Computer Associates®

Unicenter® Desktop Management

for Enterprise Infrastructure Management

Optimize Enterprise IT Resources

Computer Associates International, Inc.'s (CA) Unicenter® Desktop Management solution provides IT departments with the foundation to transition themselves from cost centers to value centers. It automates the processes that support an organization's end-user computing needs, helping to ensure the optimum configuration of desktop computing devices by delivering critical software resources, security patches and updates in a timely manner. Crossing all technical and organizational boundaries, its automated features reduce IT staff time spent distributing software, maintaining and tracking hardware and software inventory, migrating, configuring machines and managing remote systems.

Unicenter Desktop Management products deliver significant benefits when deployed as modular components. These benefits increase exponentially when the components are deployed together as an integrated solution.

The Challenge: Automating the Processes for Desktop Management

IT departments are responsible for managing increasingly complex desktop environments during this time of unprecedented change. Multiple hardware platforms and disparate operating system versions, software license management, patch management, migration and refresh, and evolving security threats place an enormous management burden on IT. The result is an inconsistent desktop environment that is difficult to maintain and unaligned with business goals.

According to statistics cited by industry analysts and trade publications, IT departments dedicate approximately 80% of their IT budgets to maintenance activities. Left with only 20% of the budget for discretionary spending, IT is often relegated to a cost center, rather than a strategic value center. With increasing business dependency on technology and the rate of change accelerating, it is likely that an even larger percentage of the budget will be required to maintain current systems. The result is a resource-constrained IT department desperately trying to keep up with demanding business requirements. In effect, IT is caught in a paradox, spending more resources to deliver the same business value at a time when IT is asked to do more with less.

In order to reverse this trend, IT organizations must formulate a desktop management strategy that automates as many of the manual, error-prone and reactive day-to-day maintenance processes as possible. In so doing, IT can help administrators become more efficient and responsive to the needs of the businesses they support. Desktop management solutions streamline the efficiency and responsiveness of IT organizations and provide the basis for greater IT alignment with business objectives and optimization of resources.

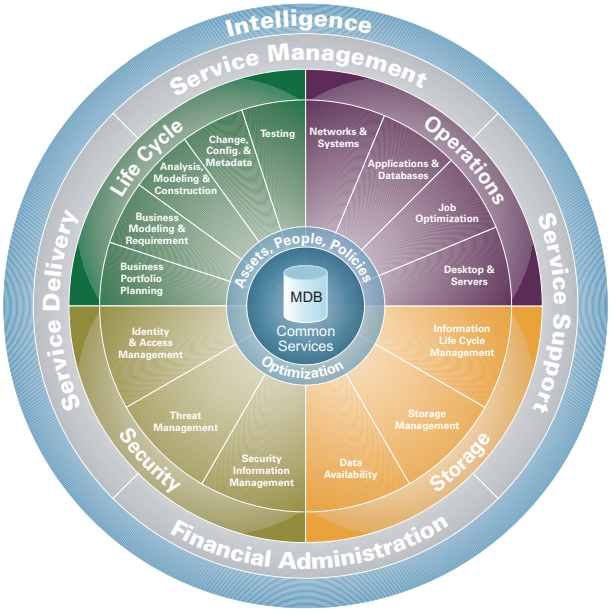
Offering Expertise Including and Beyond Desktop Management

As the management software experts for more than 28 years, CA recognizes that desktop management doesn't exist in isolation. It's part of an overall IT infrastructure that covers many disciplines. Your desktop environment is only as well managed as the server on which it resides and the network that supports it. It's only as secure as the systems that control access to it. It's only as reliable as the applications used to create and modify it.

CA's vision is that disciplines which are traditionally considered distinct — operations, storage, security, life cycle and service management — should be integrated tightly to optimize the performance, reliability and efficiency of

enterprise IT environments. By designing our products to interact with each other, leveraging common services (that is, software components that perform reusable functions across multiple applications), and developing a central management database that will provide a unified view of virtually all aspects of the enterprise and how they relate to business activities and needs, we have laid the foundation for a truly business-centric IT organization.

With comprehensive, cross-disciplinary information at their fingertips, IT organizations will be able to fully understand how all IT resources are being used across their organizations, offer services tailored specifically to meet the needs of individual departments and even provide executives with feedback about exactly how IT costs are being incurred. All this enables managers to make better decisions about how to direct business activities and assets.



