

# Altiris™ IT Management Suite 7.1 from Symantec

Achieve a new level of predictability

## Overview

Change is inevitable for IT and it comes from several sources: changing needs from lines of business, managing and supporting too many devices, controlling the complexity for the latest versions software and hardware, troubleshooting more intricate endpoints, and adopting new technologies or trends like cloud, virtualization, and mobile. Tackling the ability to manage that change can be a daunting task. In the past, IT has had to use multiple management tools to accomplish their objectives. Rest assured that you can meet the challenge by using a comprehensive, integrated suite of management technology.

Altiris™ IT Management Suite 7.1 is a suite of integrated products that help IT organizations provide faster and more predictable service to their business. The suite enables this by ensuring that organizations' management infrastructures can easily support new technology changes, can quickly adapt to changing processes and business needs, and can provide the necessary insight to make more intelligent decisions because they are data-driven.

Included Suites	Description
Altiris™ Client Management Suite from Symantec	<i>Manages, secures and troubleshoots desktops and laptops throughout their entire IT lifecycle</i>
Altiris™ Server Management Suite from Symantec	<i>Provides solutions to provision, control, automate, and monitor physical and virtual servers</i>
Altiris™ Asset Management Suite from Symantec	<i>Improves visibility into IT assets at every point in the lifecycle to reduce costs and fulfill compliance initiatives</i>
Symantec™ ServiceDesk	<i>Powerful ITIL-based incident, problem, change, and knowledge management tool that improves availability</i>
Wise Package Studio™ from Symantec	<i>Gives you control of your organization's applications for deployment preparation and application standards</i>

## Measurable savings

According to a Forrester® Consulting commissioned study on the benefits of deploying Altiris technology, customers realized quantified benefits and savings of \$7.3 million over three years in a number of key areas.<sup>1</sup>

## Manage change with confidence

Organizations were able to drive predictable and repeatable day-to-day operations:

- Labor savings of \$1,050,000 in patch management by more effectively distributing and enforcing patch levels.
- Labor savings of \$720,000 for Windows® 7 readiness and migration.
- Labor savings of \$648,000 from provisioning applications and software.
- Cost savings of \$693,000 in replacing and retiring legacy point solutions.

## Make smarter, faster decisions

Organizations simplified administrative decisions and end-user experiences with real-time, data-driven conclusions:

- Labor savings of \$161,280 from auditing physical assets.
- Penalty avoidance savings of \$1,200,000 from software vendors' audits.
- Cost savings of \$720,000 from avoiding over-licensing of software.

## Drive innovation

Organizations adopted new technologies and implemented automated processes without adding new tools, people or methodologies:

- Labor savings of \$600,000 from using Symantec's built-in automation or workflow functionality.

<sup>1</sup> The Total Economic Impact Of Altiris™ IT Management Suite 7 From Symantec Multicompany Analysis, Forrester Consulting, January 2011

## Manage change with confidence

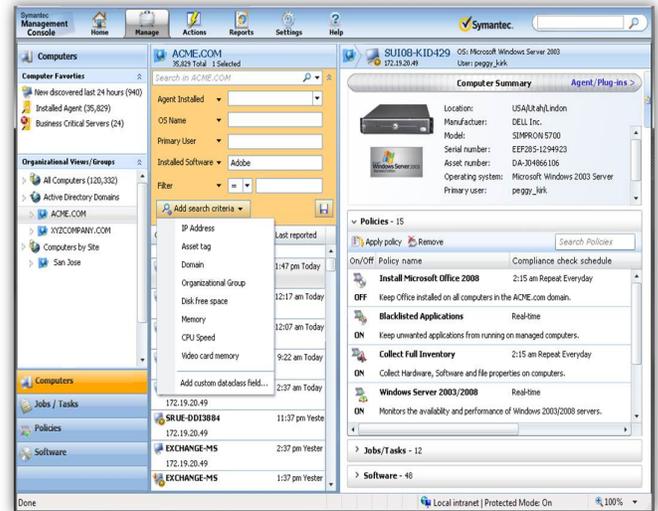
Change is a constant factor in managing client and server systems. Coordinating that change through a single framework reduces labor costs and increases the speed of realizing time to value of your investment.

With a consolidated solution you can ensure consistency across groups and accomplish more with the constant pressure to reduce labor. Experience results across the suites to diminish the complexity of managing systems:

- **Centralize management for greater control** – provides a global view of IT combined with the ability to model organizational responsibilities.
- **Standardized systems drive consistency** – improve service and minimize installation issues by building out standardized system deployment and migration processes.
- **Streamlined software management simplifies compliance** – enable organizations to be more intelligent when it comes to software delivery, software license management, and compliance with software management policies.
- **Leverage asset management to improve service levels** – identify the impact and risk associated with the change management process to reduce outages.
- **Manage change using ITIL best practices** – quickly respond to end-user needs while proactively heading off problems before they impact the entire organization.

