

# Symantec™ Client Management Suite 7.5 powered by Altiris™

IT flexibility. User freedom.

## Data Sheet: Endpoint Management

### Overview

Symantec™ Client Management Suite 7.5 powered by Altiris™ technology enables IT to make better decisions, be more flexible, improve productivity, provide faster and more predictable service, and enable end user freedom. Whether you need to manage a range of devices, a combination of physical and virtual platforms, or inventory and manage software licenses, Client Management Suite provides a consistent experience and reporting environment that helps maintain and track your IT assets. The suite helps IT remove boundaries by ensuring systems are securely managed regardless of location. It provides heterogeneous management across Windows®, Mac®, Linux®, and virtual desktops. Additionally, Client Management Suite provides the broadest patch coverage across operating systems and applications for improved defense against the latest vulnerabilities.

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### Secure management regardless of location

IT administrators often struggle with how to manage users who infrequently connect to the corporate network. Client Management Suite removes boundaries common with traditional management tools to allow you to actively and securely manage users that consistently work outside the firewall, regardless of location. For highly distributed organizations, the suite is optimized to centralize operations without requiring local administrative staff at different locations. In addition, the new iPad® console app keeps mobile IT administrators in constant touch with what's going on.

### Cloud-enabled management securely manages users anywhere

The new Cloud-Enabled Management functionality in Client Management Suite provides active and secure management of branch office, remote, and disconnected users without the need for leased lines of dedicated VPN networks. Designed with strict security and simplicity in mind, it utilizes an Internet gateway in the DMZ to provide certificate-based trusted communication over the Internet between remote clients distributed outside the firewall and the Symantec management server inside the corporate firewall. As a result, Client Management Suite is able to ensure that management is "always on" regardless of location.

### IT productivity inside and outside the office

When offsite or working on-call, mobile IT technicians and administrators often need quick and easy access to information on managed devices, including the ability to troubleshoot issues and remediate problems. The new iPad administrator console app in Client Management Suite keeps you in constant touch with what's going on with your managed devices when you're on the move. The iPad administrator app provides real-time device-specific hardware and software data and status. Administrators can check on policies and tasks, and troubleshoot issues and remediate them. Additionally, since the iPad administrator app presents a scaled down view into the traditional console, it gives administrators a consistent experience between the iPad and the regular Symantec Management Console.

### **Enhanced analysis and administrative experience**

Client Management Suite gives IT organizations dynamic insights into their existing infrastructure that enable them to optimize resources and streamline support. It provides immediate notification of issues to facilitate faster response and remediation. Its enhanced IT reporting and analytics empower IT administrators to make data-driven decisions regarding their environment that align with business objectives.

### ***Dynamic, drillable compliance views***

When you need to quickly identify and isolate the computers that need your attention, the new dynamic, drillable compliance views in Client Management Suite accelerate identification of issues or non-compliance of devices, enabling faster remediation. Its context-specific flipbooks let you see at a glance any devices that need attention and drill down for more information.

The compliance views present context-specific status summaries on:

- Software delivery tasks
- Software delivery compliance
- Hardware
- Operating systems

### ***Data-driven insights***

IT often must account for and manage a broad range of discoverable and non-discoverable assets, as well as the different relationships that exist with those assets, such as primary users and departments. Capturing and documenting those IT assets and their relationships creates a “source of truth” that enables more effective asset tracking, change management, troubleshooting, and process automation. Client Management Suite gives you that source of truth by now providing you access to the Symantec Configuration Management Database (CMDB). Access to the CMDB gives you greater insight into what technology components you have, where they are, and how they are connected.

- Track non-discoverable items
- Create relationships between configuration items
- Graphically visualize relationships between assets
- Manage asset costs and status with the ability to add costs, dispose or retire assets, assign ownership, location or status, and view audits.

### ***Advanced business-level reporting***

To help you tie IT operations to your business objectives, Client Management Suite provides IT analytics reporting with drag-and-drop custom report creation and the ability to measure key performance indicators. A number of new enhancements have been added to the IT analytics reporting capabilities in Client Management Suite to make analytic report customizations easier than ever before.

