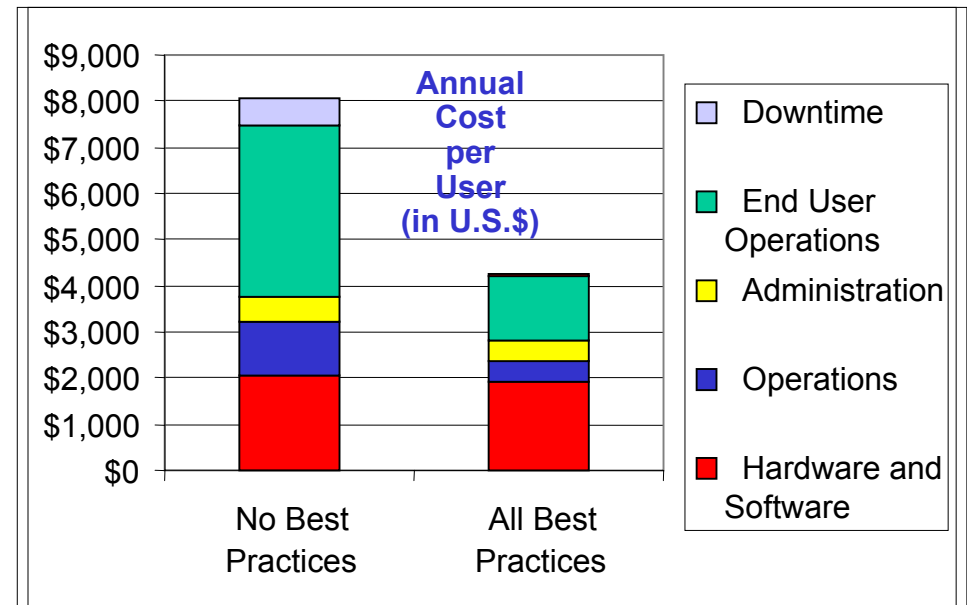
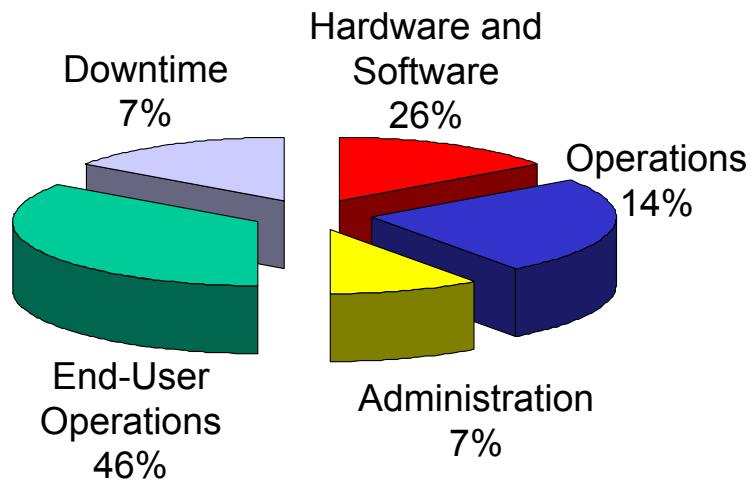


Reducing TCO with Lifecycle Management

Dwain Kinghorn
CTO
Altiris
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IT Cost Breakdown



Labor-to-Capital Ratio:
74% Labor, 26% Capital

Total Potential Savings: 48%

Source: GartnerGroup

Why Lifecycle Management

- TCO of networked devices is high
 - Purchase price of devices and software is small % of TCO
 - Integrated solutions save real dollars
- Need to answer financial questions
 - Where is the asset
 - Who is using the asset
 - How is the asset configured
- Need “cradle to grave” IT device management
 - Reliability: performing function as expected
 - Productivity: provide business value add
 - Supportability: open incidents, issues, conflicts

