



Altiris® 6

Service & Asset Management Suite™

ACTIVE ASSET MANAGEMENT: DON'T JUST TRACK—EXECUTE

Altiris® Service & Asset Management Suite™ combines enterprise asset and service management disciplines into a single Web-based architecture, repository and console, helping unite disparate departments and processes. By actively managing the entire asset lifecycle, the suite helps organizations eliminate unnecessary software and hardware costs, proactively manage vendor contracts, and align service resources with ITIL to ensure IT investments are optimized.

BENEFITS

- > Simplified implementation of out-of-box ITIL asset and service management processes
- > Actively track IT asset location, configuration, deployed versions, relationships, and historical information
- > Actively track software and hardware usage for reallocation and contract negotiation
- > Proactively resolve incidents and problems to ensure asset and service availability
- > Self-help designed to allow employees to resolve their own issues
- > Real-time diagnostic information to enable better business decision-making processes
- > Snap-in, modular design solves immediate problems while building a roadmap for the future

ACTIVE ASSET MANAGEMENT

Altiris pioneered active asset management, the foundation of IT lifecycle management, enabling disparate organizations to manage and gain visibility into real-time asset information from a single source of truth.

Service & Asset Management Suite's centralized configuration management database (CMDB) is the basis of enterprise asset and service management disciplines. The suite helps unite users through role-specific consoles presenting the tools and information they need to accomplish their everyday tasks, as well as prepare for future initiatives. Because asset and service management disciplines are managed through a single, active repository within Service & Asset Management Suite, management can receive up-to-date cost and performance information via Altiris Web Reports™ to drive better decision-making processes.

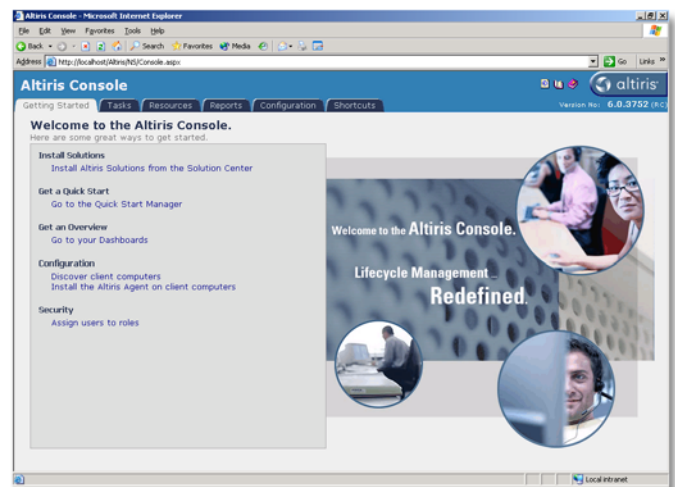
SINGLE ARCHITECTURE, REPOSITORY, AND CONSOLE

Service & Asset Management Suite helps IT organizations avoid wasting valuable resources building and maintaining integration points between inventory, asset repository, CMDB, and service desk tools. Each asset and service management component is natively integrated through a single architecture, repository, and console. The suite's consolidated approach significantly reduces implementation time and costs, allowing your organization to realize a faster mean-time to value and focus on value-add initiatives.

Service & Asset Management Suite's embedded CMDB enforces data integrity and accuracy across your company. Multiple departments and users can view and update common data, including software and hardware details, fixed asset information, contracts, and entitlements.

Through role-and-scope-based security, Service & Asset Management Suite creates a unique user experience ranging from IT to finance, procurement, or security. Users are presented with the tools and information they need to successfully complete their jobs. The suite's intuitive user interface helps your organization to be productive with little or no training.

Service & Asset Management Suite packaging is based on a maturity model, leveraging a "razor and blade" approach, allowing you to snap in additional solutions as your initiatives change and your company matures.



The Service & Asset Management Suite Quick Start provides managers with the tools they need to gain control over their IT environment.

