



The LANDesk® IT Management Platform



Simplify IT Cost and Complexity

Is change is the only constant in your workday? Are you forced to do more and be accountable for more, but with fewer resources? Does your IT team juggle solutions from multiple vendors with the accompanying complexity, maintenance and cost burdens? If so then you're ready for the relief you'll experience with the LANDesk® IT management platform.

Developed with your IT and business needs in mind, the LANDesk IT management platform—encompassing systems lifecycle, endpoint security, process automation and service desk management solutions—enables IT to help power your enterprise and achieve your business objectives.

Choose the LANDesk® IT management platform and equip IT staff to:

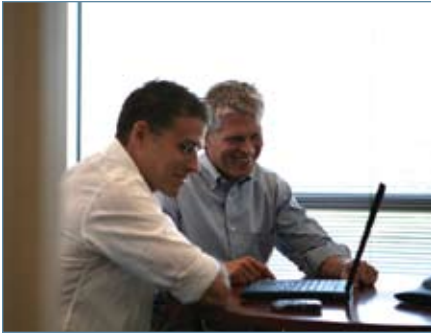
- Reduce IT costs and complexity with single-console management of any system from anywhere.
- Completely secure all of your deployed systems.
- Automate and control your IT processes.
- Integrate your service desk and systems management functionality.



"I estimate that LANDesk® Management Suite's software distribution and remote control features alone have saved our organization \$1.167 million! Any time you can show that the IT Department is saving money rather than simply being overhead, it's a good thing."

— **Andy Nosal**

Supervisor of
LANDesk Operations
Technical Services
Raymond James Financial



"We realized our ROI on the initial investment in the first 90 days. Last year, LANDesk® Management Suite saved the County \$175,000 on software distribution; and the savings from the remote control feature alone are around \$110,000. That's \$285,000 total savings from LANDesk!"

— Brad Carpenter
Senior Systems Analyst
Lane County, Oregon



"Today, we have inventory of everything, without leaving our management console. And we don't have to keep up with changes made differently by 20 people who may not tell each other what was done. We've automated and standardized and can ensure that change management is really in place."

— Greg Smith
Certified LANDesk® Engineer
Fulton County School System

Systems Lifecycle Management

Are you coping with an IT infrastructure overloaded with too many tools, agents and databases from various vendors? Do you know what IT assets you have, where they are and how they're being used? Are the systems beyond your firewall well managed? Rest assured, with the single-console simplicity of the LANDesk® IT management platform, you can manage your computing infrastructure and boost the performance of IT staff while reducing the number of vendor solutions that must be learned and maintained.

LANDesk® Management Suite

Discover, Manage, Update and Protect All Your Endpoints

LANDesk® Management Suite helps you reduce IT costs and complexity with single-console management of any system from anywhere. It's a complete platform for your complex hardware and software environment that lets you see, manage, update and protect enterprise IT systems to boost efficiency, save time and reduce demands on resources. And thanks to the integrated nature of the platform, it's easy to add additional security and management capabilities. For example, the patent-pending technology of the LANDesk® Management Gateway lets you support users in any networked environment—even those outside the corporate firewall that were previously out of reach and without requiring a VPN. Plus you can protect user productivity by keeping up with patches and updates and access ultra-efficient, fault-tolerant software distribution capabilities.

LANDesk® Application Virtualization

Application Virtualization Done Right

LANDesk® Application Virtualization helps you distribute and run a needed application without ever having to install it, saving your enterprise time, money and IT hassle. It requires no preinstalled client software and can be run from any LAN, WAN, USB, CD-ROM drive and more, with zero-footprint on the host PC. You can deliver fully tested applications the first time, improving user satisfaction while minimizing application conflicts and regression-testing and support costs. Plus you can reduce OS migration risks with true isolation for testing applications and operating systems—including Microsoft Vista—before you implement anything. What's more, the power to run applications transparently in user-mode on locked-down PCs helps boost enterprise security.

LANDesk® Inventory Manager

See, Monitor and Maintain All Hardware and Software Assets

Empower your IT team to take control of your hardware and software inventories using simplified compliance monitoring and software audits. With LANDesk® Inventory Manager—available stand-alone or as a built-in component of LANDesk® Management Suite—you can control costs and boost efficiency by knowing what software and hardware you have, where it is and how it's being used. You gain the power and agility to demonstrate asset and license compliance using active device discovery and inventory, software license monitoring, easy database query and powerful reporting tools.