“IT Management Suite allows us to pick and choose which piece really works best for us... it's tough to find a solution that does all this.”

**Chris Findley, Director of Engineering, mindSHIFT Technologies**



## Intuitive management interface

## Make smarter, faster decisions

Whether it is a routine change, a surprise software audit or a broad

technology change there are always a range of factors – some simple and others complex - that must be assessed with each decision or project.

The only way to achieve optimal results it to

leverage better intelligence and decision making at all stages of the process. With the right data decisions are made with confidence and in a fraction of the time.

Altiris IT Management Suite contains advanced analytics and reporting that allow IT organizations to easily explore data and answer their own questions. For example, you can create professional reports using familiar pivot tables, measure critical success factors to assess trends, and view reports with aggregated data across multiple databases.

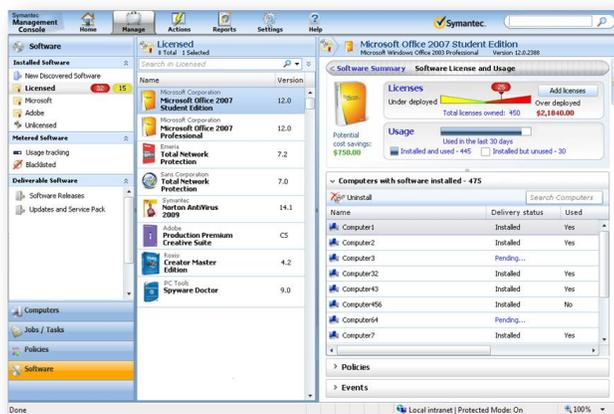
“We now know what we have out there in terms of inventory, what software is deployed on each machine and whether it is being used, and the status of software updates and patches.”

**Link Alander, Associate Vice Chancellor, Lone Star College System**

## Data Sheet: Endpoint Management Altiris™ IT Management Suite 7.1 from Symantec

A comprehensive suite compiles the information to enable gathering, tracking, and acting on current data:

- **Understand what you have and where it is** – Get started on the right foot with network discovery and inventory tools that provide real-time access to what's in your environment.
- **Optimize your client and server software assets** – Combining our suites for client, server, and asset provides single reporting into for all hardware and software inventory with the business and contract information.
- **Simplify software license audits** – Create detailed asset reports needed to pass an audit with actionable, intuitive tasks available from the management console.
- **Measure and improve IT performance** – Easily create advanced analytics and reporting that allow you to explore data and answer standard and ad hoc scenarios.



At-a-glance view of software compliance

### Drive innovation

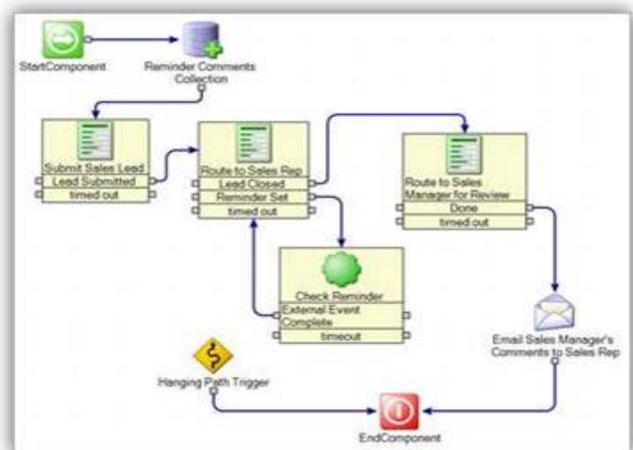
End-users increasingly expect real-time access to new applications, new device types, and new platforms. Cumbersome manual processes often impede IT's ability to rapidly deliver support and satisfy their needs.

Here are some of the ways you can increase your strategic contribution:

- **More automation, less headaches** – Define, design and deliver automated IT processes and workflows that drive business.
- **Become strategic by automating common IT processes** – Organizations can improve end-user satisfaction and reduce resource drains by implementing automated, repeatable processes.
- **Enable end-user self-service** – IT self-service empowers the end-user to quickly access IT support and initiate their own service requests, which leads to significant IT efficiency gains.

"I am very excited about [Symantec's workflow capabilities]. It will dramatically affect the way we do business. The sky is the limit when it comes to the processes here that can be made quicker and safer, with more responsibilities given."

