

Client Management – Improve the Efficiency of Your Organization

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Client Management creates a dilemma in almost every organization – the conflict between the needs of IT for control and standardization versus the needs of the business users for flexibility and agility. Common approaches to client management do not solve this dilemma and end up creating problems for both IT and the business.

First the high costs and resources associated with maintaining existing distributed computing platforms routinely prohibit IT staffs from focusing or spending on new technologies or initiatives. Second, distributed computing is becoming more complex to manage due the proliferation of applications and mobile devices. Third, security and regulatory mandates have created additional requirements and hurdles for organizations to clear.

Client Management solutions reduce the complexity of deploying and managing hardware and software for desktops, notebooks, handheld devices, and servers throughout their entire lifecycle. Traditional approaches to client management (such as manual processes and disparate silos for provisioning, patch, configuration, asset and other management disciplines) do not solve these problems.

Business users are striving for flexibility. Different divisions, departments and individuals have very different computing needs:

- **Flexibility of Location** – Some users need specific devices such as laptops, handhelds, and PDA's and may not always be on the corporate network.
- **Multiple Client Operation Systems** – The majority of the organization may run Windows, yet the marketing department may need Mac and the developer may run Linux
- **Multiple Locations** – Different locations, especially remote and international, require fundamental differences in support needs

- **Multiple User Types** – Within a single department, some users may be “power users” who require different configurations or administrative rights than standard desktop users.
- **Fast Response to Change Requests** – When the business users require changes or additional applications or features, they expect a fast response to get them working at full capacity in a short amount of time.
- **Productivity and Personalization** – Many business users are more productive using and customizing preferred applications that may not be part of a “standard” configuration.

Conversely, the IT management team needs to standardize on a minimum number of client configuration so they can:

- **Reduce Support Costs** – Standard configurations will reduce management effort, skill requirements, training costs, error rates, change processing, compatibility testing, and more.
- **Improve Security** – Fewer variations in user access are easier to track and audit and data access is easier to lock down with a standard set of applications.
- **Improve Compliance** – IT can track installed software and data access to comply with federal, state and local government regulations and software license agreements.

Client Management point solutions are available to handle single, specific systems management functions such as software distribution or asset management. Many of these point products have considerable functional depth, but IT managers have to integrate each point product with the other management tools, which can be a time-consuming and costly process.

Instead of having many point solutions, a fully integrated systems management solution performs all the required management functions without the hassle of integrating new tools with the benefits of



centralized control. Instead of buying discrete point products when the needs arise, the IT manager simply adds functionality within the existing suite. Consolidating and integrating tools and support processes into a systems management suite reduces infrastructure requirements and cuts training and support costs.

LANDesk offers a fully integrated systems management solution that automates such critical and time consuming tasks as:

- Patch Management
- Software Installation
- OS Migration
- Software License Management
- Imaging and Personality Migration
- Software Distribution

This solution unifies the most requested IT management capabilities into a single console and allows IT administrators to schedule and distribute software applications and files automatically, take control of remote desktops to diagnose and fix problems, and install patches without impacting user operations.

The benefits of Client Management and the impact on IT management and the business units can be very positive and include:

Reduced Downtime

- Integrating disparate client management point solutions reduces the errors inherent in silo-based approaches.
- Improving software version control, compatibility testing, and deployment controls reduces unforeseen errors from software deployment.
- Reducing complexity by standardizing client configurations speeds up problem diagnosis and simplifies the problem remediation.
- Providing automatic verification and notification allows users to get back to work faster following problem remediation.

Reduced Cost

- Increasing the automation of procedures reduces the cost to manage distributed computing environments.
- Reducing client complexity and total support numbers of standard images and software packages reduces skill requirements, training, outage costs, etc.
- Accurate hardware and software inventory ensure more efficient licensing usage.

Faster Response

- Ensuring problems are resolved faster, new applications are deployed faster, patches and upgrades are more transparent, providing better service and support to the end users for planned changes and problem resolution.
- Accurate configuration information allows target upgrades and changes to business critical systems first in the case of security and other IT emergencies.
- Increased flexibility allows both IT and the business users to react faster to changing market and technology demands.

In today's "do more with less" corporate environment, client management and the use of fully integrated systems management suites are becoming increasingly critical. Implementing an integrated management suite can generate significant cost savings from improved user productivity, reduced downtime, and higher IT staff productivity and efficiency.