frontrange™

HEAT™

Client Management

**CONTROL IT WITH AUTOMATION, UNIFIED MANAGEMENT, &
COMPLIANCE ENFORCEMENT**

IT complexity is on the rise. Mobility, virtualization, cloud computing, a widening pool of devices and operating systems, and a number of other factors are making it more challenging for organizations to control and manage their heterogeneous infrastructure.

The HEAT Client Management solutions help customers gain control of their complex, sprawling IT infrastructure by providing high levels of process automation, unified management, and compliance enforcement. These factors combine to form the foundation for efficient and effective IT services and yield improved end user productivity. HEAT Client Management solutions enable organizations to:

- Reduce software deployment time by up to 95%
  - maximizing operational efficiencies

- Decrease total cost of ownership (TCO) by up to 70%
  - minimizing IT costs

- Decrease patch installation time by up to 80%
  - diminishing risk of hacking and malware and improving service quality and compliance

For even the most sophisticated IT departments, today's requirements are tough to handle. IT managers are often confronted with seemingly contradictory internal requirements. Lines of Business expect IT to make an active and positive value contribution to the company and to flexibly support dynamic business processes. Employees expect unlimited productivity and constant availability. It's impossible for IT to please everyone all the time, especially with so many factors that make their job more difficult.

Threats from malware and hackers require relentless updating of security patches and related configuration settings. Heterogeneous environments must be standardized, while processes throughout the infrastructure must be automated across all technology. Downtime has to be avoided at all costs, and all software updates or configuration changes must be implemented with minimal disruption. Availability and performance must be maximized, all while maintaining security. Increasingly complex Service Level Agreements pin down all these goals in writing, but are difficult to manage. And there is always the general imperative to cut costs.

The solution? Consistent automation, unified management, and a focus on compliance. A good Client Management solution will focus on all three, allowing organizations to react flexibly while at the same time reducing costs.

The HEAT Client Management solutions fully automate software provisioning, configuration and remediation tasks to efficiently manage clients of all kind across their lifecycle.
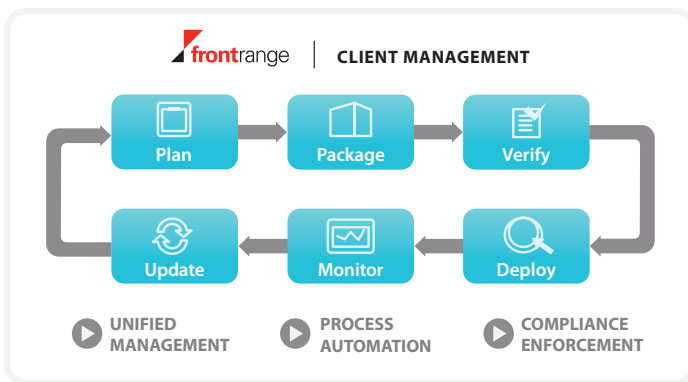
With HEAT Client Management, organizations can efficiently **plan** for global software rollouts, automatically **package** the necessary software, operating systems, drivers and configurations, **verify** and pilot the software change before production, automatically **deploy** the software to the end user, **monitor** and enforce compliance, and **update** and remove software as necessary to stay aligned with dynamic business demands.

Whether your IT department is managing a distributed environment, juggling applications from different organizations after a merger or acquisition, planning a major operating system rollout, refreshing hardware, or simply trying to get a grip on complexity, HEAT Client Management can help.

Planning ahead for software deployments

One of the largest challenges today's IT departments face is the rollout, migration, and update of software. Proper preparation is essential for any type of software deployment, but many organizations underestimate the level of intricacy required for planning major IT initiatives. The largest concern is the legacy infrastructure, which can cause critical compatibility issues due to its age and the resulting complexity.
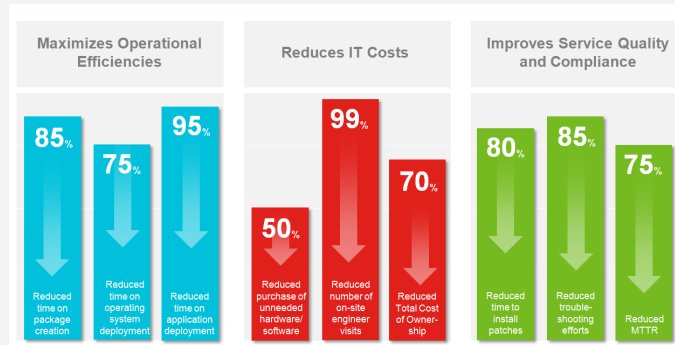
At a time of reduced IT resources and increased pressure to reduce costs, many businesses are unpre-pared for performing such a major initiative. Many IT managers understandably feel overwhelmed by these challenges.

But with the HEAT Client Management Solutions, they don't need to feel overwhelmed any longer. FrontRange provides the tools that can quickly, easily, and reliably automate the entire software deployment process, reducing operating costs and the burden on IT dramatically. FrontRange has a track record of successfully migrating customers to new major operating systems and utilizes best practices methodology in planning and im¬plementing migrations, software rollouts and updates.

Package software automatically

The intelligent automation of software packaging is the key to permanently relieving administrators of routine tasks. The HEAT Client Management solution Desktop & Server Management (DSM) is based on proven NetInstall® technology (featuring the Software Factory and Packaging Workbench) with intuitive wizards that facilitate the creation of all types of packages ranging from operating systems and applications right up to printer and security settings. Processes and best practices are set up just once, and existing software packages are automatically adapted for use in desktop, server, and virtual environments. This ability to build once and then deploy across the entire network allows for consistent, repeatable deployments with essentially a 100% guarantee that every machine will look the same. Using DSM, customers were able to reduce their time spent on package creation by up to 85%.