A Business-Oriented View of IT

Essentials of a Desktop Management Strategy

Establishing a comprehensive desktop management strategy is the first step toward accomplishing the objectives of reducing desktop maintenance costs, mitigating increasing levels of risk and aligning IT with business objectives. At a minimum, a desktop management strategy should incorporate the following objectives:

- Standardization of the environment
- Automation of manual processes
- Establishment of clear policies
- Assessment and mitigation of risk

Standardization — Regardless of the rest of a strategy, without a plan to standardize the desktop build or baseline (OS and configuration), every process will need to be duplicated for each desktop build in an environment. Standardization lays the groundwork for increased efficiencies, reduced support calls and a more manageable environment.

Automation — "Labor-intensive, error-prone, manual and time-consuming" are all-too-common terms overheard in reference to the management of desktops. Automating the business-critical processes of maintaining desktops offers efficiency and service levels that make these words a thing of the past.

Establishment of Policies — Rogue or inexperienced users, unauthorized software and non-compliant configurations can all wreak havoc on the productivity of an IT organization. Developing clear policies and having the ability to enforce them are essential to fluid management of the desktop environment.

Risk Mitigation — Risk mitigation requires a strategy. The penalties for a risky environment range from financial (for unauthorized software usage or regulatory noncompliance) to operational (from security threats). Standardizing an environment, automating processes and enforcing clear policies make IT environments much more secure.

Once a desktop management strategy is in place, the proper tools are needed to execute it. Automation intelligently tackles the distinct challenges of desktop management operations, all while increasing the efficiency and responsiveness of an organization. The combination brings organizations closer to the goal of repositioning IT as a strategic value center in alignment with business objectives.

Key Operational Challenges of Desktop Management

With a strategy in place, IT can obtain solutions to solve today's most pressing challenges.

- What do I have, where is it and who is using it?
- How do I manage software licenses and usage to avoid over- or underutilization?
- How do I test, control and roll out system and application patches and updates?
- How do I automate migrations and PC refresh with minimal impact on user productivity?
- How do I mitigate escalating vulnerability and risk?
- How do I easily and cost-effectively support my remote users?

CA's vision is that disciplines which are traditionally considered distinct — operations, storage, security, life cycle and service management — should be integrated tightly to optimize the performance, reliability and efficiency of enterprise IT environments.

Understanding What is Owned and Where It Is

Foundational to any desktop management solution is the ability to provide knowledge of what assets are owned, knowledge of where they are located and complete management of them throughout the life cycle. CA's Unicenter Desktop Management offers a comprehensive solution for proactively managing IT assets in a business environment. It provides full-featured asset tracking capabilities through automated discovery, hardware and software inventory, configuration management, software usage monitoring, software license management and extensive cross-platform reporting.

By automating asset management processes, including discovery of network assets, inventory, maintenance, license administration and reporting on technical and business levels across various platforms, organizations can synchronize technology with business priorities. For this reason, CA solutions proactively manage IT assets through automation, empowering IT departments to become more agile and cost-effective while supporting various lines of business.

CA's solution tracks assets to provide visibility into the transformations they have undergone with respect to configuration, owner and location. This information details where an asset exists and what's on it, providing an audit trail of where it has been, who owned it and what hardware changes have been made in order to evaluate its cost.

CA's asset management capabilities ease automation and enforcement of corporate IT standards. Whether the goal is to manage servers, lock down configurations or figure out who is playing games on a corporate network, CA can accommodate these needs. Unicenter Desktop Management provides a host of functionality to manage IT devices, including servers, laptops, desktops, network devices and mobile devices.

Managing Software Licenses and How They Are Used

As the cost of software increases, organizations need to regulate its use. Software metering controls the usage of specific applications bound by contractual constraints of limited or concurrent users. By monitoring usage patterns, IT can determine whether the application is being used effectively or whether access privileges should be revoked.

Unicenter Desktop Management monitors the usage of software on desktops, servers and other client devices, giving various lines of business the ability to monitor resource usage and eliminate the purchase of unnecessary licenses. CA's solution can also enforce the number of software copies that reside on a network. This means that when software is licensed for concurrent users, Unicenter Desktop Management can automatically enforce limits on users and create a queue for additional user access based on certain priorities. Hence, organizations can measure the usage of a certain software application to determine whether or not a license is necessary.

