Novell® ZENworks® 6
A complete Resource Management Solutions

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Today's business challenges

- IT environments are diverse and complex

- Ongoing IT costs are excessive, budget cuts are a reality

- Must cuts costs without diminishing quality of service

- Increasing service demands are outstripping IT budgets

- Mergers, acquisitions and globalization are adding to complexity

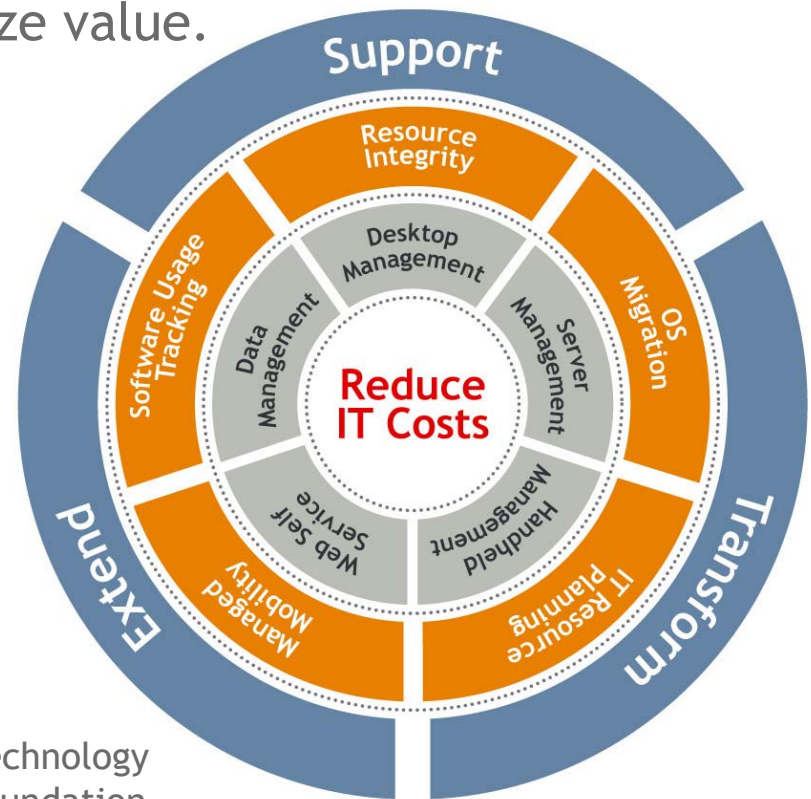- Aligning IT resources and business priorities is difficult

- Need to strengthen security

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Novell® Resource Management

Consolidated management of diverse IT resources powered by directory-based identities and policies to automate, control IT costs and optimize value.

- Efficiently Support the Enterprise
- Extend IT Services
- Transform IT Resource & Service Delivery

Support

Resource Integrity

Desktop Management

OS Migration

Software Usage Tracking

Data Management

Server Management

Reduce IT Costs

Web Self Service

Handheld Management

Managed Mobility

IT Resource Planning

Extend

Transform

■ Business Objectives ■ Solution Capabilities ■ Technology Foundation

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Efficiently support your IT environment

Strong Technology Foundation: the new Novell ZENworks 6
- Automate Operating System Migration
- Maintain Resource Integrity
- Simplify Software Usage Tracking

67-78% of the IT budget, depending on industry, is spent on IT Baseline

*Gartner IT Asset Management and TCO Summit June 2002, "**IT Staffing and Spending Trends: How Do You Stack Up?**"*

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Automate OS Migration

Gartner recommends critical users be off a client OS by the time Microsoft ends support for it.
The Move from Windows Migration to PC Deployment and Management
Gartner, October 2002

Capabilities:

- Analysis and action plan
- Hands free desktop deployment
- PC personality migration
- Local data and file migration

Benefits:

- Accelerates move to standard SOE and operating system for lower support and training costs
- Meet organizational requirements to be on latest, more secure operating system
- Reduce help desk calls
- Reduce costs of sending technicians out to each desktop or laptop
- Reduce disruption to business and employees for migration project