![frontrange™ The HEAT is on]

Client Management Business Value

Maximizes Operational Efficiencies | Reduces IT Costs | Improves Service Quality and Compliance

85% Reduced time on package creation
75% Reduced time on operating system deployment
95% Reduced time on application deployment
50% Reduced purchase of unneeded hardware/software
99% Reduced number of on-site engineer visits
70% Reduced Total Cost of Ownership
80% Reduced time to install patches
85% Reduced troubleshooting efforts
75% Reduced MTTR

- **Maximize operational efficiencies** by fully automating and accelerating software provisioning tasks to enhance availability of business critical applications

- **Reduce IT costs** significantly with unified management across physical and virtual clients, servers, platforms and multi-site networks

- **Improve service quality and compliance** with policy-based management, standard configurations and automated compliance enforcement for a more robust and reliable infrastructure

"We bundle the packages once only and make them available to the client in a virtual shopping cart. This not only saves a lot of time and money. We also can focus much better on our core business, for example managing our user help desk"

Christopher Clauss
IT Administrator
Danzer

Verify change for improved quality assurance

Urgency is typically the foremost concern regarding the installation of software, particularly patches. However, system stability and availability must remain paramount during installation. The HEAT Client Management solution DSM supports controlled change management, whereby the effects of

all new patches or any type of software changes are determined before the installation begins, through a pilot installation. DSM only installs an application or patch on productive PCs if it passes these tests. The solution itself resolves dependencies, thus minimizing the number of installations necessary.

Deploy software automatically to boost efficiency

DSM dramatically simplifies IT management by automating application tasks with a single console interface for packaging, testing, deploying, and configuring software applications. Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for a variety of IT tasks. With DSM, FrontRange customers reduced their time spent on software deployment by up to 95%.

Monitor deployment and compliance

Important information about the compliance state must be clearly discernible at all times and provide a solid basis for targeted measures. With DSM, compliance status is clearly indicated at all times by means of a traffic light system. DSM is not restricted to a simple display of whether a system is compliant or non-compliant, but instead supplies meaningful and detailed information. Administrators can perform rules-based checks on all clients to ensure that they meet established policies. If the installed software is not in line with those policies, DSM marks the client as non-compliant. Thanks to its compliance enforcement functionality, the system will automatically attempt to ensure compliant installations and application access. If the desired state cannot be reached within five tries, the installation is categorized as non-compliant and the client management team is informed of its status.

Update and remove software

Dealing with the large number of updates, hot fixes, service packs and security patches that exist within a heterogeneous environment is one of the most time-consuming tasks in client management. With the HEAT Client Management solution, DSM, these updates can be executed automatically. Application errors can be remedied just as easily through complete or partial re-installation or, if necessary, de-installation.

Best practices release management ensures that the targeted devices are always updated. Modifying an individual software package offers the capability to automatically update any or all targeted devices affected. This ensures the integrity of the overall software ecosystem.

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The HEAT Client Management Difference

Our focus on process automation, unified management, and compliance enforcement sets us apart from the competition, enabling your organization to gain control of IT infrastructure with an integrated, single-vendor solution.

Complete Automation

DSM combines a range of intelligent technologies that decisively advance the automation level of Client Management. DSM consistently automates not only standardized processes, but also the connections between workflows. The solution automates the packaging, the creation of the corresponding policy, and the linking of policy and package. It analyzes dependencies between packages and takes the dependencies into account during operations. Only a few steps are required to accomplish many IT management functions, reducing your Total Cost of Ownership by up to 70% compared to manual IT management. Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for all types of tasks, even technically difficult ones. Plus, the preset policies keep software and hardware assets up to date without placing additional demands on overburdened IT departments.

"Due to automated software management with FrontRange Desktop & Server Management (DSM) the help desk calls from employees having problems with their PCs has reduced significantly, saving us the time and costs of troubleshooting issues."

Klaus Stanulla
Team and Project Manager
WGV (Wuerttembergische Gemeinde-Versicherung)

Unified Management

DSM provides unified management across physical and virtual clients, servers, platforms, multi-site networks and delivery methods. Intelligent packaging simplifies management across the heterogeneous infrastructure. All Client Management solutions are designed to work together, enabling packages to be created quickly, adapted and reused independently of the infrastructure parameters. The packages are set up just once and will adapt automatically to fat and thin clients, server infrastructures, and virtual machines, and can be implemented in parallel in these environments.

"One of the big advantages of FrontRange Desktop & Server Management (DSM) is that we can manage virtual and physical assets and control our software with a single centralized tool."

Wilco Strusch System Programmer
BITMARCK Technik GmbH

Compliance Enforcement

Traditional task-based management requires IT staff to be responsible for defining, performing, and monitoring the success of all current tasks. This costs time and is a source of error, largely because task-based management makes monitoring the success of actions very difficult. DSM features policy-based management, with which IT departments can not only save time, but also respond quicker to changing requirements. Compliance is monitored autonomously, and any exceptions to the predetermined policies are flagged immediately so that IT can take necessary actions. The status of the entire software ecosystem is well-defined, transparent, and provable. DSM monitors compliance with enabled polies and automatically displays deviations. This means that the IT administrators only have to concern themselves with the exceptions and will have more time for strategic tasks.

More Information

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