Technology Lifecycle



1. *Identify Assets*



6. *Transition/Migrate*



2. *Deploy New System*

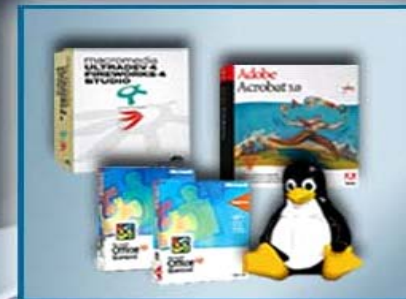
Common Services

Database
Web Publishing
MS SMS Integration
OpenView Integration

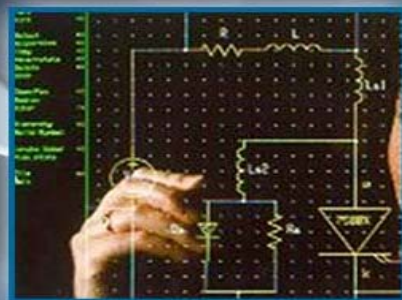
3. *Distribute Software*



5. *Manage/Monitor/Track*



4. *Problem Resolution*



Example of \$\$ Considerations

By taking advantage of new deployment and migration tools and technologies, a typical 2,500-user enterprise can reduce its new PC setup and installation costs by as much as \$103,000, or 55 percent per year.



Gartner Group

Considerations in Lifecycle Management



- Leverage web technologies and standards
 - Simplify information access
 - Build on Microsoft standards – IIS, SQL
 - HTTP, XML, ASP, scriptable components etc.
- Avoid redundant infrastructures
 - Minimize point solutions - less IT training
 - Minimize number of databases
 - Use common services for Windows and *NIX
 - Common services for LAN and remote
 - Assume PocketPC more business critical moving forward
 - Solutions need consistent data model and relationships

Microsoft and Management



- SMS
 - Inventory, software delivery, remote control
 - No migration, deployment, problem mgmt, or helpdesk
 - Windows only
 - Provides SDK for 3rd party integration
- MOM
 - Centralized event correlation
 - Windows only
 - No server provisioning
- MS management solutions don't cover the whole spectrum of platforms and management tasks
 - Negotiate your MS licensing accordingly

HP and Altiris – OEM Partners

Rapid Deployment Pack for ProLiant

eXpress Deployment
Windows and Linux

HP Client Manager

Free solution for
HP/Compaq
workstations

Central inventory and
diagnostics data

COMPAQ

ProLiant Essentials Rapid Deployment Pack

- > Altiris eXpressDeployment Server
- > ProLiant Integration Module
 - SmartStart Scripting Toolkit
 - Optimizations for Windows 2000 and Red Hat Linux



essential software for adaptive infrastructure

Server Provisioning at MSN.COM



- Thousands of HP/Compaq servers
- Rapid change
- Deployment Solution™
 - Windows Server deployment
 - PXE, RAID, BIOS, RILOE



MSN Return on Investment

“Deployment Server will allow MSN Operation to reduce the number of person hours needed to deploy and rebuild servers by 75 percent.”

Jeff Owen, Senior System Engineer, MSN

Over 8,500 servers in phase 1, 10,000 servers in phase 2

Rapid Deployment Pack Details

- Automated system provisioning
- Out of box deployment for ProLiant ML, DL, and BL series – scripting toolkit
- Includes SmartStart scripting toolkit
- Windows and Linux support
 - Workstation deployment as well

Server Monitor

- Ongoing performance monitoring once server is deployed into production
- HP OpenView integration
- Controlled from same console as server deployment

HP Client Manager

- Centralized health monitoring of HP and Compaq Windows workstations
- Detailed inventory scan
- Centralized SoftPaq delivery

Inventory Solution



- HW/SW Inventory for all platforms
 - Windows
 - PocketPC and PalmOS
 - Linux, HP-UX, Solaris, AIX...
 - NetWare
 - SNMP devices



- Rollout at Lucent
 - 55,000+ PCs worldwide
 - Want updated inventory every 1-3 days
 - One central database
 - Use in conjunction with SMS

