

Altiris® Workflow Solution™

Your Process...Automated!

Overview

Altiris® Workflow Solution™ allows non-technical business professionals to create, change, test, automate and manage the processes that drive your business. From service catalogs to hardware purchasing to tracking purchase orders, Workflow Solution allows you to manage the entire process—both the hardware and human interaction.

Key Benefits and Features

- Automate processes quickly in a fully graphical environment that's built for non-programmers
- Eliminate productivity bottlenecks and errors with approvals, rules, timeout, and policy enforcement
- Automate a full range of business decisions, including operational, productivity, and event-based rules
- Create seamless processes across applications such as Microsoft Office tools, and voice and Web applications
- Use wizards and drag-and-drop tools to leverage your technical and business tools

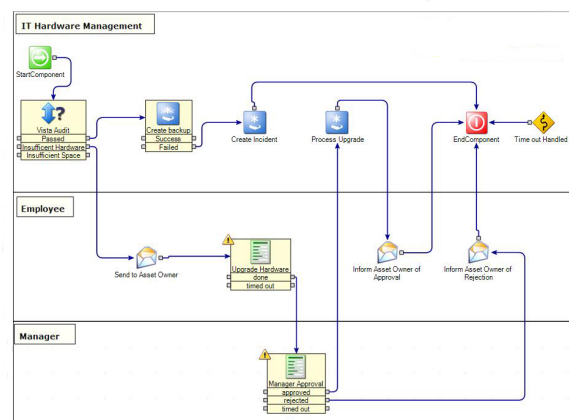
Logical Way to Reduce Costs

Symantec is always looking for ways to reduce the costs of managing large IT environments. Workflow Solution offers an improved method for users to define, build, and manage workflows that coordinate human and automated activities among all of the Altiris technologies and beyond. The solution provides a series of wizard-like, visual, drag-and-drop tools to design and monitor workflow processes.

"[Altiris Workflow Solution] has helped simplify and shorten our development cycles and has enabled our company to 'start speaking the same language' when it comes to business and process requirements." —CIO for a communications provider

Web-based for Ease of Use

Workflow Solution is Web-service-based and can easily be integrated with existing Altiris solution environments to provide a higher level of management and oversight of the entire environment. Future software from Symantec is scheduled to provide out-of-the-box workflows designed to meet the needs of common environments. Users will be able to use Workflow Solution design tools to modify the workflows or integrate them with their third-party solutions.



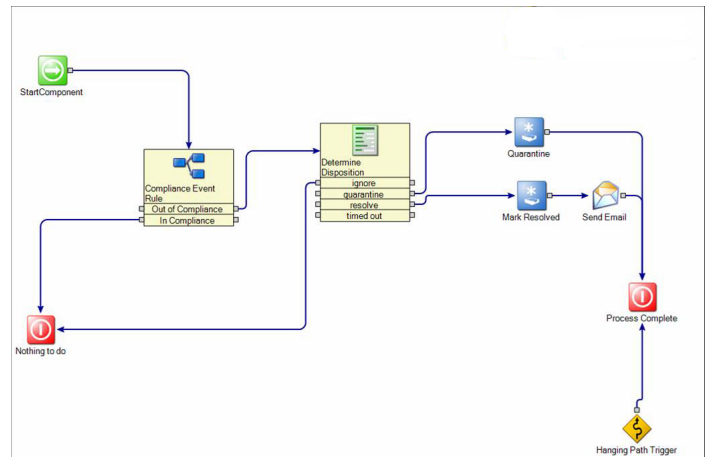
Workflow Solution uses a business rules/process engine built from the ground up to connect information, people, systems, and devices rapidly, so you can get information anytime and anywhere.

Designed with Simplicity in Mind

The Workflow Solution management console is designed so that non-technical business professionals can create, change, test, and deploy business processes. By using a Web-based portal, users can take advantage of self-help capabilities for all IT oriented and non-IT-oriented requests. The solution makes it easy to set up approval processes, check IT inventory, or notify the asset manager when new computers arrive on the receiving dock. You can even coordinate the deactivation of all security clearances throughout the organization when an employee leaves the company. With Workflow Solution you can fully automate virtually any business process.

Forms Tool Integrated with Altiris Platform

A forms editor is included with Workflow Solution. The editor is much more than a drag-and-drop approach to building forms and is fully integrated with Altiris or other databases so that captured data can be displayed with minimal effort. The forms editor allows business analysts and IT staff to quickly build workflows that encompass or provide access to Altiris technologies. The tool can also be used to create new applications and services for the user community in a short amount of time. Administrators can drag-and-drop form elements onto a design pallet so that what you see in the design phase is exactly like the form the user will see when they use it.



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Enhances Symantec ITIL Offerings

Workflow Solution enhances Symantec's Information Technology Infrastructure Library (ITIL) offerings in several ways. For example, users can develop advanced change management and approval workflows graphically, complete with custom forms, without having to delve into .NET code or stringing together rules within the help desk rule set. The solution has the ability to hand off processes to Altiris Task Server™, which provides automated, synchronized configuration management, so once a change request is approved, the completion of the request can be handed off to the Task Server automatically for fulfillment. Task Server is designed to handle tasks and jobs that will be carried out on the target computers, while Workflow Solution is designed to support human workflow, where people will be directly involved in the process.

Works with Other Software

Workflow Solution can be used to easily define the interfaces into third-party systems and even transfer the information from one system to the other. There is a built-in wizard-driven interface that contains 18 different application-access capabilities, including Web services, SQL, Oracle, and flat files, which can be used to integrate into just about any commercial system that you already have on your network.

System Requirements

Workflow Solution 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 SP1, Windows 2000 Server SP4 or later
- Database—Microsoft SQL Server® 2000 SP3 or SQL Server 2005
- Browser—Internet Explorer® 6 SP1 or later

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—128 MB RAM; 384 MB RAM minimum if using Windows PE
- Browser—Internet Explorer 6 or later

More information

Visit our Web site

<http://www.symantec.com/business/workflow-solution>

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 Web site.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help businesses and consumers secure and manage their information. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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