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Reader's Digest

"The Internet-based features of ZENworks will help us reach our strategic IT goal of reducing infrastructure costs while expanding the range and reach of key business applications." Matt Krieger, Assoc. Dir. of Global Network Architecture Services

1 Business Issue	**2 Novell Solution**	**3 Result**
• 4,000 global PCs in 35 offices	• Novell ZENworks	• Infrastructure management and administration efficiency have increased
• Needed a process-based, standard and scalable approach to manage global desktops		• Global deployment of applications decreased from months to days
• Varying methods of desktop management and software distribution		• Increasing user and IT productivity
		• PC deployment time decreased by 75%
		• Centralized global desktop management

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Maintain Resource Integrity

Software distribution and patch management tools can cut support costs by 20-30%
Reducing the Costs of Desktop Management
Giga, February 2003

Capabilities:

- Analysis and Action Plan
- Automated Desktop Configuration and Management
- Resource Inventory
- Centralized Application Management
- Automated Patch Management
- Protection of Local User Data

Benefits:

- Establish optimal SOE
- Reduce help desk costs
- Reduce desktop technician visits
- Lock-down desktops reduce risk
- Easily identity assets and gaps from standard operating environment
- Improve workforce and IT staff productivity
- Reduce risk of security attacks
- Improve recovery capabilities
- Improve business continuity
- Reduce costs of lost data

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PacifiCorp

"During a recent **virus scare**, we realized that the version of our anti-virus software would not completely cure the virus, even with new definitions. Within the course of one day we pushed out a new version of anti-virus software with the latest virus updates to **6,000 desktops across our 105 different locations**. This **saved around 1,000 man-hours**, if not more. Where viruses are concerned, the speed and reliability offered by ZENworks are extremely important."

Clint Lundmark, Network Engineer,PacifiCorp

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Simplify Software Usage Tracking

40 percent of large and midsize enterprises can expect an internal software license audit"
Surviving a Software Vendor Audit
Gartner, 2002

Capabilities:

- Analysis and Action Plan
- Automated reporting of Installed Software
- Dashboard Analysis of License Compliance
- Ongoing License Reporting Infrastructure
- Reporting and or internal bill back of software

Benefits:

- Reduce risk by ensuring compliance
- Re-negotiate software license contracts based on actual installed use to reduce software costs
- Can leverage application development and integration capabilities to improve utilization of software and potentially number of licenses
- Can integrate secure identity management solution to restrict application access and distribution to ensure compliance

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Canon Business Solutions

Canon Business Solutions expects ZENworks to decrease the number of machines needing work each week by 80%, along with a 30-40% gain in overall administrative efficiency and a 200% return on investment in the first year.

1 Business Issue

- Explosive growth over the past two years

- Need to improve imaging and remote control of employee workstations

- Challenges with application, policy and inventory management

- Requires efficient management capabilities from a single point of administration

2 Novell Solution

- Novell ZENworks

3 Result

- IT team can do more with less, allowing them to concentrate on plans for the future

- Savings in manpower can be reinvested in new equipment

- Ability to link applications to users no matter where they go enabling greater productivity

- 200% ROI in first year and 30-40% increase in administrative efficiency

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Novell ZENworks 6

Proven credibility and industry leadership

Complete end-to-end management

New and enhanced capabilities

Manage the entire resource life cycle

"Well, your wish has been granted and your dreams are about to come true. ZENworks will run on a Windows network with no NetWare server needed. And surprisingly, I was reminded of this by someone deep inside Microsoft."

-Dave Kearns, Network World Fusion, June 2002

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Proven Credibility

1 With Analysts

"ZENworks was previously only suitable for the NetWare environment, but recent updates eliminate the need for a Novell client... Clients should <u>short list</u> Novell ZENworks for client and server configuration management and asset management."

-Giga Information Group, Dec. 2002

2 With Press

NetworkWorldFusion
The leader in network knowledge.

