Endpoint Management in the Era of Consumerized IT

Whatever you’re using to manage endpoint devices—whatever process you’re using to do it—if managing by exception is a high-touch process, you’re in trouble. Because you’re not ready for what this world is coming to: IT services that are increasingly dictated by user demands. There’s only one way to handle this change. If users are in charge, you need to manage by user.

Managing by Users

Once upon a time, IT could standardize the environment users worked in. They could build one profile to configure every PC, and then manage exceptions as they came along. Those exceptions didn’t happen often, so it was easy to take a cookie-cutter approach to endpoint management. Nobody even knew they could ask for different cookies.

Well, the cookie is out of the bag. Users have their own idea of what they need and want from IT. And they’re not going back to the one-size-fits-all mold.

Meet the New Boss: Users

IT no longer dictates top-down what services it offers users. Users are the new boss. They’re telling IT which devices they want to work on, the platforms they prefer and what apps they need.

That’s great for users, who can increase their productivity working with tools they prefer. But for IT, every new device, platform and app represents an exception to the management standard. And every exception is something else administrators have to manage—on top of everything else they’re already struggling to manage.

Think of how big the problem is already: All those devices, from laptops, netbooks and Macs to tablets and smart phones. Users expecting applications to be grab and-go. An extremely diverse workforce made up of many roles, each with its own change lifecycle. Everybody working everywhere.

So many of them asking for something different, something new for IT to support.

Solutions:
Endpoint Management
Products:
Novell ZENworks

“With Novell ZENworks 11 Support Pack 2, we can easily apply all facets of endpoint management—including asset, configuration, patch management, and selectively, full disk encryption—across our entire IT landscape using a single solution.”

Paul Pedron
Senior Network System Specialist
The City of Fresno
For IT, Novell ZENworks makes handling exceptions as easy as managing by a single configuration. With ZENworks user-centric management, IT administrators don’t even have to leave their chairs to make changes that take effect quickly.

The paradigm has shifted. Managing by exception is the new standard. And the tools and processes that have worked for decades are just not built to handle that.

**Old Methods Do Not Solve a New Problem**

IT consumerization is the endpoint management version of the perfect storm. When these three fronts converge, they hit IT with incredible force:

- A single configuration applied to, and managed through, individual devices
- A fast-rising tide of extremely diverse user demands
- Tools that were built for single moments of mass standardization, not a flood of exceptions

Put another way, device-based management is already a high-touch method. When you add one high-touch method to another—such as managing more exceptions than rules with tools that were made to manage a single norm—you get a high-touch explosion. And that’s when your IT process breaks. Right there.

Don’t panic just yet. The good news is you can fix what’s broken. Just change your focus. In an increasingly user-centric world, manage by users.

**User-centric Demands Need User-based Management**

What if managing each exception could be as easy as managing a single standard?

What if IT could make an incredibly diverse workforce incredibly productive—without the demands of that workforce driving IT administrators beyond what they can do?

What if we’re not fantasizing here?

You don’t have to dream about it. You can do it—with Novell® ZENworks®. It’s the only endpoint management solution that allows you to put your focus squarely where it needs to be: On your people.

Here’s how. Every configuration is managed through the user’s account, based on his or her role and identity. Agent-driven policies direct and enforce whatever standard is needed for that role. Those policies then check for and react to change conditions as they happen—from eroding patches to threat conditions that pose a risk to data.

The result: Exceptions happen pretty much automatically, without IT addressing each one personally. IT isn’t constantly hammered by demands, because everything users need goes with them. If a user needs anything else, giving it to them is as easy as changing a setting in the user account.

If IT administrators need to change any part of the way they handle exceptions, they can make the change in minutes, addressing anything from mass configurations to the most finite of changes for just one person. And they can do it faster, because they’re working from a web-based, highly unified console and don’t have to get to those devices to make the change happen.

“Other software offerings required several agents to be loaded on our PCs—one for Remote Control, another for Disk Encryption, and another for Patch management. They each had their own management console and most were not directory/LDAP compliant, thus requiring us to reenter User/Workstation information in several places. Some products would only support Windows PCs and did not have a path to manage Apple devices. ZEN 11 SP2 eliminates this complexity!”

James A. Litchford Jr., CNE6
Senior Systems Analyst,
Administrative Services
U.S. District Courts,
Western District of Virginia
For IT, Novell ZENworks makes handling exceptions as easy as managing by a single configuration. With ZENworks user-centric management, IT administrators don’t even have to leave their chairs to make changes that take effect quickly. Through the console, they can:

- Change a setting, reimage a device or troubleshoot a problem—and have the process started and wrapping-up before the end of the call.
- Get apps to users quickly through e-mail or a corporate app store or by delivering them automatically using ZENworks.
- Give users a way to share devices without risk—every login brings up each user’s unique workspace.
- Let users be productive from one location to the next—from an Internet café to the office, for instance—with security settings that rise or lower automatically.
- Support users through change: Positions, jobs, duties, their lifecycle in the organization. ZENworks automatically gives them what they need based on their role, even when that role changes or ends.

That’s what user centricity gives you. Because making a change happen with a few keystrokes in a user’s account is a lot more efficient than personally touching or pushing change to each and every device.

To Make Exceptions Easy, Use an Exceptional Tool

It’s a brave, new world, but it’s an easy one to adopt. Drop in Novell ZENworks and manage those rising user demands with a process that revolves around the needs of the user—and follows users wherever they go, whatever apps they need or whatever device they choose to work on.

Managing by exception isn’t difficult when the tool you use to manage is exceptional.

“We looked at several tools like IBM Director but found that Novell ZENworks offered the best scalability and manageability. We also get a bigger bang for our buck since the Novell solution works across our mixed platform environment.”

Paul Craig
Director of IT Data Services
Save Mart Supermarkets
Contact your local Novell Solutions Provider, or call Novell at:

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