



Altiris® 6

Real-Time System Manager Solution™

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 IMMEDIATE PROBLEM RESOLUTION AND COMPUTER MANAGEMENT FROM ANYWHERE

BENEFITS

- > Administer remote computers from virtually anywhere
- > Provides quick graphical summary
- > Uses the Windows security already in place in your organization
- > Common user interface with other Altiris solutions minimizes training
- > Reduces help desk call duration and speeds problem resolution
- > Integrates with Altiris® Helpdesk Solution™
- > Supports Intel AMT

Altiris® Real-Time System Manager Solution™ helps you manage computers using Microsoft Windows Management Instrumentation (WMI) and Intel Active Management Technology (AMT). Using Real-Time System Manager Solution, you can view detailed real-time information about a managed computer and perform various administrative tasks, such as restarting the computer, resetting the password, running a port scan, terminating a process, and more.

GET ACCURATE, REAL-TIME INFORMATION

In most help desk environments, technicians must resolve problems based on data that can be several hours or even days old. However, many problems that require a call to the help desk are the result of a condition that has only recently materialized. Real-Time System Manager Solution allows your help desk workers to view the health and status of a remote computer in real time, giving them a powerful edge in today's ever-changing IT environment.

REDUCE HELP DESK CALL DURATION

Industry research indicates that a typical call to the help desk requires help desk workers to spend almost 50 percent of their time gathering detailed information about a caller's environment. Asking the caller to determine how much drive space is available, which processes are running, or which BIOS revision they are using can be a daunting, time-consuming task, yet this information is vital to resolving incidents quickly. Real-Time System Manager Solution provides your help desk workers with quick, easy access to this information and more. For example, the reigning king of calls to the help desk remains the password reset. Real-Time System Manager Solution allows you to reset passwords for domain accounts as well as local computer accounts in real time with the click of a mouse.

LEVERAGE THE POWER OF MICROSOFT WMI

Real-Time System Manager Solution is designed for enterprises that want to reduce the cost and

complexity of managing their computer infrastructure by maximizing the value provided by Microsoft's Windows Management Instrumentation (WMI) architecture. By organizing the information and functionality already available on nearly every Windows computer and making it easily accessible, Real-Time System Manager Solution can help your organization realize significant savings through reduced incident resolution time, reduced downtime, and higher IT staff productivity.

SUPPORT FOR INTEL AMT

Real-Time System Manager Solution supports the inventory and power management features of Intel AMT-enabled systems, which allows you to better discover, heal, and protect your networked computing assets. Whether a user's operating system is out-of-band—be it down, locked or off—your IT organization and help desk can still view inventory and perform management tasks in a heterogeneous environment.

UNPRECEDENTED CONVENIENCE

Put an end to running around the data center trying to determine which keyboard and monitor are connected to which server. Eliminate trips across the corporate campus to reboot a computer or restart a service that has stopped. Real-Time System Manager Solution allows you to perform these tasks, as well as network diagnostics—all from the convenience of a Web browser.

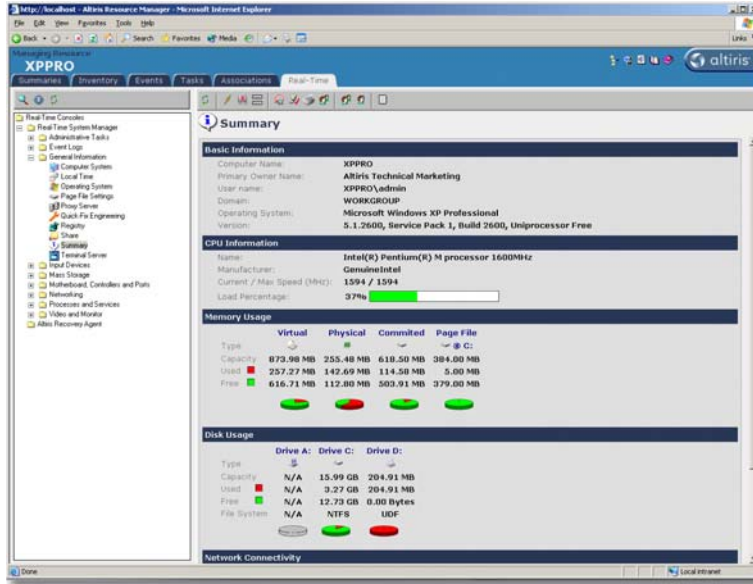


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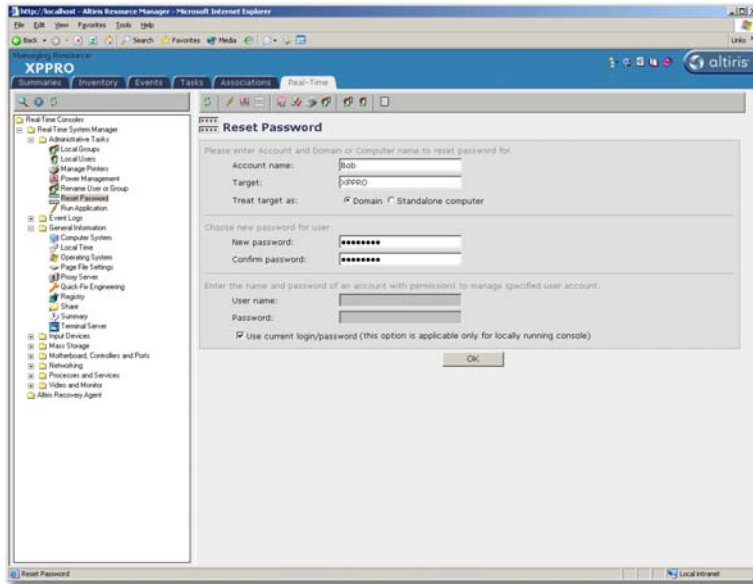
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www.altiris.com

“Servicing our clients was challenging until your Real-Time System Manager Solution product came along. Now no matter where we are on our network (including an emergency dial-in from outside the network), we can service our client 100 percent. Thanks for a great, well-thought-out product.”

—MICHAEL L. NESTOR
ISD CIO
Advanced Dermatology
Management



With Real-Time System Manager Solution you can instantly view vital statistics and operational parameters of computers in real time.



Real-Time System Manager Solution includes powerful diagnostic and security tools such as resetting passwords.

TRY REAL-TIME SYSTEM MANAGER SOLUTION FOR FREE!

Get your 30-day, fully-functional evaluation copy of Real-Time System Manager Solution at www.altiris.com/eval.

SYSTEM REQUIREMENTS

Real-Time System Manager Solution requires that you install and configure the Altiris Notification Server™.

Notification Server Minimum Requirements

- > Processor—Pentium III 800 MHz or faster
- > Memory—1 GB RAM
- > Hard drive—20 GB
- > Operating system—Windows Server 2003 or Windows 2000 Server
- > Database—Microsoft SQL Server 2000 SP3
- > Browser—Microsoft Internet Explorer 6 or later

Real-Time System Manager Solution is included in these Altiris suites:

- > Altiris® Client Management Suite™, Level 2
- > Altiris® Server Management Suite™, Level 2
- > Altiris® Service & Asset Management Suite™, Level 3
- > Altiris® Total Management Suite™



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intuitive > manageability

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