Blue Ribbon Winner:

Full featured set of tools; no longer requires a NetWare server or the Novell Client. Rated high in Mobile Management, Inventory, Desktop Configuration, and more.

-February 2003

3 With Customers

- ZENworks install base grew to 38 million users in 2002

- ZENworks is one of the leading tools for enterprise client configuration management, asset tracking and software distribution.

-Giga Information Group, Dec. 2002

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Gartner Magic Quadrant
Desktop Software Distribution - April 2003

2003 Desktop Software Distribution Magic Quadrant

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ZENworks Wins Network World Fusion 2003 Shootout

Scorecard

What's the score?	Novell (BLUE RIBBON WINNER)	LAN-Desk	Mobile Auto-mation	XcelleNet	Altiris	CA	Power-Quest	Net-Support	Vector Net-works
Desktop configuration 20%	4	4	3	3	4	3	3	3	3
Mobile management 20%	4	5	5	5	3	2	2	2	2
Hardware/software inventory 15%	4	3	5	3	3	5	5	3	3
Software distribution 15%	5	4	3	5	3	3	3	3	2
Other features 10%	4	3	3	3	4	3	4	3	3
Remote control 10%	2	3	3	3	4	4	1	4	3
Installation 5%	2	3	3	3	3	4	3	3	3
Documentation 5%	4	3	3	3	3	4	3	3	3
TOTAL SCORE	**3.85**	**3.75**	**3.70**	**3.70**	**3.40**	**3.30**	**3.00**	**2.90**	**2.65**

Individual category scores are based on a scale of 1 to 5. **Percentages** are the weight given each category in determining the total score. ■ **Scoring Key: 5:** Exceptional showing in this category. Defines the standard of excellence. **4:** Very good showing. Although there may be room for improvement, this product was much better than the average. **3:** Average showing in this category. Product was neither especially good nor exceptionally bad. **2:** Below average. Lacked some features or lower performance than other products or than expected. **1:** Consistently subpar, or lacking features being reviewed.
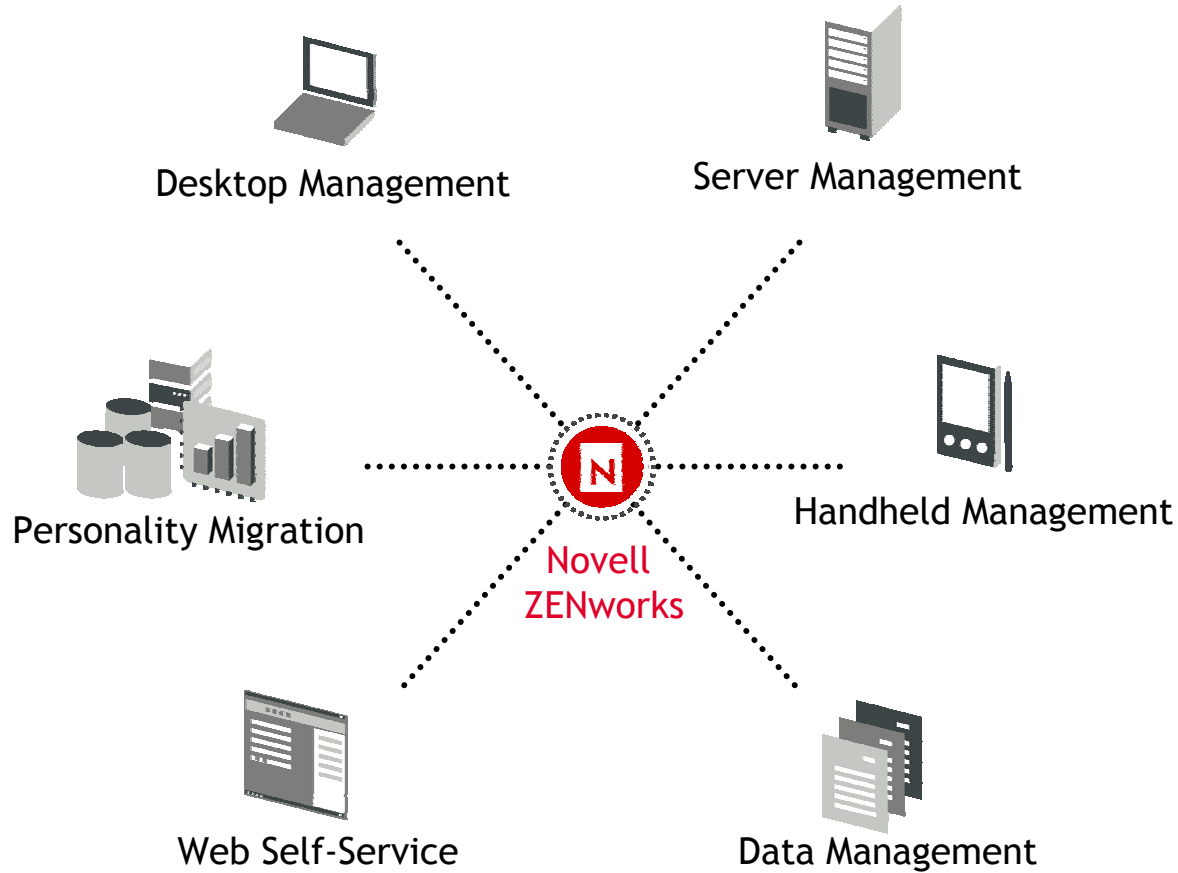
"Full featured set of tools; no longer requires a NetWare server or the Novell Client." Rated high in Mobile Management, Inventory, Desktop Configuration and more.

