

Novell® Small Business Suite

ZENworks® for Desktops

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Interested in comprehensive workstation management for your small business, either by a service provider or other expert IT source? Never worry about configuring new applications, updating software or troubleshooting workstation problems again. Novell® Small Business Suite includes ZENworks® for Desktops 4 which automates the setup, updating, healing and migration of desktops and the services they run.

Management of workstations can require significant time and expertise. With ZENworks for Desktops, complete management and administration can be handed over to experts who monitor and troubleshoot systems as well as keep them updated—remotely.

Here's how you or your service provider can use ZENworks for Desktops to manage your small business workstations...

Application Management - ZENworks for Desktops lets you install, configure, remove and update workstation applications—from anywhere. Using a non-invasive approach to desktop management, you can distribute, configure, update and troubleshoot desktop and laptop software over the Internet or across your network. Self-healing compares what's on the workstation to what should be there and automatically makes the updates. There's no need to physically visit each workstation to make changes.

Remote Control - Administrators have the ability to remotely “take control” of a workstation to troubleshoot and configure. The remote party sees exactly what's on the screen and can navigate the workstation as if it were local. Remote management lets you completely offload workstation management to expert providers.

Inventories - When troubleshooting user workstations, the first question often asked is, “What's changed?” ZENworks provides automatic and periodic hardware and software inventories. Comparing historical inventories generates a list of changes so that troubleshooters can immediately determine if modifications have affected the system. Inventories can be used to track hardware and software resources and manage application licensing.

Dynamic Workstation Configuration - If you have either 1) workstations that are used by multiple people, or 2) users that move from workstation to workstation, then ZENworks for Desktops can automate the process of getting the right screen content in front of the right person. Dynamic Local User checks user identity and then automatically creates user accounts on Windows NT*/2000/XP workstations or Windows* 2000/2003 Terminal Servers. ZENworks provides freedom of mobility while simplifying multi-person/multi-machine management.

ZENworks for Desktops' management policies provide you with automatic management of server, user, and workstation configurations, processes, and behaviors. With Novell Small Business Suite, workstation management helps you reduce the overall cost and complexity of configuring and maintaining workstation desktops in your small business network. And, with ZENworks for Desktops, workstation management can be completely outsourced, if needed, allowing you to focus on what drives your bottom line.

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