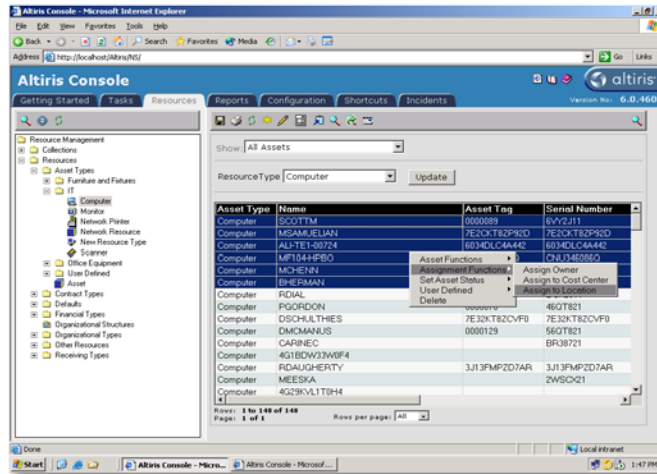
INVENTORY IS WHERE IT BEGINS

To effectively manage your enterprise, you need an accurate and comprehensive inventory of your hardware and software environment. Service & Asset Management Suite reduces the cost of identifying and managing heterogeneous devices throughout your enterprise. Easily discover and track comprehensive

“Service & Asset Management Suite is a brilliant tool for software auditing and metering in one package.”

—SC ONLINE MAGAZINE

August 2003



On-the-fly updating of asset details is easy with Service & Asset Management Suite.

hardware information, installed software packages, and OS settings for all IT assets throughout their lifecycle. Data is normalized, consolidated, and secured in the asset repository. In addition to managing discoverable assets, Service & Asset Management Suite also supports the management of non-discoverable assets by supplying out-of-box resource types populated through receiving and physical audit activities.

ASSET USAGE VISIBILITY

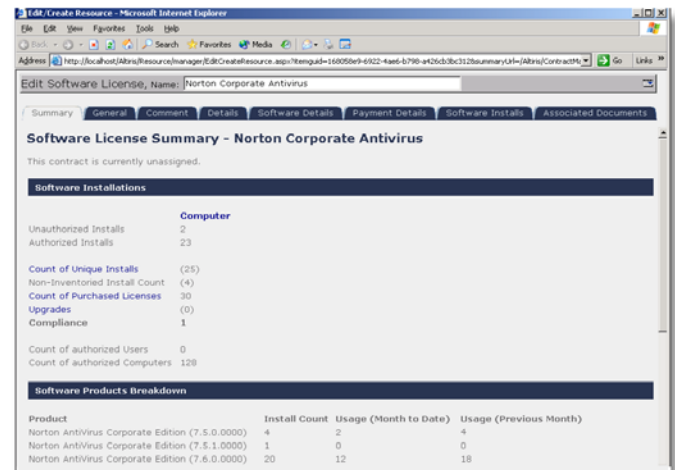
Service & Asset Management Suite captures detailed information about desktops, notebooks, and servers and determines how many copies of an application are installed on your users' systems. The suite's software metering technology determines which software applications are actually being used and how often, helping you to eliminate or reallocate unused licenses, prepare internal audits, and plan for future software purchases. Matching usage information to purchased license counts stored in the software license agreement allows you to more accurately gauge future software needs and purchase accordingly, reducing costs and risks associated with over-buying and under-buying.

SINGLE SOURCE OF TRUTH

Use Service & Asset Management Suite to collect inventory and usage data to create asset relationships within a single asset repository and CMDB. The CMDB manages hierarchical relationships of assets, including assets to other configuration items, users, locations, departments, cost centers, and associated contracts. It also provides a 360-degree view of all asset relationships, which helps reduce the risk associated with change, provides the service desk with valuable information to accurately resolve incidents, and presents detailed cost analysis of each asset you own, further reducing TCO. Users are able to quickly change the status, assign a new location, edit asset details, or dispose of assets within the suite's asset list screen.

PROACTIVE VENDOR MANAGEMENT

Use Service & Asset Management Suite to proactively track vendor contracts, including software license, lease, enterprise, and underpinning service agreements, as well as warranties and entitlements. Web Reports provide in-depth details about the objects under contract by correlating contract data with actual system inventory stored within the CMDB, which presents reallocation and retirement opportunities. The suite allows you to develop vendor negotiation strategies, consolidate contracts, and eliminate unnecessary maintenance costs associated with underutilized assets and configuration items.



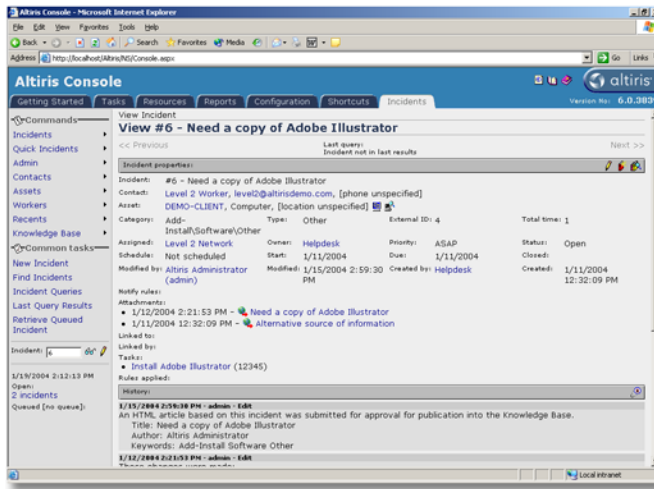
Use Service & Asset Management Suite to determine how assets are being used.

