

Unified management for thousands of endpoints throughout the life cycle

IBM Tivoli Endpoint Manager, built on BigFix technology, provides faster, smarter management



Highlights

- Manage thousands of heterogeneous endpoints regardless of connectivity or location
 - Gain visibility and control with a unified, single-agent approach
 - Manage roaming endpoints that are intermittently connected via the Internet
 - Reduce management complexity and cost, increase accuracy, and boost productivity
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Is it possible to manage thousands of endpoints on multiple platforms from the same console? In a complex environment, can you know exactly what assets you have at all times, understand how people use them, distribute software and fixes to each of them, maintain control of roaming equipment, and reduce the amount of energy your endpoints consume—also from that same console?

In today's world, you need the answer to each of these questions to be "yes." The growth in data, increasing infrastructure complexity, proliferation of management tools, and convergence of IT functions demand a unified and simplified approach. In order to take advantage of the highly instrumented, interconnected and intelligent capabilities that fuel a smarter planet, organizations must be able to bridge gaps in conventional processes with a better, faster and more efficient way to work.

IBM Tivoli® Endpoint Manager is a comprehensive, streamlined tool that provides a single-agent, single-console solution for managing endpoints—whether desktops, laptops, servers, point-of-sale systems, ATMs or self-service kiosks—across the entire organization. Spanning Microsoft® Windows®, UNIX®, Linux® and Mac platforms as well as high- and low-speed Internet and intranet connections, it provides real-time visibility into endpoint status, and it gives administrators real-time, multiplatform endpoint management capabilities.

Enhancing control by unifying endpoint management

Unified endpoint management delivers centralized visibility and control by converging endpoint protection, configuration and life cycle management functions using a single tool. With it, you can optimize processes by bringing them together under a single management umbrella—while helping reduce cost and risk by reducing the number of management



tools, cutting back on the number of staff hand-offs across management processes, and reducing the number of full-time equivalent personnel required to perform those processes.

Tivoli Endpoint Manager directly addresses challenging scenarios that many organizations face every day:

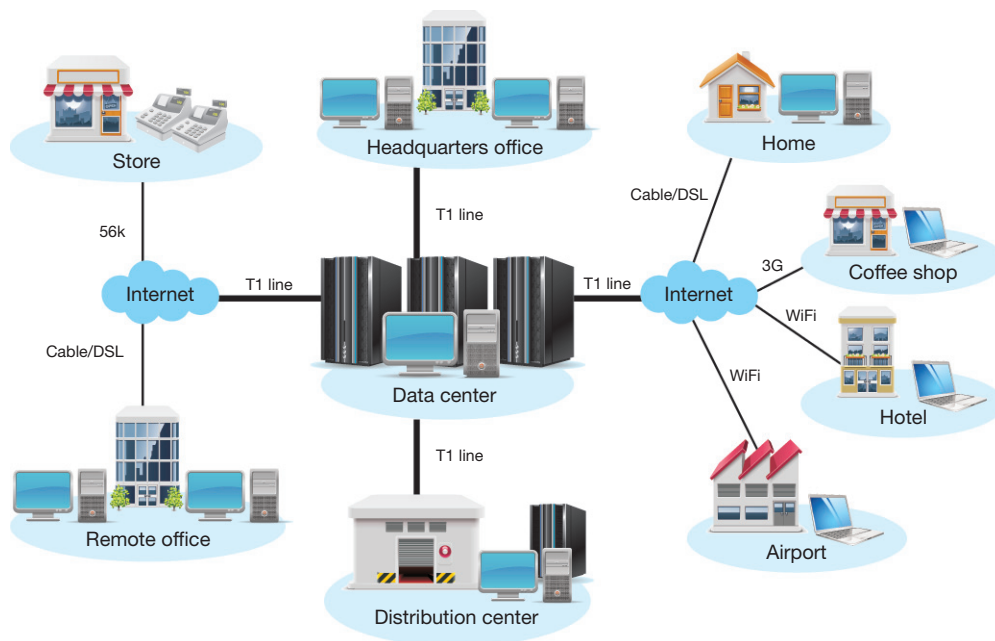
- The security group has one total for the number of assets in your network—but the operations team has several others.
- The assessment group discovers non-compliant systems—but it takes weeks or even months to remediate the problem or approve exceptions.
- The IT operations team needs to deploy new software throughout the enterprise—but distributing large application packages across limited bandwidth would bring office productivity to a halt.

