Software Management with Altiris

SIMPLIFYING A COMPLEX CHALLENGE

Managing an organization's software assets is a complex challenge. Effective software management is a structured process of integrated activities that increase IT effectiveness and reduce support costs. Software management offers proactive control over software assets, which means IT spends less time in reactive fire fighting mode and more time focusing on higher-level objectives. Altiris' modular, integrated solutions offer organizations a process for managing software assets from audit through retirement.

BENEFITS

> Proactive, automated management of software assets from audit through retirement

> Increased visibility into and control over software resources

CONTROL ASSETS, REDUCE COMPLEXITY

Many events trigger the need for companies to re-evaluate their approach to managing software assets. This includes OS migrations, such as an upcoming migration to Microsoft* Windows Vista, recurring issues with distributing patches, high support costs for diagnosing issues after new applications are rolled out, and the need to accurately identify what software assets are owned or are actively used in the interest of license compliance.

Software management helps control software assets and reduces the daily struggle to monitor, diagnose and fix the constant issues that occur. The Help Desk Institute's 2005 Practices and Salary Survey found that 72.8 percent of respondents cite "changes, upgrades, installations, and conversions" as the top reason for increases in help desk incidents. By following a structured software management process, the IT team moves to a proactive level of support—and internal customer satisfaction increases.

BENEFITS OF SOFTWARE MANAGEMENT

Customers who use Altiris solutions to automate and manage their IT environments can realize:

> Proactive, automated management of software assets from audit through retirement

> Increased visibility into and control over software resources

> Automation of manual IT processes

> Lower costs and increased quality of software assets and services

> Reduced risk of implementing changes

> Improved reliability of deployed systems and applications

> Reduced IT learning curve and efforts through a central, standard console and elimination of point solutions

> Reharvested and reallocated software licenses; compliance with vendor license agreements

HOW DOES THE SOFTWARE MANAGEMENT PROCESS WORK?

The software management process involves a series of integrated software touch points that allow IT to proactively manage and control software assets. These touchpoints include:

Preparation Phase—In this phase, new software and updates are rolled out according to a standardized packaging process that includes thorough quality assurance testing. Virtualizing applications nearly eliminates the possibility of software conflicts. Altiris products in this phase include Wise Package Studio® and Altiris® Software Virtualization Solution™ (SVS™).

Distribution Phase—Software is distributed to the destination computer according to specific rules created by the administrator in this phase. Distribution information is tracked and used in the auditing phase to understand which software assets are being actively used. Altiris Software Delivery Solution™ addresses this phase.

Manage/Support Phase—This phase involves supporting software assets so they are available to users. Virtualized applications can dramatically reduce support costs because they eliminate software application conflicts. Installation state management proactively monitors applications for "breaks" and automatically restores them to their
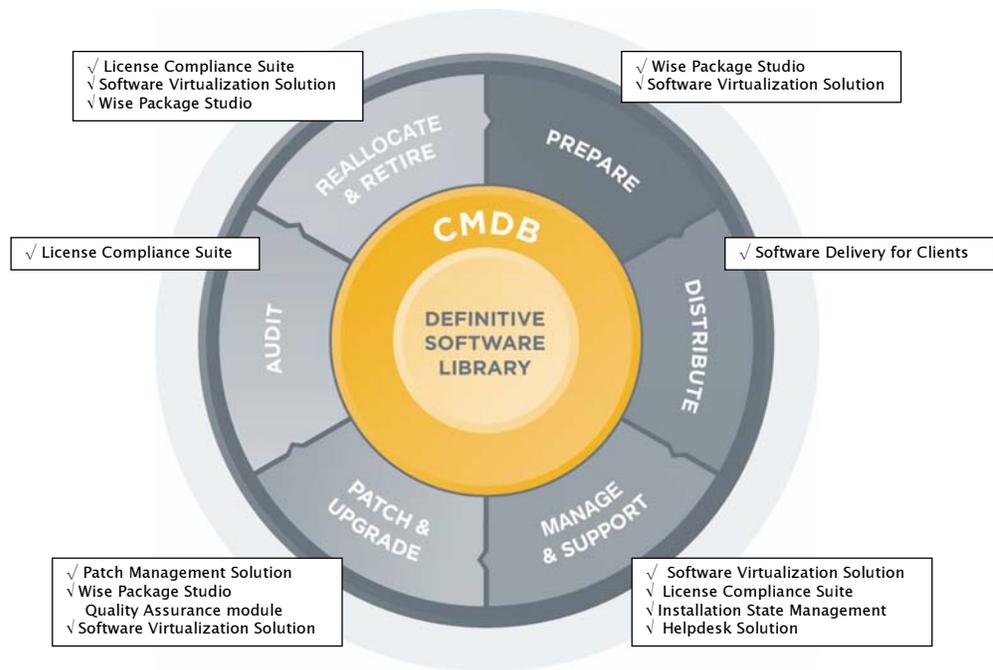
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original state, if needed. Altiris products in this phase include Altiris Helpdesk Solution™, SVS, and installation state management.

Patch/Upgrade Phase—This is often a difficult phase because of the potential when patching to overwrite a critical system resource. Thorough patch testing should be part of any software management process. Altiris products in this phase include Altiris Patch Management Solution™, Wise Package Studio's Quality Assurance module, and SVS.

Audit Phase—This phase involves understanding what software assets your organization owns and

which ones are actively used. This information can be used to make intelligent decisions about organizational compliance, application migration, and retirement. Altiris License Compliance Suite™ addresses the issues in this phase.

Reallocation/Retire Phase—This phase is essential for saving time and money. Preparing applications properly before they are installed and ensuring the uninstall works as well is critical. Reallocating unused licenses can be a big cost-savings and is virtually impossible to do without the proper automated tools. Altiris products in this phase include License Compliance Suite, Wise Package Studio, and SVS.

√ License Compliance Suite
√ Software Virtualization Solution
√ Wise Package Studio

√ Wise Package Studio
√ Software Virtualization Solution

√ License Compliance Suite

√ Software Delivery for Clients

√ Patch Management Solution
√ Wise Package Studio
   Quality Assurance module
√ Software Virtualization Solution

√ Software Virtualization Solution
√ License Compliance Suite
√ Installation State Management
√ Helpdesk Solution

REALLOCATE & RETIRE PREPARE DISTRIBUTE MANAGE & SUPPORT PATCH & UPGRADE AUDIT

CMDB DEFINITIVE SOFTWARE LIBRARY

The software management process involves a series of integrated touch points for IT to manage and control software assets.

SINGLE SOURCE OF TRUTH

Underpinning the software management processes are two crucial databases: the Altiris configuration management database (CMDB) and the Definitive Software Library (DSL), an ITIL component. The CMDB accounts for all IT assets and configurations within the organization and provides a single source of truth for ITIL Incident Management, Problem Management, Change Management, and Release Management. The DSL helps fulfill ITIL's Release Management process by storing the gold standard for software used in the organization.

SECURITY

Security wraps up the software management process. Altiris' unique, multi-layered approach to security and configuration management helps protect business assets against human, network, and system-level threats and vulnerabilities. Altiris solutions are aligned with industry best practices and processes to help ensure computing system security from rapidly proliferating threats.

TRY ALTIRIS SOLUTIONS FOR FREE!

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