REDUCE SUPPORT COSTS

Lack of hardware and software standardization leads to a complex environment that's difficult to manage and costly to support. Service & Asset Management Suite provides visibility into hardware and software versions and allows you to better understand what areas to focus on to ensure consistency across your organization, ultimately increasing manageability and reducing affiliated support costs.

"We are implementing Altiris Service & Asset Management Suite to better track and manage our fixed assets in addition to taking inventory of our software and hardware assets. It is easy for assets like phones, monitors, and chairs to get lost in a company of hundreds of end users. Service & Asset Management Suite gives us the ability to assign all assets to an individual user or department, track the use of those assets, and report on their total cost of ownership. Integrated asset management will help us save money on redundant or unused assets."

—JOHN CHANDLER
Network Support Supervisor
OMD USA



Helpdesk Smart Tasks recommend analysis and execution tools automatically.

JUSTIFY FUTURE IT INVESTMENTS

IT organizations are continually faced with prioritizing technology purchases, yet purchasing departments don't often have adequate information to execute informed decisions. Service & Asset Management Suite provides historic purchase information and asset utilization metrics to help you make educated software and hardware purchasing decisions based on business unit needs, not desires.

SECURITY AND RESILIENCE

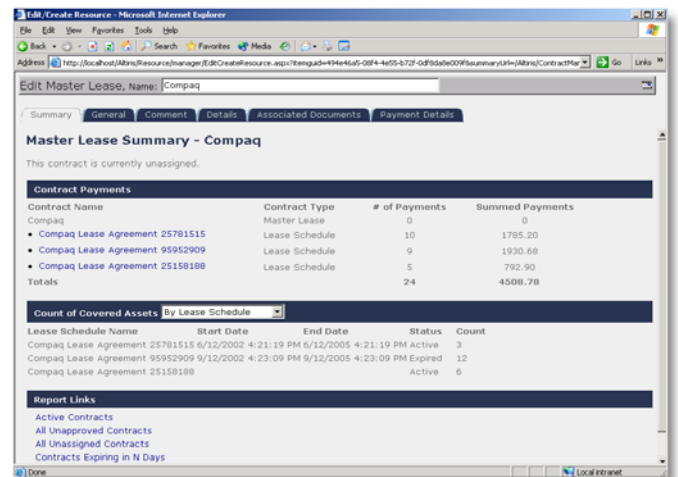
The downloading of unauthorized applications creates security vulnerabilities and can lead to legal implications. Service & Asset Management Suite empowers you to monitor and set policies to eliminate the introduction of unauthorized applications into your environment by automatically denying installations and allowing the removal of specified applications. The result is a secure and compliant software environment.

DON'T JUST TRACK—EXECUTE

In today's service management environment, activity tracking tools are obsolete. Service & Asset Management Suite has revolutionized the service management environment by providing technicians with context-aware integration to other applications that help accomplish specific tasks. Technicians can utilize Altiris analysis and systems management tools to resolve incidents and problems and execute change activities without leaving a record. Service & Asset Management Suite provides IT with native access to the asset repository and embedded knowledge management to reduce resolution time and knowledge capture. The suite brings the IT organization closer to employees by allowing them to research knowledgebase articles for resolutions to their own issues, as well as provide service request and incident logging within an employee self-help portal.

ALTIRIS SUPPORT FOR ITIL

Altiris IT lifecycle management solutions are the industry's most comprehensive set of applications designed to support the implementation of ITIL Service Support and Service Delivery processes. Altiris has extended ITIL support by introducing three main categories of tools: process management, analysis, and execution. Altiris solutions allow you to follow ITIL process guidelines and leverage context-aware systems management tools to execute tasks throughout the service support process.



With Service & Asset Management Suite, you can manage all contract types from a single console.

SARBANES-OXLEY—AN IT PERSPECTIVE

“Altiris Service & Asset Management Suite offers good scalability and is a part of an entire IT management solution. It can manage all your physical assets including PDAs but also the software licenses and contracts associated with all your assets. It does this in a way which is very easy to understand and it's backed up by excellent support offerings.”

