



Get Control with Endpoint Management Solutions from Novell

Today's IT environments are complex and heterogeneous. Add the complications of compliance and a growing mobile workforce, and the need for a unified management solution is obvious. Endpoint Management solutions from Novell, featuring Novell® ZENworks® products, manage and secure all types of endpoints across platforms and locations.

Endpoint Realities

To remain competitive in today's business environment, organizations must maintain IT service stability and quality even while supporting remote locations and traveling users. Vigilant management of devices and their security is today's requirement, which, for most organizations, means continual manual configuration changes and updates. And of course, businesses are under constant pressure to control costs and streamline operations. Centralizing IT services can help, but you will have to do more to reduce the volume of service desk calls and on-site IT visits needed to maintain your network.

Furthermore, a growing list of regulations and standards forces additional controls and complexity on already overwhelmed IT budgets and staff. If your staff is tied up managing endpoints and ensuring compliance, it is difficult to use IT to drive new opportunities. For example, your plans might include migrating to Windows* 7 or

adopting new software to help you reduce costs or speed sales cycles. How fast will your IT staff be able to do this for each of your knowledge workers?

Automated, Centralized Management Is within Reach

Our Endpoint Management solutions allow you to automatically manage and centrally control your endpoint environment by unifying and combining Endpoint Lifecycle Management, Endpoint Security Management, IT Asset Management and IT Service Management. Powered by the award-winning Novell ZENworks product line, our solutions help increase your management efficiencies while improving security and compliance.

Through a unique policy-based approach to management automation, our solutions lower the cost of ownership and management for all your endpoints—from servers and desktops, to notebooks, netbooks

■ Solutions:

Endpoint Management

■ Products:

Novell ZENworks Application Virtualization
Novell ZENworks Asset Management
Novell ZENworks Configuration Management
Novell ZENworks Endpoint Security Management
Novell ZENworks Network Access Control
Novell ZENworks Patch Management
Novell Service Desk



“Novell ZENworks Configuration Management has everything that we need in a single solution and it works great with Microsoft Active Directory. After seeing demonstrations of what it could do and how other customers were using it, we were hooked. It's quick to install, simple to use and has a tightly integrated set of features.”

Matt Snyder

Technology Specialist
Greater Latrobe School District



At the end of the day, you can realize rapid return on investment with Endpoint Management solutions from Novell.

It's about Maintaining Productivity, Not Just Managing a PC

Endpoint Management solutions from Novell allow you to also manage users, not just devices.

With user-based management, our solutions ensure that your users always get the right tools and resources—no matter what device they use—anywhere, anytime. This helps you keep your organization's most important assets—your people—operating at peak productivity.

and handhelds. Automation improves IT productivity, increases end-user satisfaction and improves the return on your IT investments. As a result, you will have more time and resources to focus on the strategies that drive your business.

In addition, centralized control of your endpoints is key for lowering cost, simplifying administration and ensuring high service levels. Using Endpoint Management solutions from Novell, IT staff can centrally configure, secure and track endpoints wherever they are—inside or outside the firewall—without having to visit each device. By centrally managing all tasks from the time an endpoint enters the organization until it is retired, our solutions help IT better serve the needs of the business and get you one step closer to aligning to industry best practices, such as ITIL*.

Endpoint Management solutions from Novell can also help you realize rapid return on investment. In fact, an IDC survey found that the IT productivity of responding companies rose by an average of 45 percent after deploying Novell ZENworks, resulting in an average annual cost savings over a three-year period of close to US\$1.1 million. When normalized for company size, the savings amounted to US\$14,816 per 100 users[†].

Endpoint Lifecycle Management

Your users are your most valuable assets. That's why we designed our Endpoint Management solutions to keep the user productive, not just to manage your mix of endpoints. By leveraging the power of Novell ZENworks products, you can easily provision and maintain devices based on the user's network ID, department, role, group

membership, location and other characteristics. As a result, your users always get the right software tools and resources to get their jobs done—no matter what device they use—anywhere, anytime.