-February 2003

, 2003

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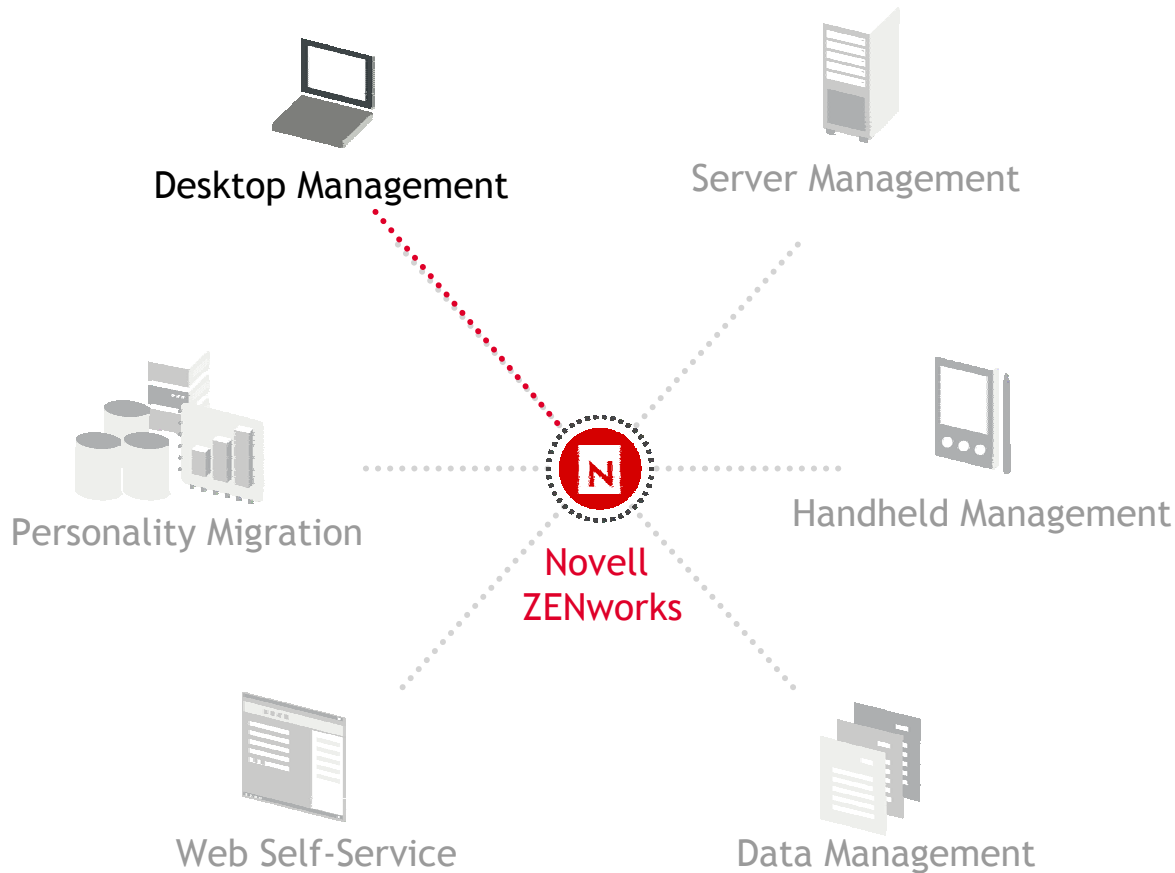# Novell ZENworks