LANDesk® Handheld and Embedded Device Manager

Manage and Secure Mobile Resources and the Information on Them

LANDesk® Handheld and Embedded Device Manager helps you provide enterprise-level support optimized for the low-speed, intermittent connections characteristic of handheld, embedded and wireless devices. This solution, integrated with LANDesk® Management Suite, lets you track configuration and inventory, deploy software and files, and automate data collected and aggregated from your mobile workforce. Support for both cradled and free-roaming devices helps ensure that every user has the productivity tools and support needed. If a wireless device is lost, a simple right-click from your management console lets you access the device via carrier connection to clear its memory card; delete contacts, address book data and email; perform a reset; and more.

LANDesk® Server Manager

Keep Servers Available and Running at High Performance Levels

With LANDesk® Server Manager, your business gains a rapid time to value by enabling IT to maintain high server performance with minimal intrusion on the server operating environment. The solution employs a single agent, console, database and architecture for managing server performance and availability. You can assess server status instantly and keep servers available and running at high performance levels, plus you can plan capacity and upgrades proactively and access data through log consolidation, grouping and software license monitoring. What's more, LANDesk Server Manager lets you validate and deploy patches and custom scripts with user-defined degrees of automation to remain in control of the patch management process.

LANDesk® System Manager

Discover Proactive Problem Prevention

Keep your systems running at their best with detailed, active system performance monitoring and maintenance through the same console used for systems and security management. LANDesk® System Manager helps you detect and remediate performance problems before failures occur and keep every system in your enterprise—and every employee—working and all your critical services available.

LANDesk® Universal Connector Solution

Leverage Existing Investments in Enterprise Technology

Extend your existing investments in network, help desk and desktop management with single-click access to powerful LANDesk® systems management features directly from your enterprise management framework or help desk solution. Includes worry-free performance and onsite setup services.





“Simply having a firewall and an antivirus solution in place is no longer enough. In order to proactively deal with the accelerated pace and changing nature of security threats, we have to have solutions that enable us to respond rapidly without waiting for security vendors to identify threats, define and publish patches and other solutions.”

— **Keith Brown**
Network Administrator
Gwinnett Medical Systems

“Our previous solution wasn’t measuring up to our WAN requirements. We would have to push the patches to every workstation all at once, eating up WAN bandwidth. With the [LANDesk®] Targeted Multicast™ capability in LANDesk® Security Suite, we simply push one package to a single PC at each site and then it distributes the patches to its local peers over the LAN.”

Joe Riesberg
Manager of IT Security and
Regulatory Compliance
VCPI

Endpoint Security Management

Do you juggle multiple applications from different vendors to protect your enterprise from spyware, viruses and zero-day attacks, plus handle even more point products for systems lifecycle management? Do you know where you’re vulnerable, and can you secure and patch systems beyond your firewall and those devices rejoining your office network? The LANDesk® security management platform—composed of IT vulnerability assessment and patch management capabilities, antivirus software and remote control software—enables you to protect your mixed IT environment from a single console.

LANDesk® Security Suite

Access Active Endpoint Security Management

LANDesk® Security Suite helps you completely secure all of your deployed systems, plus it integrates easily with LANDesk® Management Suite through a single console. With LANDesk Security Suite you can ease patch management and deployment, control and encrypt USB and other devices to prevent data leakage, enforce endpoint security policies for the mobile user, and grant network access control to protect the organization from virus outbreaks and unauthorized access.

LANDesk® Antivirus

Protect Data and Keep Endpoints Secure and Operational

LANDesk® Antivirus provides a front-line malware and malicious code defense for all network endpoints—including workstations, file servers, mail systems and Internet gateways. IT teams have only one agent to install and one console to use, reducing complexity while boosting efficiency and productivity. Available as an add-on to LANDesk® Management Suite or LANDesk® Security Suite, LANDesk Antivirus helps you extend real-time, world-class virus protection to enterprise endpoints with little or no new infrastructure and less training. Your IT team gains complete control to align antivirus settings with your corporate policies and to prevent end-user error and intervention.

LANDesk® Host Intrusion Prevention System

Add Prevention to Protection

With LANDesk® Host Intrusion Prevention System, also known as LANDesk® HIPS, you gain added assurance that you’re equipped to prevent zero-day threats and rootkits even before a fix is available. It features application control capabilities to not only block known bad programs, but to allow known good programs as well as rootkit detection and prevention. Your enterprise gains precise control over what users can and can’t run on your systems, so you go beyond protecting against known malicious attacks by stopping the types of behaviors typical of those attacks. Administered from the same console used to run LANDesk® Security Suite and LANDesk® Management Suite, LANDesk HIPS extends the protection of the LANDesk security platform to offer you the most complete, layered security solution available from a single console.