Automatically Deploy Software Updates and Patches, Even Remotely

Today's IT departments are overburdened with day-to-day issues of deploying security patches and shepherding multiple applications across multiple operating systems and geographies. If left unmanaged, such complexity and constant change results in overall productivity loss, along with additional deployment and management costs that can far exceed the cost of the software itself. In addition, technology is changing at such a rapid pace that it becomes necessary to deploy new software, patches or updates frequently to keep applications current and productive. Gone are the days when businesses had time to manually deploy applications or security patches to each and every desktop across the organization.

Unicenter Desktop Management automates the deployment and migration of software and patches across laptops, desktops, servers and PDA systems in heterogeneous business environments. From distribution of software to management of system configuration and rollback across multiple platforms and locations, this scalable and secure management solution helps ensure consistency and reliability of deployment and management of software. CA's solution automates the complete process of deployment, including packaging, delivery, installation, configuration and even rollback, triggered by various events in the environment. For instance, CA's solution can trigger a security patch deployment to local and remote desktops and servers in mere minutes, saving time and plugging dangerous loopholes in an environment.

Automated Migrations Get Users Back Up and Running

According to Gartner, approximately 50% of the installed base of corporate PCs is running on Windows versions that Microsoft no longer supports.[1] Service incidents become more costly, security vulnerabilities increase and compatibility with new software applications is a greater challenge. Organizations must migrate and standardize on newer and more powerful operating systems and business applications in order to maintain support from the software manufacturer and create management efficiencies.

Furthermore, IDC recognizes that companies were forced to upgrade their PC populations in 1999 and subsequent upgrades have been delayed beyond the optimal replacement period. This attempt at saving money is backfiring as maintenance costs rise and user productivity diminishes.[2]

Organizations are burdened with the challenge of efficiently upgrading and migrating PCs and operating systems that will enable a renewed and more secure infrastructure. For instance, when PCs are replaced or upgraded, their unique "DNA" — system and application settings, network and printer settings, data files and folders, email address books and preferences — must be preserved to help ensure uninterrupted end-user productivity. When attempted manually, this process is time-consuming, labor-intensive, error-prone and costly, greatly impeding the adoption of new technology. In addition, help desk calls can increase dramatically after manual migration attempts.

Unicenter Desktop Management enables organizations to provide an automated, cost-effective, controlled migration process. This approach helps reduce the total cost of ownership, increase technician productivity, decrease end-user downtime, reduce help desk calls and accelerate return on investment. CA's solution addresses other critical issues during migration as well. These include: the number of machines needed to migrate, software license administration, reporting configuration details, software dependencies, disk space and available memory. This helps to ensure that changes to the end-user systems are smooth and transparent, and that user productivity is maintained.

Mitigating Vulnerability and Risk

Risk management has taken on new importance for IT. Security threats are not the only factors in organizational risk; end users can deliberately or inadvertently create vulnerabilities that substantially increase risk. Without IT knowledge, a task as simple as an operating system update can lead to application interoperability or a potential security opening. It can also result in the user running unlicensed software, putting the organization at risk of financial penalty.

Unicenter Desktop Management has been developed with the understanding that mitigation of risk requires integration of various management and security technologies. For security threats, Unicenter® solutions can integrate with CA's *e*Trust™ technology to perform automated vulnerability assessments. The system can then automatically scan for potential vulnerabilities and address security vulnerabilities before they impact the business. In addition, since maintaining a consistent environment enables IT to become familiar with it, this integrated solution can create standard support processes and quickly address threats.

Furthermore, organizations are increasingly responsible for retaining information to comply with regulatory mandates such as the Sarbanes–Oxley Act, SEC requirements and the Health Insurance Portability and Accountability Act (HIPAA). Unicenter® asset management and inventory capabilities enable IT departments to maintain current, consistent information about the desktop environment. This information reduces the risk of noncompliance and maintains accurate documentation for audits and reporting.

Cost-Effective Support for Remote Users

As the enterprise IT environment becomes more geographically dispersed and the number of remote users increases, the need to remotely manage and support these vital business resources becomes crucial. If they are not managed quickly, efficiently and reliably, business performance may not reach its potential.

Unicenter Desktop Management reduces the time and skill level needed to help ensure immediate business benefits. Designed specifically for enterprise and centralized systems management, policy management, access control management, session auditing and administration, CA's solution meets the entire range of enterprise remote control needs. By allowing users to simultaneously exchange files, conduct interactive chat sessions, execute remote applications, and monitor and record activities, CA's remote management technology delivers tangible benefits to users, including network and systems administrators, help desk and call center professionals, trainers and mobile workers.

