Client Management

KEY DESKTOP & SERVER MANAGEMENT (DSM) CAPABILITIES

Leveraging virtualization, standardization, and cloud computing can reduce costs, improve efficiencies, and conserve energy. But without a solid client management solution, your organization may lack the control necessary to reap the benefits of these technology breakthroughs.

HEAT Desktop & Server Management (DSM) is a market-leading Client Management solution to fully automate complex and routine IT operational tasks, from installing applications and operating systems to running and maintaining clients over time. DSM significantly lowers total cost of ownership for IT management and provides unified management for clients of all kind. Additionally, DSM reduces the administrative burden on IT staff by automatically ensuring that configuration on end devices comply with pre-defined policies. The solution is easy to implement and deploy, helping customers avoid the cost of expensive implementations. Whether the IT organization has distinct Desktop and Server teams or a single End User Computing Group, DSM provides a unified solution to:

• package, test, install and remove software
• provision and manage desktops and servers
• manage, migrate & restore user settings
• monitor software rollouts
Performing time-consuming and redundant tasks takes away from more strategic projects that can help the organization grow. DSM reduces the effort associated with deploying and managing client and server systems with features that support every stage of the software lifecycle, from deployment to troubleshooting to retirement.

The DSM suite contains all the client management tools necessary to manage and control clients of all kind from a unified, intuitive console.

**Software Packaging**

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 to system configurations and drivers in no time at all. 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. With DSM customers were able to reduce their time spent on package creation by up to 85%.

With the DSM Packaging Workbench package scripts can be edited with a very powerful scripting language. FrontRange comes with integrated expert knowledge that greatly simplifies the configuration of hardware and software for you. All necessary settings can be performed using the wizards and the dialog-based script editor of the Packaging Workbench (roughly 170 commands are available). The parameter handling of DSM allows the flexible creation of installations and the technical interdependencies of the packages can be displayed using a component model. The creation of a cross-company, cross platform software library by DSM prevents very similar packages or duplicates.

The expert knowledge that DSM incorporates means that even technically difficult tasks are quickly solved using the Packaging Workbench. For instance, addressing drivers or system settings require minimal steps to create a package and deploy. The integrated Software Package Lifecycle dashboard displays the status of any package and automatically leads to the next step. A wizard queries dependencies and sequences of the packages and then configures them automatically.

**Software Deployment**

DSM dramatically simplifies IT management by automating even the most complex installation tasks—from applications to drivers for both 32- and 64-bit platforms, with a single-console interface for packaging, testing, deploying, and configuring software applications. Applications are distributed automatically to the correct location in LAN, remote and even offline structures. All types of installations are supported, including legacy and MSI based applications.

Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for all types of IT-tasks. With DSM, FrontRange customers reduced their time spent on software deployment by up to 95%.

**Windows 7/OS Deployment and Migration**

Whether it’s provisioning new employees or managing a mass migration, OS deployment and configuration are two of the most time-consuming software management tasks. Through automation, DSM saves valuable time and eliminates sources of error by automatically packaging the operating system, drivers, and configuration, reducing not only the effort of the initial deployment, but also the amount of time spent on ongoing administration. With OSD Self Service, end users can reinstall the operating system and full range of applications of their desktop PCs at a chosen time, for example during a lunch break or overnight. Users are thus no longer dependent on the working hours of the internal IT department. DSM provides a complete software profile for the client, ensuring that the operating system and applications will be reinstalled in accordance with existing policies. DSM features zero-touch imaging and migrations to automate initiatives like new system rollouts and technology refresh cycles. With DSM, FrontRange customers were able to reduce their time spent on operating system (OS) deployment by up to 75%.
Network Discovery

In today's complex environments, knowing exactly what hardware and software you have and where it is on the network is a real challenge. FrontRange Client Management makes it easy by cataloging all IP-addressable hardware (including servers, desktops, laptops, network printers, switches) and software on the network as part of a complete IT inventory that is always kept up-to-date. Hardware and software is tracked quickly, easily, and accurately and helps customers to locate a computer within the building and to avoid fees on computers that have been decommissioned. With DSM, FrontRange customers were able to reduce their time spent to track down hardware by up to 95%.