Using Endpoint Management solutions from Novell, you can also manage endpoints automatically according to policies you define instead of going to each PC manually. This capability makes it easy to maintain a stable environment for individual user devices and generic shared devices such as kiosks or computer lab PCs. You are always in control and can quickly restore users to productivity when problems occur, no matter where your devices are located. Supported capabilities include:

- OS imaging
- Hardware and software discovery, inventory and change notification
- Software distribution
- Remote control and diagnostics
- Personality migration
- Patch management
- Application virtualization

Finally, our solutions deliver unparalleled flexibility. They support your choice of operating platform (Windows and Linux*), directory service (such as Microsoft* Active Directory* and Novell eDirectory™) and database (including Oracle*, Microsoft SQL Server* and Sybase*), thereby allowing you to leverage your current IT investments and lower costs in the long run.

Endpoint Security Management

Endpoint Management solutions from Novell allow you to centrally manage the security of your wired and wireless endpoint devices, something you cannot afford to leave to chance or to each end user. Our solution brings security management into a centralized system and protects your business with key capabilities such as the following:

[†] IDC, "Determining the Return on Investment from Deploying Consolidated IT Resource Management," May 2006

■ Data encryption

Automatically encrypt data whenever it is stored on a local drive or removable media, all transparently to the end user. Protect your sensitive data, even when users take it on the road, and allow your organization to meet internal or external compliance requirements.

■ Wireless security

Centrally control where, when and how users can connect. You can limit wireless connectivity to authorized access points, establish a minimum level of encryption strength or even disable Wi-Fi completely. Our solutions also enable you to automate and enforce VPN connectivity, and to detect rogue access points in and around the office.*

■ USB security

Secure USB drives and other removable storage media that can seriously compromise data security, device integrity and corporate compliance. Customize device security policies and continuously enforce security without user intervention.

■ Application control

Ensure that only approved applications are run on corporate IT assets. Create white lists and black lists, and enforce the use of VPN, anti-virus and anti-spyware integrity.

■ Personal firewall

Protect systems against hackers, malware, protocol attacks and other malicious network activity using the world's strongest firewall. Our firewall software secures all your endpoint communication ports and adapters.

■ Patch management

Automatically update your applications with the latest security fixes and software patches to ensure that your business continues to run smoothly.

■ Network access control

Rigorously evaluate all endpoints

connecting to your network to ensure compliance with your security policies.

IT Asset Management

Gain greater visibility and centralized control of all your hardware and software assets. Our Endpoint Management solutions offer sophisticated capabilities to simplify deployment, automate asset management and enable better software license decision making. Use comprehensive IT asset management capabilities to quickly assess and audit systems across multiple operating systems and versions.

■ Asset discovery and inventory

Know exactly what hardware you own, as well as the software, versions and patches installed on each endpoint with pinpoint accuracy.

■ Software license tracking and usage

Manage software licenses, including complex license scenarios, and track software usage. You will know if you are under- or over-licensed, enabling you to streamline the proof-of-compliance process and gain the upper hand in vendor negotiations.

■ Rich asset reports

Audit standard configurations, prepare for upgrades, determine device locations and meet compliance reporting requirements.

IT Service Management

Align your IT service delivery and your business needs with proactive, managed services that reflect ITIL best practices. Featuring advanced incident, problem, change, configuration and knowledge management capabilities—as well as tight integration with Novell ZENworks and other systems—Endpoint Management solutions from Novell help you effectively meet IT service requests while leveraging existing investments.

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“Novell ZENworks Configuration Management has proven to be a critical resource for reducing our IT support costs and keeping pace with the company’s growth. We also like the cross-platform capabilities of Novell ZENworks Configuration Management. By running on SUSE® Linux Enterprise Server instead of Windows, we can keep our cost structure low, while obtaining flexibility in choosing the platform on which we run this mission-critical application.”

Paul Beaudry

Assistant Vice President of Technical Services, MIS Richardson International

Our Endpoint Management solutions deliver a comprehensive set of integrated capabilities that automate IT management and business processes across the endpoint lifecycle.

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Contact your local Novell Solutions Provider, or call Novell at:

1 800 714 3400 U.S./Canada
1 801 861 1349 Worldwide
1 801 861 8473 Facsimile

Novell, Inc.

404 Wyman Street
Waltham, MA 02451 USA