

# Altiris™ Asset Management Suite 7.1 from Symantec

Ensuring compliance and maximizing your IT investment

## Overview

In IT change is inevitable, but asset management provides a starting point for disciplined, standards-based management that elevates the efficiency, effectiveness, and control of all IT assets. IT budgets continue to be constricted without respect to the continuous challenges IT organizations face. With these restraints and the complexity of rapid technology change (virtualization, network environments and consumerization of IT), organizations are challenged to track all assets both physical and virtual.

## Achieve a new level of predictability

Altiris™ Asset Management Suite from Symantec improves visibility into IT assets at every point in the lifecycle to reduce costs and fulfill compliance initiatives. The

suite helps organizations eliminate unnecessary software and hardware costs, proactively manage vendor contracts, and align resources to ensure IT investments are optimized and business-aligned. Asset managers can track and manage asset status through common changes and streamline common processes with pre-built process automated workflow templates.

## 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>.

“Altiris Asset Management Suite has given us better visibility of software licenses across our enterprise. It has saved us quite a bit of money by avoiding over purchasing and helps us ensure that we have the right software, up to date, for each of our desktop and laptop systems.”

—**Scott Clement, Manager of Systems Engineering, 24 Hour Fitness**

## Manage change with confidence

Align software usage with license agreements to forecast current and future hardware and software needs:

- Labor savings of \$720,000 from avoiding over-licensing of software.

## Make smarter, faster decisions

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

- Penalty avoidance savings of \$1,200,000 from software vendors' audits.

## Drive innovation

Built-in process automation streamlines IT and business procedures:

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

## Manage change with confidence

Enterprises can no longer manage the wide array of hardware information, installed software packages, and OS settings within their current infrastructure. With the exploding number of hardware devices and software applications, the complexities of mergers and acquisitions, and the consumerization of IT, asset tracking has become nearly impossible, especially tracking key dates, contracts, usage patterns, and virtual environments. In order to solve this departments and processes must be united through a common repository and console.

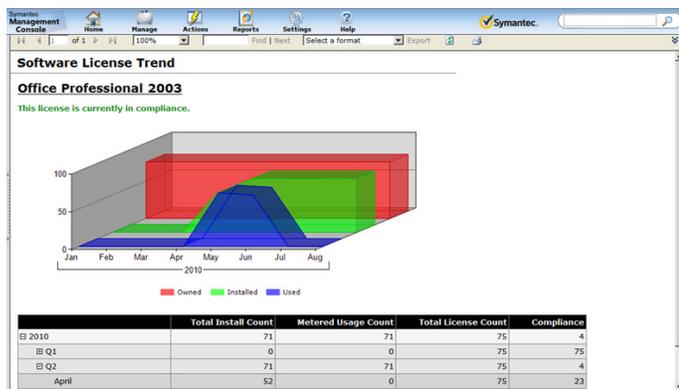
- View inventory, state, and cost of the hardware and software environment.
- Manage software more efficiently by discovering, importing, and validating software against a comprehensive software catalog.

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

## Supporting the business

Faced with the pressures to deliver higher service levels with decreasing budgets, better decisions are made with accurate records. Altiris Asset Management Suite supports the hardware and software that support the IT business. It answers the question, "what is the true cost of the asset to the business?"

Altiris® IT Asset Management Suite from Symantec is responsible for supporting the business, specifically by providing useful data to service management. This may include current configuration, dependencies, associated contracts, costs incurred, and costs forecasted. Altiris IT Asset Management becomes imperative to incident, problem, and change management by providing data to help the processes while reducing total cost of ownership.



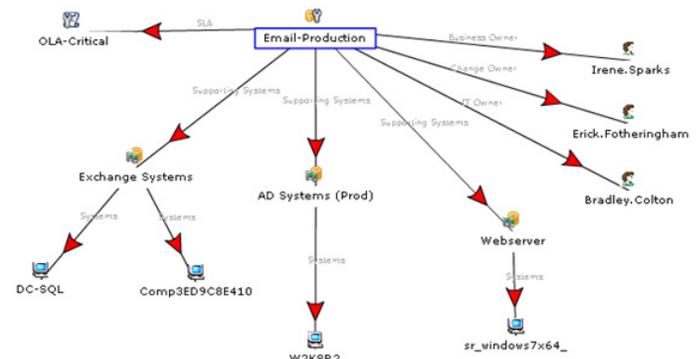
Visually track licenses owned, versus installed, versus used

- Track and manage asset status through common changes.
- Link to critical business systems, such as HR or finance.
- Receive notifications when software licenses and hardware contracts are about to be breached or expire.
- Lower total cost of ownership-asset managers can articulate detailed cost analysis of each asset they own.

## Leverage asset management to improve service levels

Altiris Asset Management Suite identifies the impact and risk associated with the change management process to reduce outages that occur due to default changes in the

environment. This creates faster incident resolution times, helps identify relationships to other configuration items that may be having issues, and an understanding of current configurations. All while reducing the number of reported incidents.



Resource association diagram

- Reduce the risk associated with change by knowing the impact and providing the service desk with valuable information to accurately resolve incidents.

## Make smarter, faster decisions

Decision makers want improved visibility in order to make smarter decisions and reduce costs. Managing licensing contracts with major software vendors is depleting IT budget and wasting costly headcount.

- Simplify the administrative experience: harvest funds from overspent licenses, true up for audits, and report costs throughout the asset lifecycle.