Patch Management

Effective patch management can protect your organization against hacking and malware, which often targets weak points of operating systems and applications. DSM enables a high level of automation for all phases of patch management, from identifying vulnerabilities in the network and selecting relevant patches, to quality control and rule-based implementation. Automated searches provide a complete overview of threats, which enables your IT department to take targeted measures quickly and securely. With DSM, FrontRange customers significantly decreased their risk of exposure to hacking and malware by reducing the time to install patches by up to 80%.

Personality Migration & Disaster Recovery

DSM enables the fully automated backup, migration, and recovery processes for all user data and settings (user state). The application safeguards employee productivity and provides greater flexibility in the event of hardware and software malfunctions, malware threats, or internal company changes. DSM also addresses the special needs of enterprise migration and continuity management. For example, desktop layout, personalized settings, document templates, network connections, files and folder structures, and even registry keys and values for proprietary applications can be recorded without manual intervention. You can use predefined and configurable rules to determine exactly which files from the applications should be migrated and where they should be saved (locally, LAN, WAN, removable media, on Web servers via HTTP). Sensitive data is encrypted at a temporary storage location and migration to a new system can be protected by password. Audit logs also record all measures that have been carried out.

Client Management Highlights

- 170 wizard driven script commands to facilitate package creation for applications, drivers, security patches, user settings, etc.
- quality assurance release management with pilot & testing of every change before rollout
- full enterprise replication engine
- multi-site and multi domain capabilities
- automatic depot synchronization
- roles and ranges for administration segmentation
- virtualization management support for virtual desktop provisioning methods and hardware virtualization, image management
- Windows 7 migration best practices and operating system management, incl. automatic driver integration
- unified management across platforms, architectures (fat and thin clients, servers, physical and virtual environments) and delivery methods
- management reporting to monitor software rollouts and report on KPIs
- extended platform support for Windows, Linux, and MAC environments
- dedicated Citrix Server Management support
- self-healing infrastructure and standards enforcement
- SOAP interface for integration with existing administrative tools
- IT Service Management integration (cloud, on-premise, hybrid) with service catalog, change management and voice telephony tools
Mobile Device Management
DSM provides the ability to integrate any third-party cloud MDM solution in order to centrally manage mobile devices such as smartphones, mobile phones, netbooks and tablets.

Remote Control
For organizations with dispersed networks, resolving problems often includes on-site visits, which are time-consuming and costly. DSM includes an integrated troubleshooting tool to enable authorized IT staff to access and control all systems on the network, including servers, clients, laptops, and user-free systems. Problems can be identified and corrected remotely, which speeds resolution and helps maintain availability and employee productivity. With DSM, FrontRange customers were able to reduce the number of on-site engineer visits by up to 99%.

Centralized Interface
DSM features a centralized interface that allows different stakeholders and departments to collaborate and share software management tasks. Depending on their assigned authorizations, users can independently distribute applications or set up a computer without placing an order with the IT department. IT management tasks are accessible via a simple Web browser, and easy-to-use wizards lead the user through the necessary steps to prevent errors.

Server Management
Your IT department can save time, reduce costs, and eliminate human error by automating not only desktop but also server environments. Wizards automatically package security patches and software installations as well as document the changes. The highly-automated software configuration management support the fulfillment of service level agreements, increases system availability and reduces IT operating costs dramatically. The solution replicates configurations not only to clients but to servers enterprise-wide from the same unified console. Quickly deploy servers to augment capacity and keep up with user demand, without dependence on hardware. Synchronize server configurations, utilize ready to use packages for OS and Citrix XenApp and Microsoft Terminal Services components with application publishing and maintenance to eliminate inconsistent software states and configurations that endanger the availability and increase support costs. Precisely scheduled maintenance functions for servers increase the availability of business critical applications – with no additional hardware investment. This high level of automation offered by DSM makes cross-system and cross-application processes more secure. At the same time, higher quality is achieved because IT staff only have to familiarize themselves with one tool for their entire heterogeneous IT environment. FrontRange customers were able to improve their overall customer satisfaction by reducing the Mean Time to Repair (MTTR) by up to 75% when they troubleshooting their servers with DSM.

More Information
Corporate Headquarters
FrontRange Solutions USA Inc.
5675 Gibraltar Drive
Pleasanton, CA 94588 USA
T: 800.776.7889 and +1 925.398.1800
W: www.frontrange.com