

Altiris™ IT Management Suite 7.0 from Symantec

Redefining IT lifecycle management and automation

Overview

The ever-increasing complexity of organizations' IT environments makes managing disparate, complex IT assets a tough job. Not only is it difficult to maintain system reliability and efficiency across client and server environments, but it's challenging to increase IT service levels to the degree organizations demand.

Altiris™ IT Management Suite 7.0 from Symantec, formerly Altiris Total Management Suite 6.5 from Symantec, satisfies these challenges through comprehensive client, server, and asset management with full service desk and automation capabilities that reduce IT costs and enhance IT effectiveness. IT Management Suite is built on the Symantec™ Management Platform 7 and includes:

- Altiris™ Client Management Suite from Symantec
- Altiris™ Server Management Suite from Symantec
- Altiris™ Asset Management Solution from Symantec
- Symantec™ ServiceDesk 7.0
- Symantec™ Workflow
- Symantec™ Wise Package Studio Suite

IT Management Suite includes key client and server management capabilities including provisioning, deployment, inventory, patch management, software updates, remote assistance, process automation, OS migrations, service desk, software packaging, and asset retirement.

Benefits

- Reduced cost of ownership through a suite of integrated technologies from a single vendor.
- Increased IT staff efficiency by automating common manual processes including employee hiring and termination procedures, OS migration, and software license reclamation.
- Enhanced IT effectiveness through comprehensive and integrated client and server lifecycle management.

Reliable Microsoft® Windows® 7 migrations

Automated migration is an integral part of an endpoint management strategy that helps companies reduce total cost of ownership. Symantec has deployed more than 300 million desktops and notebooks to Microsoft® Windows® 2000, Microsoft® Windows® XP, Microsoft® Windows® Vista—and now Windows 7.

IT Management Suite automates the Windows 7 migration process from end to end, including assessing the environment for migration readiness, building images and preparing applications, preserving user settings and data, deploying and delivering images and software, and measuring and reporting results. The need to touch each computer during the upgrade is eliminated, and the process is fast and easy to execute with reliable results.

The savings can be substantial. A large financial institution that used Symantec for its migration to Windows 7 migrated almost 1,800 endpoints in a 24-hour period which resulted in 200% greater efficiency while using less staff.

Save money with intelligent software management

Many companies unknowingly overspend on license agreements and maintenance, because they don't have a standardized process for tracking software usage. And software vendors are becoming increasingly active in auditing their customers. According to a recent report from

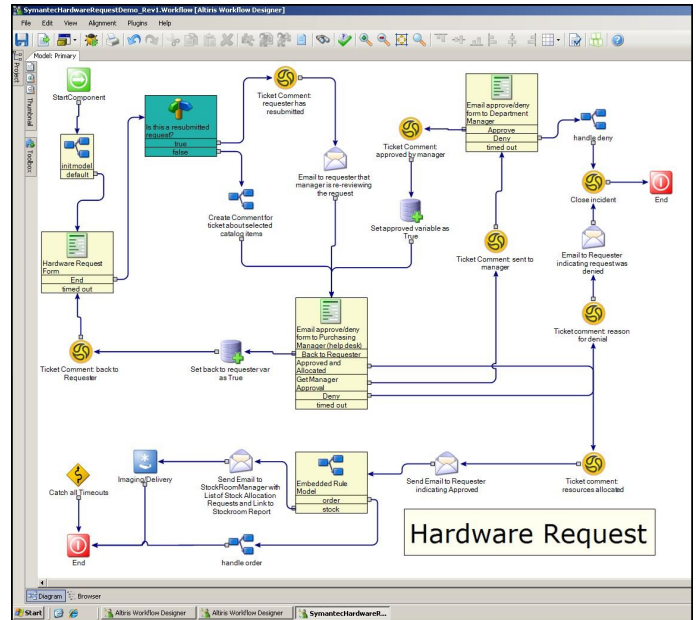
Data Sheet: Endpoint Management Altiris™ IT Management Suite 7.0 from Symantec

Gartner, more than 50 percent of organizations it talked to say they have been audited by at least one software vendor in the last 12 months.¹

IT Management Suite provides complete visibility into IT assets, automates processes, and produces accurate license reports for permanent cost savings and easy vendor audits and compliance. The automated process is initiated by a software request through Symantec ServiceDesk which kick starts other processes including inventorying existing licenses, matching installed software against contracts, establishing relationships between software assets and their owners, measuring actual usage, and determining license entitlements. Symantec customers have saved substantial dollars by eliminating over-licensing. Some have even re-negotiated more advantageous enterprise licensing agreements with vendors.

Automate common IT processes

With the automation capabilities built into IT Management Suite, administrators can assume a more strategic business role in their organization. Symantec customers have automated countless complex, time-consuming IT tasks with the automation tools in IT Management Suite, one example is employee on-boarding and termination. IT staff normally have a manual checklist of procedures to follow when a new employee starts, such as issuing and provisioning new assets like a computer. Typically, approvals from managers in various departments need to be in place before the process can begin. IT Management Suite automates those steps and the approval process, thereby ensuring reliability, consistency, and speed. Conversely, when an employee is terminated, IT Management Suite automates the asset reclamation process in accordance with company policies.



Automate complex IT processes from beginning to end. Administrators design processes using an easy drag-and-drop interface.

Simple hardware request Web form. When the form is submitted, the automated process begins, ensuring an efficient service request.

1. Attribution from published research: Gartner, Inc. "Gartner Polls and Surveys Show an Increase in Software License Audits", Alexa Bone and Jane B. Disbrow, July 31, 2009.

Industry-leading client and server management

IT Management Suite offers outstanding management of clients and servers. Symantec's award-winning client management technology deploys, manages, secures and troubleshoots client systems so you gain control of your IT environment.

The server management capabilities provide IT administrators with a comprehensive solution for managing physical and virtual servers. Servers are provisioned, controlled, automated, and measured from a central console. With these tools, you can easily manage servers, reduce service interruptions, and increase uptime.

Easily add additional Symantec and third-party solutions

IT Management Suite is built on Symantec Management Platform 7, a unified management foundation. You can add additional Symantec and third-party solutions that integrate with this extensible platform, thereby reducing the amount of infrastructure you need to install and maintain.

Symantec solutions that integrate with the Symantec Management Platform and complement IT Management Suite include:

- Symantec™ Endpoint Protection
- Symantec™ Data Loss Prevention
- Symantec™ Control Compliance Suite
- Symantec Backup Exec™ System Recovery
- Symantec Backup Exec™
- Symantec™ Mobile Management 7.0
- Integrated management of Dell®, HP®, Intel®, and Acer® hardware

System Requirements

Management Server

- 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®

Microsoft® Windows® Agent

- Microsoft® Windows 7
- Microsoft® Windows® XP SP2 or later
- Microsoft® Windows® 2000 Workstation SP4 and rollups
- Microsoft® Windows Vista®
- Microsoft® Windows Server® 2003, 2008

Linux® Agent

- Red Hat® Enterprise Linux 3, 4, 5
- SUSE® Linux® Enterprise Desktop 10
- SUSE® Linux® Enterprise Server 9, 10
- VMware® ESX Server 3.0.1, 3.0.2, 3.5, 4.0

Macintosh® Agent

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

Unix® Agent

- IBM® AIX® 5.2, 5.3, 6.1
- HP® UX 11i (PA-RISC), 11i v2 (PA-RISC), 11i v3 (PA-RISC/IA-64)
- Oracle® Solaris 9 (SPARC), 10 (SPARC/x86/x64)

More information

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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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