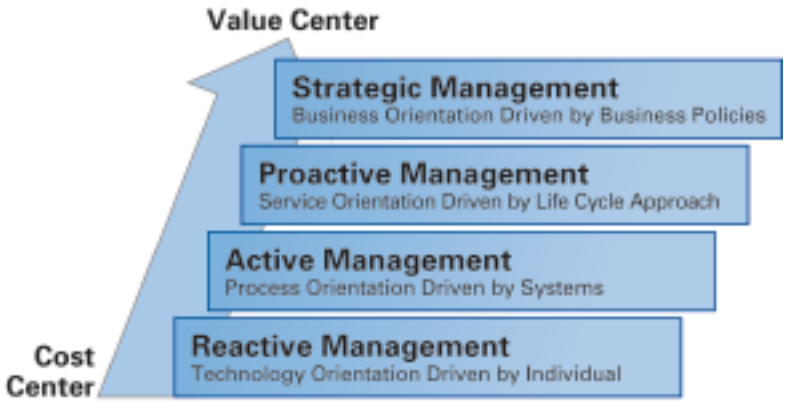
Providing administration of both computer configuration and user access, Unicenter Desktop Management can significantly help reduce maintenance costs by eliminating unneeded visits to the desktop.

Comprehensive and Integrated

IT managers face the immediate task of simply getting desktop management under control. There are a host of tools available that can address particular management tasks such as software distribution, imaging or discovering hardware and software assets. However, while they

may solve an immediate operational need, they only provide reactive management, outside of any business context. Deploying several, disparate management tools complicates the infrastructure and limits its ability to integrate desktop management into a total IT resource management strategy and operate as a value center.

Unicenter® technology addresses the challenges of desktop management with integrated solutions that address every operational task and offer a vision for the strategic management of all IT resources. The Unicenter Desktop Management solution solves the problems that result from manual processes and multiple point products. It reduces desktop maintenance costs, enables management from a business perspective and helps to reduce an organization's risk.



The Path From Cost Center to Strategic Value Center

Managing From a Business Perspective

End users are the face of the company. Their experiences with technology shape how well they service customers and represent the value of the organization. Desktop management tools should be part of an organizational commitment to running IT as a service in support of business goals.

CA's Unicenter Desktop Management embraces this goal with policy-based management that helps solve immediate operational tasks and gives IT the flexibility to build efficient, business-facing processes. For example, IT can link performance data from desktops, laptops and associated applications with the business function they support. In this way, traditional IT metrics such as mean-time-to-repair and mean-time-between-failure can have a relevant business context. IT can determine their management effectiveness and compliance with business service level agreements. In the past, IT would often meet business needs by over-provisioning. Now, IT can manage desktop assets as it would any other business resource. Fewer IT resources can deliver a higher level of support because business and IT metrics are linked.

Components of Unicenter Desktop Management

Unicenter® Asset Management proactively manages desktop assets. It provides full-featured asset tracking capabilities through automated discovery, hardware inventory, network inventory, software inventory, configuration management, software usage monitoring, license management and extensive cross-platform reporting.

Unicenter® Software Delivery builds, distributes, installs and manages software across its life cycle on target systems across the enterprise. It simplifies systems migration and security patch management across the enterprise.

Unicenter® Desktop DNA® easily transfers the essential settings, data and preferences that make a PC unique to an end user — particularly during a system migration, hardware refresh and upgrade, operating system upgrade, deployment or desktop recovery.

Unicenter® Remote Control enables IT administrators to reliably and securely access, control, view, manage and modify remote systems. It offers unmatched features to facilitate Windows server administration, help desk support, virtual training and telecommuting, enhancing the quality of services provided.

[1] *Source: Gartner, September 2003 Report: "Desktop TCO for Years 4, 5 and 6: Someone Has to Pay"*
[2] *Source: IDC, June 2003 WW COE Forecast: "Say Goodbye to Win 9x, Eventually"*

About CA

Computer Associates International, Inc. (NYSE:CA), the world's largest management software company, delivers software and services across operations, security, storage, life cycle and service management to optimize the performance, reliability and efficiency of enterprise IT environments. For more information, please visit **ca.com**.

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