**Nigel Lavin, Director of Information Technology, Mercy Health Services**



Link people and process together

## Data Sheet: Endpoint Management Altiris™ IT Management Suite 7.1 from Symantec

For each of the suites, you can demonstrate results quickly with these capabilities and benefits:

Suite	Capabilities and Benefits
Altiris™ Client Management Suite from Symantec	<ul style="list-style-type: none"> <li>Heterogeneous PC lifecycle management across Windows®, Mac®, Linux® and virtual desktops.</li> <li>Accurate identification and inventory of devices to forecast hardware and software needs.</li> <li>Zero-touch migration to automate new system rollouts.</li> <li>Comprehensive software management simplifies ongoing software maintenance.</li> <li>Integrated troubleshooting tools such as remote control and out-of-band management.</li> </ul>
Altiris™ Server Management Suite from Symantec	<ul style="list-style-type: none"> <li>Heterogeneous server management across Windows, Linux, UNIX and virtual environments.</li> <li>Image-based and scripted provisioning capabilities .</li> <li>Comprehensive software and patch management.</li> <li>Integrated physical and virtual machine management.</li> <li>Integrated monitoring and remediation.</li> </ul>
Altiris™ Asset Management Suite from Symantec	<ul style="list-style-type: none"> <li>Track discoverable and non-discoverable assets in a central repository for accountability and cost control.</li> <li>Manage software licenses to ensure compliance and optimize purchasing decisions.</li> <li>Visualize the relationships between hardware, software, contracts, users, and organizational units.</li> <li>Automate common processes such as employee on-boarding or asset reallocation.</li> </ul>
Symantec™ ServiceDesk	<ul style="list-style-type: none"> <li>Delivers ITIL and best practice processes for incident, problem and change management.</li> <li>Highly configurable with easy-to-use tools that adapt processes to organizational needs.</li> <li>Includes self-service capabilities to speed service and drive down costs.</li> <li>Easy to use with out of box integration with other Symantec solutions.</li> </ul>

### Extending Altiris IT Management Suite

You can extend your investment in Altiris IT Management Suite with additional Symantec products to manage mobile devices, adopt application streaming, or increase security.

#### Symantec™ Mobile Management

Symantec Mobile Management provides policy based application deployment, device control and security policy management for Android™, Apple® iOS, BlackBerry® and Windows® Mobile/ Windows® CE.

#### 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.

#### 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.

#### Symantec™ Critical System Protection

Symantec Critical System Protection protects against day zero attacks, hardens servers, and helps maintain compliance by enforcing behavior-based security policies.

#### Symantec™ Control Compliance Suite

Symantec Control Compliance Suite addresses IT risk and compliance challenges by delivering greater visibility and control across infrastructure, data and people.

#### Symantec Technology Partners

Symantec's open framework allows hardware manufacturers and Independent Software Vendors (ISVs) to develop products that fully integrate with Altiris Client Management Suite. These technology partnerships offer solutions in the areas of Green IT, Desktop Lockdown and End-User Self-Service. You can learn more about these partners online at <http://www.symantec.com/partners/programs/technology-partners/developer-program.jsp>.

## Data Sheet: Endpoint Management Altiris™ IT Management Suite 7.1 from Symantec

### System Requirements

Here are the system requirements for Altiris IT Management Suite 7.1.

#### Symantec Management Platform

The Symantec Management Platform includes the Symantec Management Console, Symantec™ Database Security, Notification Server and Deployment Solution components.

- Microsoft® .NET Framework 3.5
- Microsoft® Internet Explorer® 7, 8 (compatibility mode)
- Microsoft® SQL Server® 2005, 2008
- Microsoft® Windows® 2003 Server 32-bit version
- Microsoft® Windows Automated Installation Kit (AIK) for Windows® Server 2008

#### Microsoft® Windows® Agent

- Microsoft® Windows® 7 Enterprise
- Microsoft® Windows Vista® SP1 (all additions)
- Microsoft® Windows® XP SP2 or later x64/x86
- Microsoft® Windows 2000 Workstation SP4 and rollups
- Microsoft® Windows® Server 2003, 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)
- VMware® ESX Server 3.0, 3.5

#### 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)

#### UNIX agent

- AIX 5.2, 5.3, 6.1
- HP®-UX 11i & 11iv2 (PA-RISC), 11iv3 (PA-RISC/IA-64)

- Oracle® Solaris 9 (Sparc), 10 (Sparc & x64)

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### More Information

#### Visit our website

<http://enterprise.symantec.com>

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

Call toll-free 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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