- The business office wants computers turned off at night to reduce power bills—but IT needs systems running during off hours to push patches, change configurations and distribute software to endpoints.

In organizations today, the numbers of distributed desktop, laptop and server endpoints can reach from hundreds to hundreds of thousands. But in any size organization, siloed technologies and siloed approaches to management limit visibility, complicate processes, raise costs and reduce overall control.

What organizations need is a unified approach that reduces administration costs, increases staff collaboration and requires fewer tools to manage. They need a solution that can enhance reliability, speed and accuracy all around.

IBM Tivoli Endpoint Manager throughout the enterprise



Tivoli Endpoint Manager enables organizations to manage thousands of endpoints in any location—from servers in the headquarters data center to laptops connected to the Internet in coffee shops.

Simplifying and integrating endpoint management tasks

Tivoli Endpoint Manager simplifies endpoint management by automatically discovering network-attached and roaming assets, performing software inventory, distributing software packages and updates, deploying operating system upgrades and images, managing patches, enabling remote desktop control, conducting software use analyses and actively managing endpoint power utilization for the entire organization. Tivoli Endpoint Manager also delivers up-to-the-minute visibility into all endpoints in the organization—even roaming endpoints that are intermittently connected via the Internet and “rogue” endpoints the organization may not be aware are connected to the network.

The result is a consolidated, enterprise-wide management system that reduces the clutter and expense of multivendor tool sets, delivering real-time visibility and control across the organization. Effective endpoint management that couples high levels of automation with fine-grained accuracy helps the organization achieve the service levels it requires, enabling IT departments to focus on critical issues rather than maintenance processes, and increasing overall operating efficiencies. Tivoli Endpoint Manager can deliver both immediate return on investment (ROI) through functions such as power management, asset discovery and software inventory, and long-term ROI through operational efficiencies, infrastructure consolidation and greater IT staff productivity.

Delivering efficiency with a patented, intelligent agent approach

Tivoli Endpoint Manager’s unique intelligent agent, which is placed on each endpoint, enables continuous policy enforcement regardless of endpoint connectivity. Traditional endpoint management solutions utilize endpoint agents that are entirely dependent on instructions received from a central command-and-control server—an extremely slow approach that can fail when endpoints lose connectivity to the management server. The intelligent agent built into the IBM solution initiates updates and configuration actions only after determining if new policies are applicable, and automatically notifies the management server when status changes. Status messages are transmitted asynchronously to the management network, and the agents download relevant patch, configuration or other relevant content to the endpoint only when necessary. As a result, the Tivoli Endpoint Manager’s management server always contains current endpoint status, enabling real-time reporting via a single, centralized console.

The solution’s agent-based approach provides significant advantages in speed, flexibility and scalability. Its simplicity also helps reduce the infrastructure and training costs associated with traditional solutions. Tivoli Endpoint Manager agents allow scheduling of patches or updates at times that are not disruptive for users, and they are network-aware, supporting policies that help control traffic and conserve network bandwidth. Because agents make changes only when needed, networks are not overburdened with service packs and other large files trying to make their way to thousands of endpoints simultaneously.

Providing capabilities that span the entire endpoint life cycle

Tivoli Endpoint Manager provides key endpoint management capabilities throughout the endpoint life cycle, including:

- **Asset discovery:** Quickly discovers and identifies unmanaged network endpoints to support automatic agent installations or locate “rogue” endpoints that do not belong on the organizational network.
- **Software distribution:** Provides policy-based installation, closed-loop verification and the ability to manage software distribution across multiple platforms from a single, unified point of control.
- **Operating system deployment:** Shrinks deployment and migration time for Windows-based systems using centralized control and automation to simplify roll-outs to new workstations, laptops and servers throughout the network as well as OS migration and refresh for existing endpoints.
- **Patch management:** Provides comprehensive capabilities for delivering patches from a full range of operating system and application vendors to distributed endpoints, shortening times for patches and updates with no loss of endpoint functionality, even over low-bandwidth or globally distributed networks.
- **Remote desktop control:** Supports and controls desktops, laptops and servers throughout the distributed environment from a central location with management and troubleshooting of systems to streamline IT functions and reduce the help-desk workload.
- **Software use analysis:** Gathers and analyzes drill-down information about software publishers, titles and applications that includes aggregated statistics and usage information to support license compliance, enable budget planning and help prevent overspending, breached contracts and software piracy.