Complete IT resource management for enterprise-wide efficiency

Desktop Management

Server Management

Personality Migration

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Handheld Management

Web Self-Service

Data Management

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Desktop Management

Desktop Management

Server Management

Personality Migration

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ZENworks
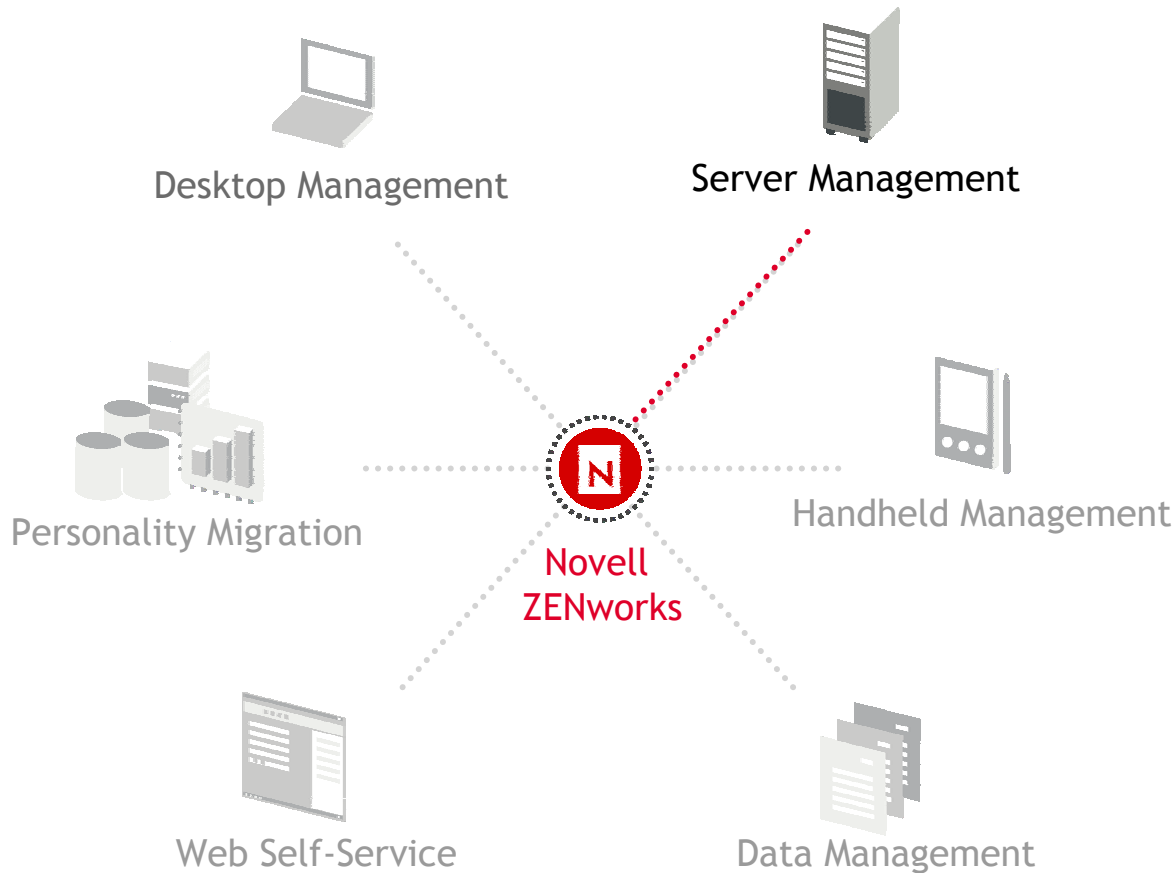
Handheld Management