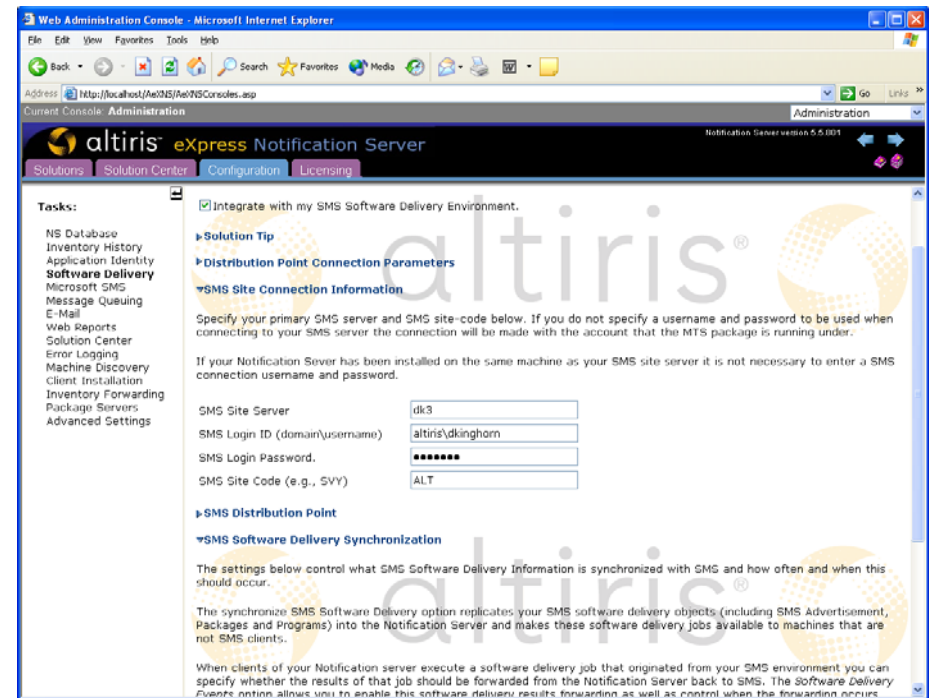
HP PocketPC Management

- 30 day license for initial deployment and setup just like desktop/laptop
- Ongoing management
 - Inventory
 - Software delivery
 - Remote control



Software Delivery Solution

- Software update to any Windows or UNIX system
- Native integration with SMS advertisements
- Microsoft Installer Integration
 - Analyze
 - Automate
 - Repair

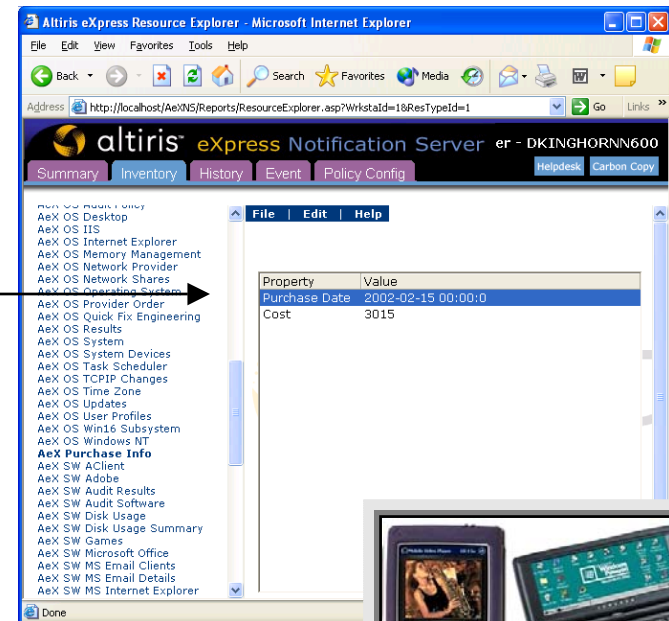


Service Requests - Helpdesk

- Direct support to end users is a huge cost
- Integrating systems management with end user support
 - What is the current state of the end user's machine
 - What has recently changed - registry, file system, MSI
- Proactive incident creation
 - Don't wait for the end user to call to know about an issue
- PocketPC integration – access from anywhere
- Bi-directional SMS integration

Asset and Contract Management

- Many items associated with computers that are not “on the box”
 - Purchasing agreements
 - Warranties
 - Leasing agreements
 - Asset tags
- Also track items other than PCs
 - Blackberry, users, switches, phones
 - ...
- Active Directory/LDAP integration



Summary

- Reducing costs means integrating through the lifecycle
- Altiris provides native integration with MS and HP/Compaq products
- Web technologies tie the solutions together