LANDesk® Patch Manager

Easily Keep Up with Security Threats and Patches

LANDesk® Patch Manager—alone or as a built-in component of LANDesk® Security Suite—helps you ensure your network is secure and your PCs and the applications they run are patched—even if you have a mixed network environment—by automating vulnerability assessment and patch management. You can identify vulnerabilities against industry-standard information sources; research, review and download available patches; and increase system uptime and user satisfaction by remediating known vulnerabilities through efficient, automated targeting and patch distribution. The result is increased productivity and fewer headaches.

A Single Suite. The Solutions You Need.

Ready to simplify keeping pace with your changing IT needs and resources? Choose LANDesk® Enterprise Suite and access some of the best management solutions that LANDesk offers in a single SKU along with industry-leading MSI software packaging technology. The suite includes:

- LANDesk® Management Suite
- LANDesk® Security Suite (one-year subscription)
- LANDesk® Server Manager
- LANDesk® System Manager
- LANDesk® Handheld and Embedded Device Manager
- One-year Enterprise Maintenance Agreement for the suite of LANDesk® solutions
- LANDesk® Asset Manager *
- Macrovision FLEXnet AdminStudio 7.5 Standard*

**One console each with purchases of 1,000 nodes or more.*



“With this implementation, we’ve reduced operating costs and left viruses behind, which had been ahead of us for a year. ...One year ago, no one could say for sure how many items we had in our network. Today, we can view desktops, notebooks and all their contents. We have reports that are updated in different ways, by cost, user or area. And we know precisely the number of licenses the company needs.”

— Egberto Lotito
IT Coordinator

Henkel’s Brazilian Location



IT Service Management Solutions

Now's the time to help your IT team become less about break-fix and more about servicing your business and adding value.

Does your IT team devote hours to redundant manual tasks? Are you ready to automate processes without relinquishing control over the steps taken or the outcome achieved? What about your help desk analysts who answer the phones, deal with users' frustrations, and endeavor to resolve problems with a "once-and-done" call? LANDesk IT process automation and service desk solutions enable you to streamline maintenance tasks, resolve problems, cope with changes, reduce errors and transition from a reactive work environment to one that's more proactive and service oriented.

LANDesk® Process Manager

Automate and Control Your IT and Business Processes

Only LANDesk® Process Manager offers organizations in the mid-market a single tool to both build and execute consistent, predictable IT processes, rescuing IT staff from endlessly repeating the same tasks. It can be used as a stand-alone application, or as a perfect complement to other LANDesk® solutions—from LANDesk® Management Suite to LANDesk® Service Desk—offering customers one more way to simplify IT management with less infrastructure and resource investment. Only LANDesk is approaching process automation from the IT entry point, helping IT staff work smarter and become more proactive, less harried and more innovative.

LANDesk® Service Desk

Integrate Your Service Desk and Systems Management Functionality

LANDesk® Service Desk is a next-generation consolidated service desk solution that helps your enterprise provide outstanding support services to employees and customers. It combines incident, problem, change and configuration management into a single application, providing access to everything you need to monitor, trend, diagnose and remediate user needs proactively. You can define and follow multiple support procedures, ensuring consistency in how incidents and problems are dealt with. Each user gains real-time access to relevant, tailored information to ensure visibility and understanding of responsibilities, status and effectiveness. And you experience complete control to align your business needs with your service and support needs.

"Through our testing and use of this solution, we have found that a number of internal departments will be able to successfully automate internal processes that previously required manual oversight. This is a leap forward in bottom-line efficiency and it is exciting to participate in this initiative that can benefit the entire organization."

— **James Mascaro**
Director of Technology
Support Services
aQuantive

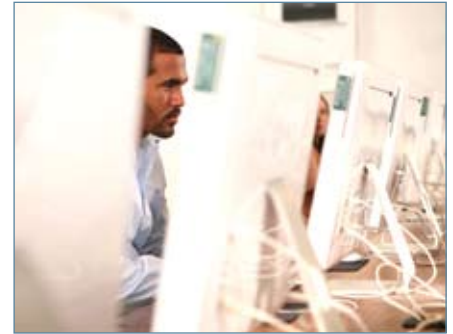
"I recommend LANDesk® Service Desk over any of the other leading service desk products out there. It's increased our productivity, decreased our time of call closure, minimized our down time, and has saved us significant time and money."