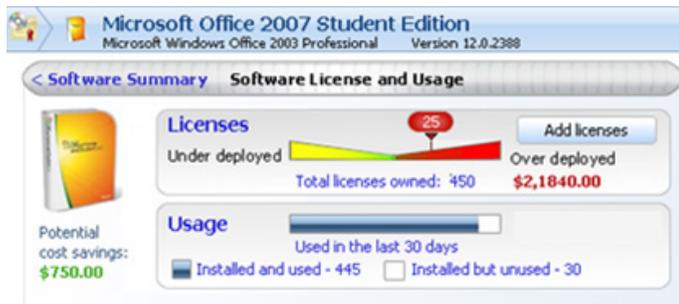
## Actively manage the entire asset lifecycle

Altiris Asset Management Suite enables users to create an up-to-date picture of the entire enterprise (servers, desktops, laptops, mobile devices, and software installed in virtual and physical environments).

- Eliminate unnecessary software and hardware costs by proactively managing vendor contracts, aligning resources to ensure IT investments are optimized and business-aligned.

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

- Reduce implementation time and costs, allowing your organization to realize a faster mean-time-to-value and focus on value-add initiatives.



*Detailed asset report*

### Simplify audits

With all IT assets organized, Altiris Asset Management Suite allows managers to view the entire organization from a single management console, including the ability to create detailed asset reports needed to pass an audit. Every managed asset is actionable from the asset reports. Right-click actions include:

- Deliver software
- Uninstall software
- Request the user to confirm ownership

These quick tasks avoid the need for frequent desk-side visits or physical audits.

### Measure and improve IT performance

In IT management, most decisions are based on highly formatted reports that can help you answer predetermined questions with little interaction or analysis from the user. When new questions arise or more information is required that is not included in the available reports, organizations often require technical expertise to properly mine and analyze data. Altiris™ Client Management Suite from Symantec contains advanced analytics and reporting that allow IT organizations to explore data and answer their own questions.

- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple configuration management database (CMDBs).
- Measure critical success factors and quickly assess trends of how these measures are changing over time.
- Construct ad-hoc reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.

### Drive innovation

IT is currently being treated like a cost center, but tasked with being strategic while living in daily fire drills; providing value in manual processes has become increasingly difficult. Altiris Asset Management Suite expands IT process automation to orchestrate the timely interaction between people and systems management.

### Single source configuration management database

Gain visibility into real-time asset information from a single source. This single source Configuration Management Database (CMDB) manages hierarchical relationships of assets, including assets to other configuration items, users, locations, departments, cost centers, and associated contracts.

“One of the biggest benefits we’ve seen from implementing Altiris solutions from Symantec is how they tie together. It is the configuration management database in the back end that helps connect those solutions, tightly integrating them together and allowing us to have the information we need so we can proactively make decisions.”

—Matt Giblin, Information Technology Manager, Mercy Health Services

- Efficiently control access to data, through reporting, cascading organizational views, and comprehensive graphic views.

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

- Populate, update, and audit the CMDB with expanded support for handheld scanners.
- Transfer data between external data sources and the CMDB using the data connector.

### Become strategic by automating common IT processes

Process automation efficiently collects information from the requestor, processes all required approvals and provides follow up notifications when tasks are not completed in a pre-determined amount of time. Custom built workflows allow customers to automate and streamline IT and business procedures across multiple solutions.

Altiris Asset Management suite includes a number of out-of-the box templates:

- Ownership validation template allows IT to request asset owners to acknowledge possession of their resources.
- Hardware | Software request template automates steps for procuring equipment or software with links into financial systems, inventory, and company approvals.
- Lease notification template provides steps for appropriately returning leased assets and taking the specified steps to ensure the proper disposal and transfer of ownership or data to the new asset.

“I am very excited about Symantec Workflow. 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**

### Asset Management Suite capabilities

Capability	Description
<b>Asset Management</b>	Lets you track and manage the physical, contractual and financial data associated with the IT assets in your environment.
<b>Configuration Management Database Solution (CMDB)</b>	Lets you model configuration items, resources, and the relationships between them in a single central database.
<b>Barcode</b>	Leverage barcode scanners for a more accurate way of gathering and verifying asset information in the field.
<b>Process Automation</b>	Lets you create and implement automated processes that link together people, process and technology, including the ability to create end-user forms and communicate between disparate technologies.
<b>IT Analytics Solution</b>	Lets you explore data, analyze trends and track IT performance without advanced knowledge of databases or third-party reporting tools.
<b>Data Connector</b>	Lets you transfer data between external data sources and the configuration management database (CMDB).

### Extending Altiris Asset Management Suite

After implementing a proactive system for asset management using ITIL best practices; take your IT environment to the next level by including the following options that complement the suite.

**Symantec™ ServiceDesk** is a powerful Information Technology Infrastructure Library (ITIL) based incident, problem, change, and knowledge management tool that improves availability and service levels while reducing costs.

**Altiris™ IT Management Suite from Symantec** helps IT organizations provide faster and more predictable service to their business.

**Altiris™ Client Management Suite from Symantec** secures, and troubleshoots systems throughout the entire IT lifecycle. Organizations can manage more technologies with greater efficiency, on more platforms including Windows, Mac, Linux and virtual desktop environments.

**Altiris™ Server Management Suite from Symantec** provides IT administrators with a comprehensive solution for managing physical and virtual servers across an array of platforms.

### System requirements

Altiris Asset Management Suite requires the Symantec Management Platform, which includes the Symantec Management Console, Database, Notification Server and Asset Management Suite management components.

### Management server

- Microsoft® .NET Framework 3.5 SP1 or above
- Windows® Internet Explorer® 7.0 or above
- Windows SQL Server® 2005 or Windows SQL Server® 2008
- Windows Server® 2008 R2 x64

### Workflow server

- Windows Server® 2003, 2008
  - Windows SQL Server® 2005, 2008 R2
  - Windows® IIS
  - Microsoft® .NET 3.5
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### More Information

#### Visit our website

<http://enterprise.symantec.com>

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Call toll-free 1 (800) 745 6054

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#### 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.

Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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