Web Self-Service

Data Management

- •Browser-based software delivery
- •Firewall-friendly
- •Manage mobile workstations
- •Automatic distribution of applications, updates and patches
- •Application self-healing
- •Remote management
- •Desktop hardware and software inventory
- •Windows Installer Migration
- •Controlled delivery of thin-client applications

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Server Management

Desktop Management

Server Management

Personality Migration

Novell ZENworks

Handheld Management

Web Self-Service

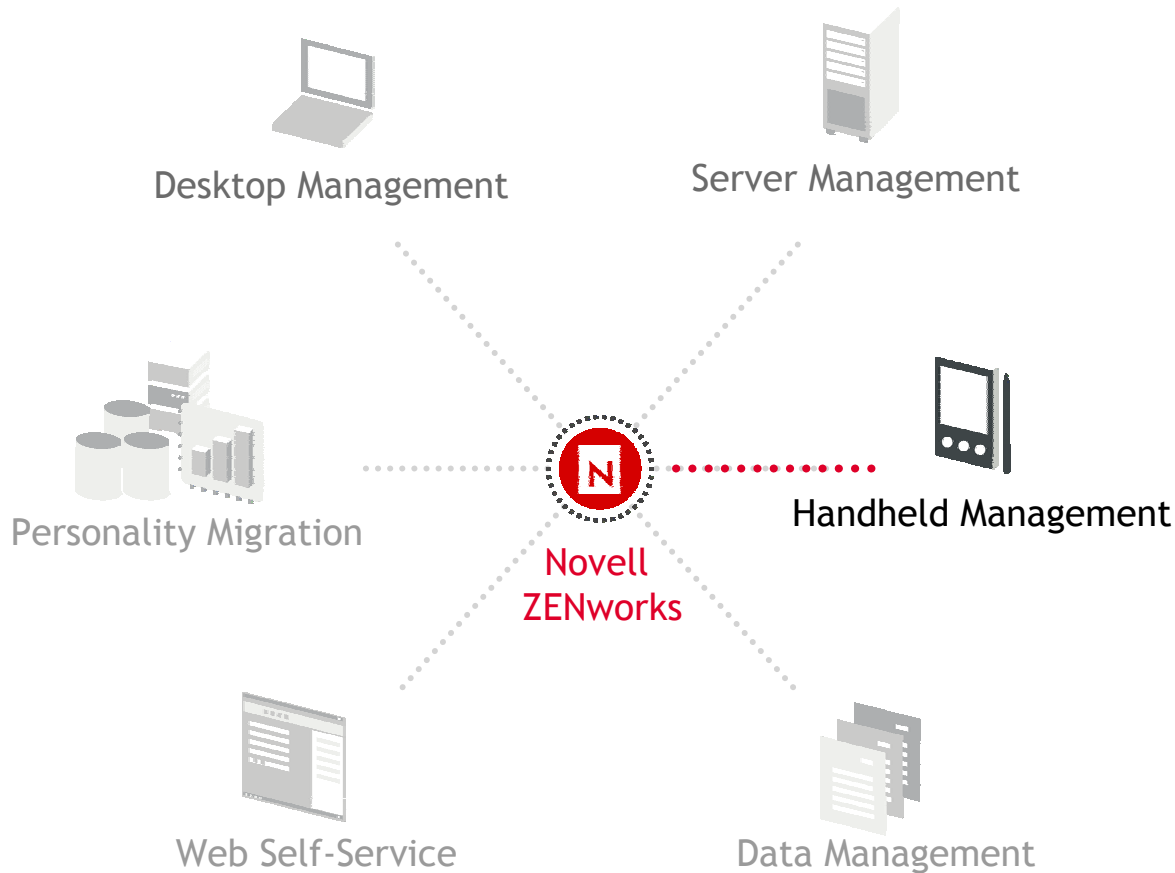Data Management

- Cross-platform server consistency
- Manage critical resources
- Monitor and manage server infrastructure
- Automated server configuration
- Software and hardware inventory
- Automated application, file and patch deployment