—ZDNET AUSTRALIA

(In awarding Service & Asset Management Suite “Editor's Choice” in a March 2004 shoot-out.)

Increased awareness of IT expenditures and operational transparency set by the Sarbanes-Oxley Act require that companies create greater efficiency within their IT operations. Service & Asset Management Suite helps organizations implement necessary IT controls to ensure mission-critical systems are supported, available, and secure while managing related IT asset expenditures. Tracking the lifecycle of IT assets provides detailed cost information related to procuring, provisioning, implementing, supporting, and retiring of assets. The suite tracks all IT asset-related expenditures, depreciation, accounts for fraud, and reconciles asset repository information with financial system data.

DEPLOYMENT AND SCALABILITY

Service & Asset Management Suite uses advanced technologies such as XML, Microsoft SQL, and Transaction Server, as well as Web protocols, such as TCP/IP, to ensure flexible deployment options and provide maximum scalability. The suite's optimized server/client communications and accommodating infrastructure allow you to support LAN clients, poorly-connected WAN sites, as well as mobile and remote users. Use Altiris suite components to deploy quickly and easily, and support inventory and usage data from tens of thousands of systems in a production environment, all without deploying a large number of servers or impacting how users run applications.

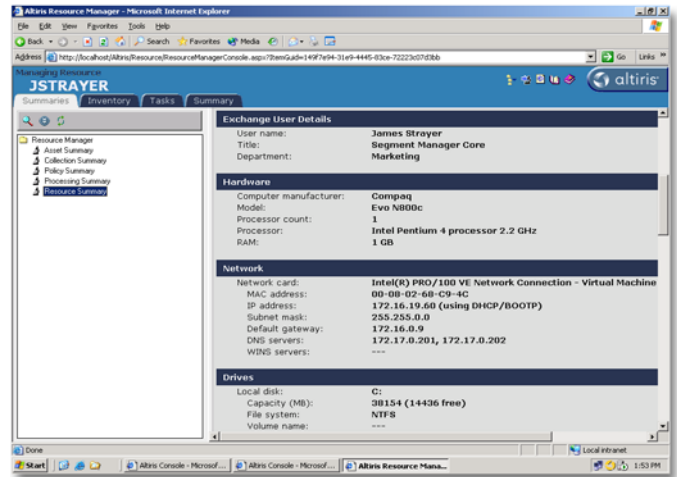
SYSTEM REQUIREMENTS

Service & Asset Management Suite requires that you install and configure the Altiris Notification Server™.

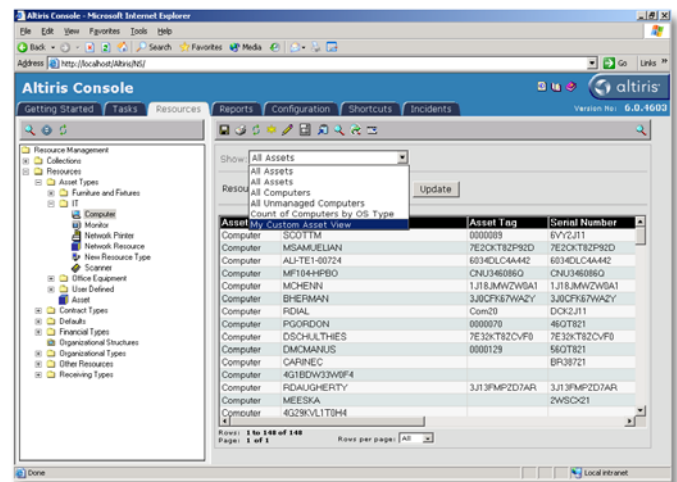
Notification Server Minimum Requirements

- > Processor—Pentium III 800 MHz or faster
- > Memory—1 GB RAM
- > Hard drive—20 GB
- > Operating system—Windows Server 2003 or Windows 2000 Server
- > Database—Microsoft SQL Server 2000 SP3
- > Browser—Microsoft Internet Explorer 6 or later

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Service & Asset Management Suite makes gathering comprehensive inventory information within its single asset repository a snap.



The custom asset view provides users with asset query and edit capabilities.

TRY SERVICE & ASSET MANAGEMENT SUITE FOR FREE!

Get your 30-day, fully-functional evaluation copy of Service & Asset Management Suite at www.altiris.com/eval.

Altiris Agent Minimum Requirements

- > Operating system—Windows 95 or later
- > Available disk space—5 MB disk space for Altiris Agent, plus space to install required software
- > Memory—64 MB RAM
- > Browser—Microsoft Internet Explorer 4 or later