— **Jimmy Misenheimer**
Information Systems
Project Leader
Baptist Health

LANDesk® Asset Manager

Discover and Track Computer *and* Non-Computer Assets

LANDesk® Asset Manager helps you see and track your enterprise's computer and non-computer resources—associated users, contracts and maintenance agreements, telephones, office equipment and more—all through the same console you use for systems, security and inventory management. You can access all your stored asset data from a single asset repository, discover computers on your network to create detailed inventories of installed hardware and software, and monitor and report on software license usage. LANDesk Asset Manager extends the power of LANDesk® Inventory Manager, LANDesk® Management Suite and LANDesk® Process Manager. Being able to track device state, relationship, ownership, assignment and accountability forms the foundation of managing compliance and operational integrity, helping organizations deal with audit and compliance needs easily and efficiently.



“Building and making changes to any change process, even minor ones, is extremely labor-intensive. [LANDesk] software and its workflow designer, which is icon-driven, make process building a simple drop-and-drag process, with the ability to edit on the fly, making us much more efficient and effective.”

— Heather Strickland
ITIL Certified Manager and
Manager of IT Change
Management
US Freightways Corporation



Which Solutions Are Right for Your Enterprise?

All LANDesk® solutions are integrated to give you a comprehensive business-centric IT management platform or an individual solution that meets your targeted needs.

My Enterprise Needs...

Hardware and software management of desktops, notebooks and handheld, embedded and wireless devices with:

- Enterprise scalability
- Software license monitoring
- Ultraefficient software distribution technologies
- OS deployment and profile migration
- Remote control and problem resolution
- Inventory management
- Basic core vulnerability detection technology
- Support for multiple platforms

Easy, client-less, conflict-free application deployment and rollback using true isolation capabilities

Visibility and tracking of computer resources with inventory scanning, software license monitoring and reporting

Hardware and software management of handheld, embedded and wireless devices with asset management and software distribution

The ability to instantly assess the health of servers, patch them and keep them available and running at high performance levels

Real-time, component-level performance monitoring and health maintenance for individual systems

Active endpoint security and patch management for desktops and notebooks with:

- Network access control capabilities
- Advanced vulnerability detection and security configuration
- Remediation tools including controlled access to drives, ports and wireless channels
- Patch management tools
- Antivirus enforcement for McAfee, Norton, Sophos, Symantec and Trend-Micro and firewall capabilities
- Monitor and remediate for CIS, NIST and the SANS top 10

Enterprise-ready antivirus protection and rootkit detection for desktops and notebooks

Added assurance that I'm equipped to prevent zero-day threats and rootkits even before a fix is available, application control and more

Automated vulnerability assessment, remediation and ongoing patch management—including application patching—for desktops and notebooks

The ability to design, model, document, automate and optimize IT and business processes and to execute workflows and automate processes for LANDesk® software distributions, patch management, vulnerability scans, software license monitoring and more

To give support the agility to resolve problems before they become bigger problems; keep users happy and give IT a way to quickly understand a user's issue and close help desk tickets faster

Visibility and tracking of computer and non-computer assets, including associated users, contracts, maintenance agreements, phones and more, in order to manage the entire asset life cycle

The Right LANDesk® Solutions for My Enterprise Are...

> LANDesk® Management Suite

> LANDesk® Application Virtualization

> LANDesk® Inventory Manager
Built-in to LANDesk® Management Suite

> LANDesk® Handheld and Embedded Device Manager
Built-in to LANDesk® Management Suite

> LANDesk® Server Manager

> LANDesk® System Manager

> LANDesk® Security Suite

> LANDesk® Antivirus

> LANDesk® Host Intrusion Prevention System

> LANDesk® Patch Manager
Built-in to LANDesk® Security Suite

> LANDesk® Process Manager

> LANDesk® Service Desk

> LANDesk® Asset Manager

LANDesk Services Offerings

Some software solutions providers loudly trumpet their technology, only to fall silent on service once the sale is complete. In contrast, LANDesk offers a wide spectrum of professional services, training services and customer support offerings to help you realize the most value from your software investment. The LANDesk Services teams draw from the experience, talents and abilities of the people who develop award-winning LANDesk® solutions, helping customers experience the most worry-free implementation, training, and support experience possible.