- Right-click item actions to create filters and enact change
- Multi-CMDB cube inclusions to give control over which CMDBs are to be included in scope
- Ability to add custom data classes to a cube directly from the console
- Simplified installation and configuration, including localization support, improved prerequisite checks, auto install and configuration, retained cube views, and expanded how-to documents and videos

Mobile management support with dashboards and reporting with inventory detail generic to all mobile devices and inventory detail specific to iOS devices

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### **Streamlined management of devices and apps**

To maximize productivity Client Management Suite provides broad platform support that includes Windows, Mac, Linux, UNIX®, and virtual environments. It enables on-demand delivery of new applications and services without user intervention. It automates the detection and facilitates the remediation of security vulnerabilities for Windows, Mac, Linux, and SUSE operating systems, as well as third-party Windows applications. It simplifies organizations' ability to align software usage with current license agreements and future needs.

#### ***Broad platform support***

With the proliferation of Macs in the enterprise, you need your Macs under your management to ensure that you can maintain a secure, well-managed environment. To simplify management of your heterogeneous environment, Client Management Suite has enhanced its Mac support to give you an even more comprehensive administrative toolset and uniform interface.

- Management of Macs within the same console used for Windows, Linux and virtual environments
- Imaging of Macs within the same console without requiring a Mac server
- Simplified Mac software deployment with push button delivery, streamlined software bundles, and automated enforcement of software standards

#### ***Comprehensive and automated patch management***

Too often IT organizations have insufficient time to test and verify the successful deployment of the 20 percent high risk updates that affect their critical systems or applications because they focus so much time on the 80 percent low risk updates. To minimize security risks for today's vulnerabilities, Client Management Suite enables smarter patch management. Its best practice process management allows you to focus your time on critical systems and high risk updates by automating low-risk tasks. Its Zero-Day patch capability automatically monitors for, downloads, and applies patches based on pre-defined criteria so you don't have to.

- Patching that never sleeps with Zero-Day patching
- Support for over 50+ non-Microsoft applications
- Automated policy creation and predefined templates for workflow patch change management processes
- Automated patch rollouts for testing, pilots and full production
- Complete audit trail and reporting

#### ***Fast, easy, and reliable application virtualization***

Client Management Suite simplifies the transition to virtual application streaming with faster, more reliable delivery of virtual applications. It gives users instant on-demand access to the applications they need without IT intervention. It simplifies Windows migration projects by addressing application incompatibilities.

- Streamlined administration experience
- Windows® 8 support
- Simplified packaging with single click virtualization of 40+ apps
- Improved performance with reduced Input/Output Operations per Second (IOPS) and optimized client caching

### Extended Capabilities for Mobile

With the rapid proliferation of mobile devices, IT departments have to deal with an explosion of mobile data, application costs, data privacy, and IP protection. Symantec™ Mobile Management integrates with Client Management Suite to help you enable, secure, and manage mobility in a way that maximizes business agility and employee productivity. It gives you a consistent management experience for your traditional devices as well as the latest smartphones and tablets. By adding mobile management to your existing Symantec management infrastructure, you can move beyond device management to encompass mobile application management, email security, and threat protection.

- Integrated single sign-on for user and app access
- App and data protection with secure app connectivity, data encryption, local storage, document sharing, copy and paste, and offline access
- Operational device management, including passwords, remote wipe, resource and app restrictions, compliance, and blacklisting
- Protection against malicious threats
- Secure file sharing

### Client Management Suite capabilities

Capability	Description
Deployment	Lets you capture and deploy disk images, migrate data and system configurations, and change operating system settings.
Inventory	Lets you gather inventory data about computers, users, operating systems, and installed software applications in your environment. An application metering feature also lets you monitor and deny the usage of applications on your network.
Software Management	Lets you distribute software and ensure that the correct software gets installed, remains installed, and runs without interference from other software. A self-service portal also lets users directly download and install approved software or request other software.
Patch Management	Lets you assess, prioritize, and deploy updates for common operating systems and applications to ensure that managed computers are protected on an on-going basis
Application Virtualization	Lets you virtualize applications to reduce application conflicts, testing requirements and support calls.
pcAnywhere Remote Control	Lets you quickly resolve help desk issues or stay productive while you work away from your office by providing secure, remote access to computers.