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Handheld Management

Desktop Management

Server Management

Personality Migration
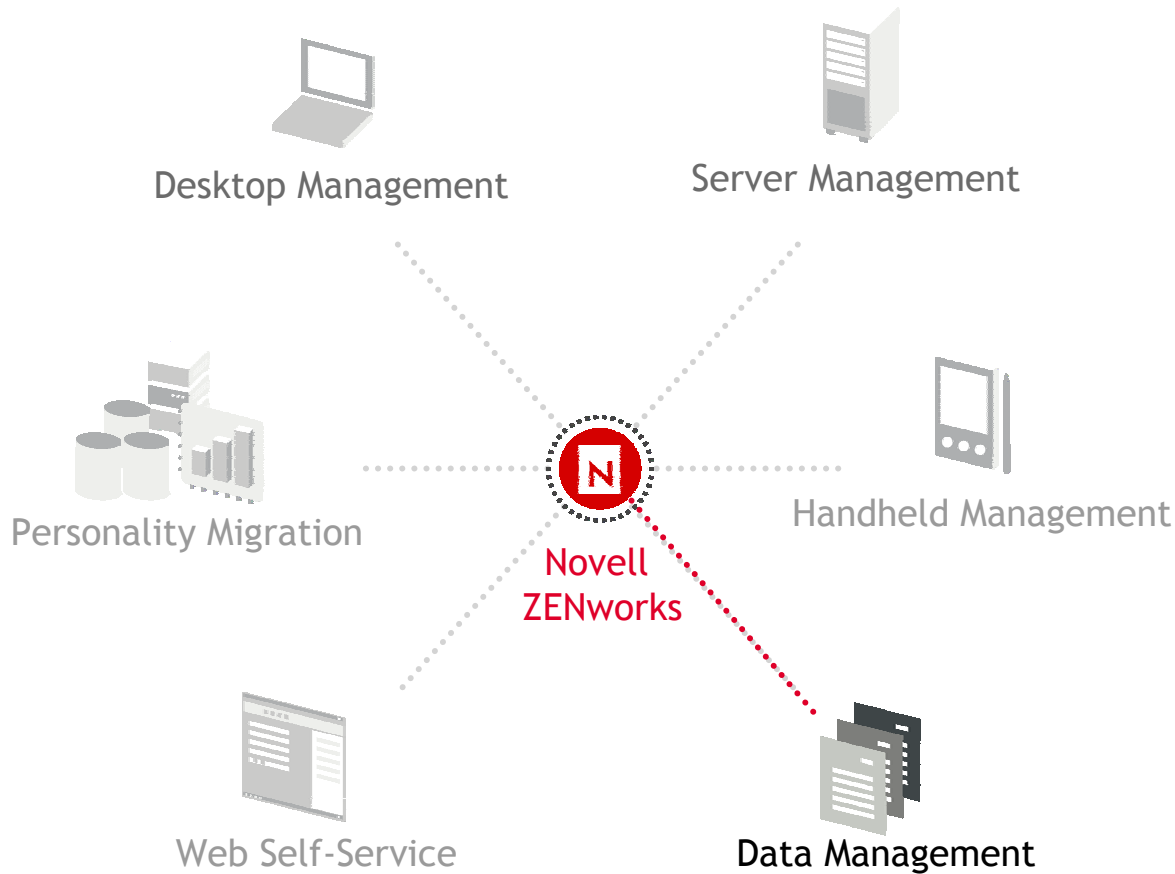
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Handheld Management