Professional Services – Certified LANDesk® Deployment

Bring the experience, talents and abilities of the people who develop award-winning LANDesk® solutions to your deployment process:

- Before installation, the LANDesk® Professional Services team reviews and approves your needs and the proposed solution.
- All stakeholders receive progress reports at least once a week.
- The deployment is performed by a Certified LANDesk® Deployment Engineer with the skill set required for your organization's specific needs.
- The deployment is designed and installed by an experienced LANDesk Professional Services team, and LANDesk stands behind the work they perform.

Training Services – Training and Certification

You can maximize your knowledge of LANDesk® solutions through valuable training courses and the Certified LANDesk® Engineer or Administrator exam.

- **LANDesk® Training Courses**—Learn directly from professionals what LANDesk solutions can do for you and your organization in an instructor-led or Web-based training course.
- **Certified LANDesk® Exams**—Capitalize on your LANDesk® training and product experience and become a Certified LANDesk Engineer or Administrator through LANDesk's industry-recognized certification program. The Certified LANDesk Engineer exams test an administrator's knowledge in production or test environments in 10 areas:

- | | |
|-------------------------|--|
| 1. Installation | 6. Distribution |
| 2. Client Deployment | 7. OS Deployment and Profile Migration |
| 3. Inventory Management | 8. Role-based Administration |
| 4. License Monitoring | 9. Unmanaged Device Discovery |
| 5. Remote Control | 10. Enhanced Security |

Support Services – Technical Account Manager

A LANDesk® Technical Account Manager offers your organization a single point of contact for all your support needs. You enjoy dedicated, personal support because each manager is assigned to only a few accounts. Plus you have direct land-line and cellular phone access to your account manager, so there's no need to wait in a hold queue. You can rely on a professional who works on your account and who is familiar with your business environment, processes and objectives.

Features and Benefits:

- The highest level of support available from LANDesk, with a single renewable annual agreement for one yearly fee.
- A single point of contact for all technical support needs—no explaining an issue to multiple people multiple times.
- A dedicated account manager who will help you realize the most value from your LANDesk investment.
- Proactive technical mentoring for fast, knowledgeable support—on the phone and in person.
- Remote diagnostic support services.
- Access to a LANDesk® product expert who's in direct contact with the engineers who developed the solution.
- Direct land-line and cellular phone access to an assigned Technical Account Manager—no waiting in a hold queue.
- Half-hour to two-hour response times depending on the program chosen, with priority escalation of all support issues.
- Unlimited incident support; proactive information on patches, bug fixes, hot topics and more.
- Free vouchers for LANDesk® training courses and events, including eligibility to participate on the LANDesk Customer Advisory Panel.



Why LANDesk?

For more than two decades, LANDesk has been a proven leader in the IT systems management industry, creating some of the most recognized and awarded solutions available. The company continues to develop systems, security, process automation and service desk solutions to meet customer requirements.

The LANDesk® IT management platform helps you do more with less effort, expense and training, and with little or no new infrastructure. Technologies exclusive to LANDesk include:

- **LANDesk® provisioning**—an exclusive way to completely install and configure systems and servers—from OS installation to application deployment, patching and configuration—using a single task.
- **LANDesk® Management Gateway** includes patented technology to help IT manage previously unreachable users across the Internet—without a dedicated leased line or VPN.
- **LANDesk® Trusted Access™ technology** lets IT identify and quarantine infected managed and unmanaged computers and is compatible with Cisco, IPSec, 802.1x and DHCP network access control technologies.
- **LANDesk® Targeted Multicast™ technology** reduces network traffic by using a temporary subnet representative to simultaneously distribute large OS or application packages to multiple systems.
- **LANDesk® Peer Download™ technology** speeds configuration policy management by using packages from previous recipients on the same subnet to reduce the number of packages sent over the WAN.

LANDesk is also widely recognized for delivering impeccable service. Said Greg Smith, Certified LANDesk® Engineer for Fulton County School System, “I’ve done quite a bit of work through contactors and outside vendors and am blown away with LANDesk’s commitment to making things work. The commitment to our success is unparalleled.”

We’re Ready to Serve You

LANDesk, an Avocent company, is leading the convergence of the systems, security and service management markets with cost-effective, intelligent management solutions. For more information, please call LANDesk at 1-800-982-2130 or contact your LANDesk Solutions Provider.

Visit www.landesk.com for more information.

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 **LANDesk®** | make IT happen
An Avocent® Company