- **Power management:** As an optional add-on, integrates energy conservation policies with patch management procedures to achieve cost savings through reductions in electricity usage while ensuring that endpoints remain under management, even when powered down.

Breaking down IT silos to achieve visibility and functionality

Across all of its functions, the unified visibility and control made possible by Tivoli Endpoint Manager plays a key role. For example, in a legacy IT management environment, it is common for one team to be in charge of assessing patches and scanning for applicable endpoints while another implements the actual changes. In such an environment, the time required for processes to complete often extends to unacceptable lengths, resulting in excessive risk and lost productivity. The challenge can be particularly great for the growing organization or the organization that has been party to a merger or an acquisition, where multiple management tools from multiple vendors make comprehensive visibility difficult and extend the management time required from IT staff.

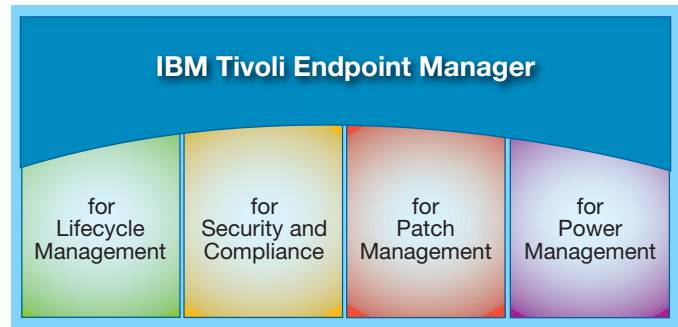
Tivoli Endpoint Manager provides a unified approach designed to break down IT silos that prevent effective, timely endpoint management. Automation and consolidation of tasks, combined with intelligent agents that continuously and asynchronously manage assessment and policy enforcement, means that a large management server infrastructure is not necessary.

The single-agent, asynchronous approach provided by Tivoli Endpoint Manager further enables organizations to get the most from their current assets. Since the management server is always kept up-to-date by the agents, there is no need to run lengthy scans, execute queries or worry about systems that are shut down or roaming off the corporate network. The agent's autonomous operation, coupled with the visibility provided by a single console, enables administrators to see events taking place across the entire network.

Supporting today's enterprise with a broad endpoint management portfolio

IBM Tivoli Endpoint Manager, built on BigFix® technology, is a family of products that all operate from the same console and management server, utilizing a single endpoint agent. This helps you consolidate tools and endpoint agents while lowering your management costs. And adding more services is a simple matter of a license key change. The IBM Tivoli Endpoint Manager family includes:

- IBM Tivoli Endpoint Manager for Lifecycle Management
- IBM Tivoli Endpoint Manager for Security and Compliance
- IBM Tivoli Endpoint Manager for Patch Management
- IBM Tivoli Endpoint Manager for Power Management



IBM Tivoli Endpoint Manager is a family of products that all operate from the same console, management server and single endpoint agent.

Tivoli Endpoint Manager is part of the comprehensive IBM management portfolio, helping organizations address challenges of the distributed enterprise infrastructure. In a smarter planet's instrumented, interconnected and intelligent IT operations, IBM management solutions help ensure real-time visibility, centralized control and enhanced functionality for the entire IT infrastructure, including its globally distributed endpoints.

For more information

To learn more about IBM Tivoli Endpoint Manager, contact your IBM sales representative or IBM Business Partner, or visit: ibm.com/tivoli/endpoint

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage IT resources, tasks and processes to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT life cycle management, and is backed by world-class IBM services, support and research.

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