Real-Time Management	Lets you manage a single computer in real-time. You can view detailed information about the managed computer and remotely perform support tasks, such as restart a computer, reset a password, terminate a process, and more.
Out of Band Management	Lets you discover computers with ASF, DASH, and Intel® AMT in your environment and configure the computers for out-of-band management.
IT Analytics	Lets you explore data, analyze trends, and track IT performance without advanced knowledge of databases or third-party reporting tools.
Process Automation	Lets you create and implement automated processes that link together people, process, and technology, including the ability to create end-users forms and communicate between disparate technologies.
Symantec™ Endpoint Protection Integration	Lets you inventory client systems for common endpoint protection products, migrate and rollout Symantec Endpoint Protection agents, troubleshoot agent problems, and report on status and outbreaks.

### **Extending Client Management Suite**

You can extend your investment in Client Management Suite with additional Symantec products to track assets, manage mobile devices, or increase security.

#### ***Symantec™ Asset Management Suite powered by Altiris™ technology***

Symantec Asset Management Suite helps organizations eliminate unnecessary costs, proactively manage vendor contracts, and align resources to ensure IT investments are optimized.

#### ***Symantec™ Mobile Management***

Symantec Mobile Management provides policy based application deployment, device control and security policy management for Android™, Apple® iOS, BlackBerry® and Windows® Mobile/ Windows® CE.

#### ***Symantec™ Workspace Streaming***

Symantec Workspace Streaming is an application streaming solution that enables on-demand application provisioning, offline cache, license recovery, and instant application upgrades.

#### ***Symantec™ Protection Suite Enterprise Edition***

Symantec Protection Suite Enterprise Edition creates a protected endpoint, messaging, and Web environment that is secure against today's complex malware, data loss, and spam threats.

#### ***Symantec Technology Partners***

Symantec's open framework allows hardware manufacturers and Independent Software Vendors (ISVs) to develop products that fully integrate with Symantec Client Management Suite. These technology partnerships offer solutions in the areas of Green IT, Desktop Lockdown, and End-User Self-Service. You can learn more about these partners online at <http://www.symantec.com/partners/programs/technologypartners/developer-program.jsp>.

## System Requirements

### Server Components:

#### Management Server

- NET Framework 3.5 SP1
- Internet Explorer® 7, 8 or 9 (compatibility mode)
- Windows SQL Server® 2005 SP4, Windows SQL Server® 2008 SP2 or above, and Windows SQL Server® 2012
- Windows Server® 2008 R2 or R2 SP1

#### Workflow Server

- Windows Server® 2003, 2008
- Windows SQL Server® 2005, 2008 R2
- Windows IIS
- Microsoft .NET 3.5
- Symantec™ 8450 and 8490 Appliances
- VMware® ESX/ESXi

### Agents:

#### Windows Agent

- Windows® XP SP3 or later x64/x86
- Windows Vista® SP2 or later x64/x86
- Windows® 7 x64/x86
- Windows 8

#### Mac Agent

- OSX® 10.6, 10.7, 10.8

#### Linux Agent

- Red Hat® Enterprise Linux WS\ES\AS 5 x64/x86, 11 x64/x86
- SUSE Linux® Enterprise Desktop 10 x64/x86, 11 x64/x86

## More Information

### *Visit our website*

<http://enterprise.symantec.com>

### *To speak with a Product Specialist in the U.S.*

Call toll-free 1 (800) 745 6054

### *To speak with a Product Specialist outside the U.S.*

For specific country offices and contact numbers, please visit our website.

### *About Symantec*

Symantec protects the world's information, and is a global leader in security, backup, and availability solutions. Our innovative products and services protect people and information in any environment – from the smallest mobile device, to the enterprise data center, to cloud-based systems. Our world-renowned expertise in protecting data, identities, and interactions gives our customers confidence in a connected world. More information is available at [www.symantec.com](http://www.symantec.com) or by connecting with Symantec at [go.symantec.com/socialmedia](http://go.symantec.com/socialmedia).

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