you ensure that these devices are secure and available throughout their lifecycles. As such, the solution mitigates much of the risk associated with the implementation of unauthorized devices and non-compliance with various regulatory bodies, so your IT organization — and the devices it manages — can better support business objectives.

CA Services™

An important part of CA's leadership in the IT client management marketplace is the dedicated professionals in CA Services. Whether your implementation is out-of-the-box or requires modification to meet your business needs, CA Services helps lower your risk by utilizing the CA IT Client Manager Deployment Playbook for each engagement. The CA IT Client Manager Deployment Playbook offers a standardized, step-by-step implementation process guide that translates years of deployment successes and best practices into a repeatable deployment methodology that increases your time-to-value.

SECTION 5: NEXT STEPS

To learn more about CA IT Client Manager and how it can help you streamline the tasks associated with the management of client devices and improve the delivery of all related IT services, contact your sales representative or [visit us on the Web](#) for more information.

To learn more, and see how CA software solutions enable other organizations to unify and simplify IT management for better business results, visit [ca.com](#).

Notes

Notes

CA (NSD: CA), one of the world's leading independent, enterprise management software companies, unifies and simplifies complex information technology (IT) management across the enterprise for greater business results. With our Enterprise IT Management vision, solutions and expertise, we help customers effectively govern, manage and secure IT.



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