Web Self-Service

Data Management

- Strong security
- Reduce TCO for Palm, Pocket PC, Windows CE, and RIM BlackBerry devices
- Increase user productivity
- Hardware and software inventory
- Automatic file retrieval
- Handheld configuration management
- Optimize sporadic, low-bandwidth

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Data Management

Desktop Management

Server Management

Personality Migration
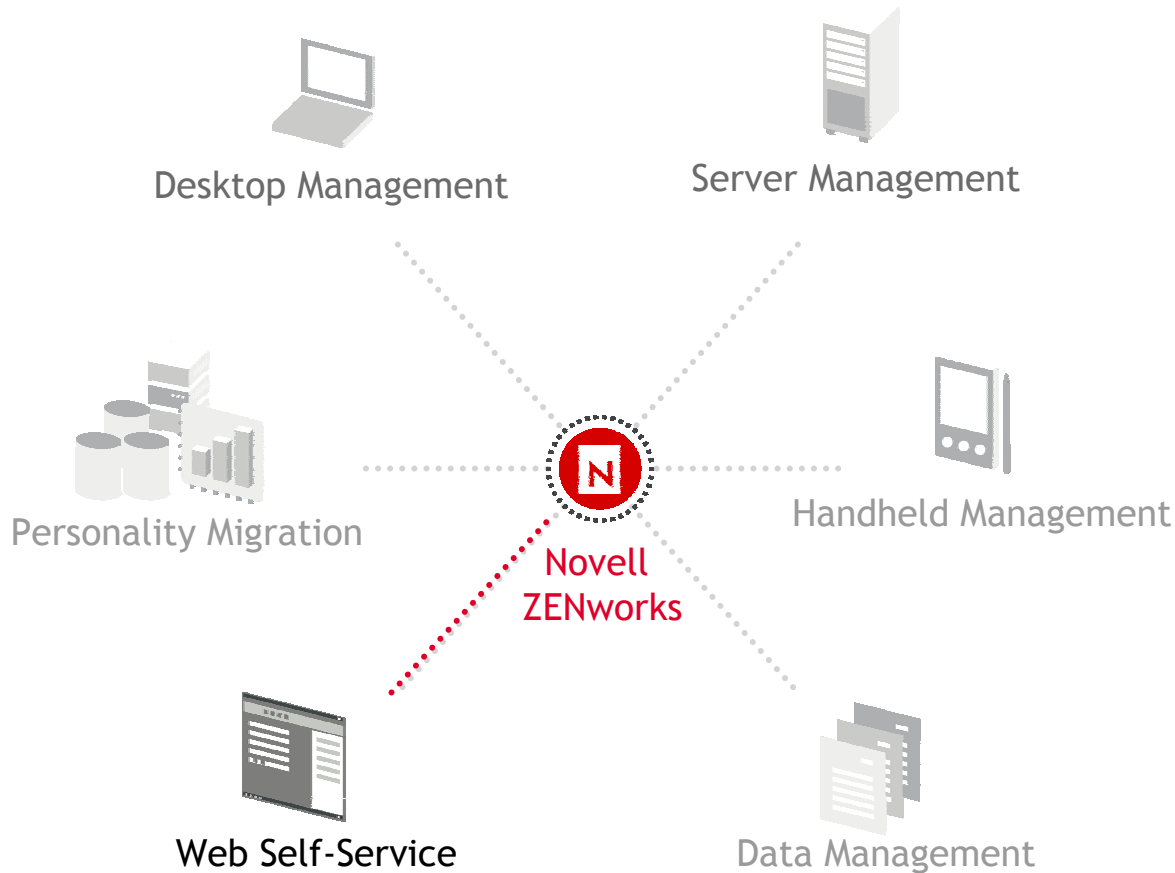
Handheld Management

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Web Self-Service

Data Management

- Secure data access
- Automatic data backup
- Access data securely from any device any time, any place
- Delta updates across all devices

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Web Self-Service

Desktop Management

Server Management

Personality Migration

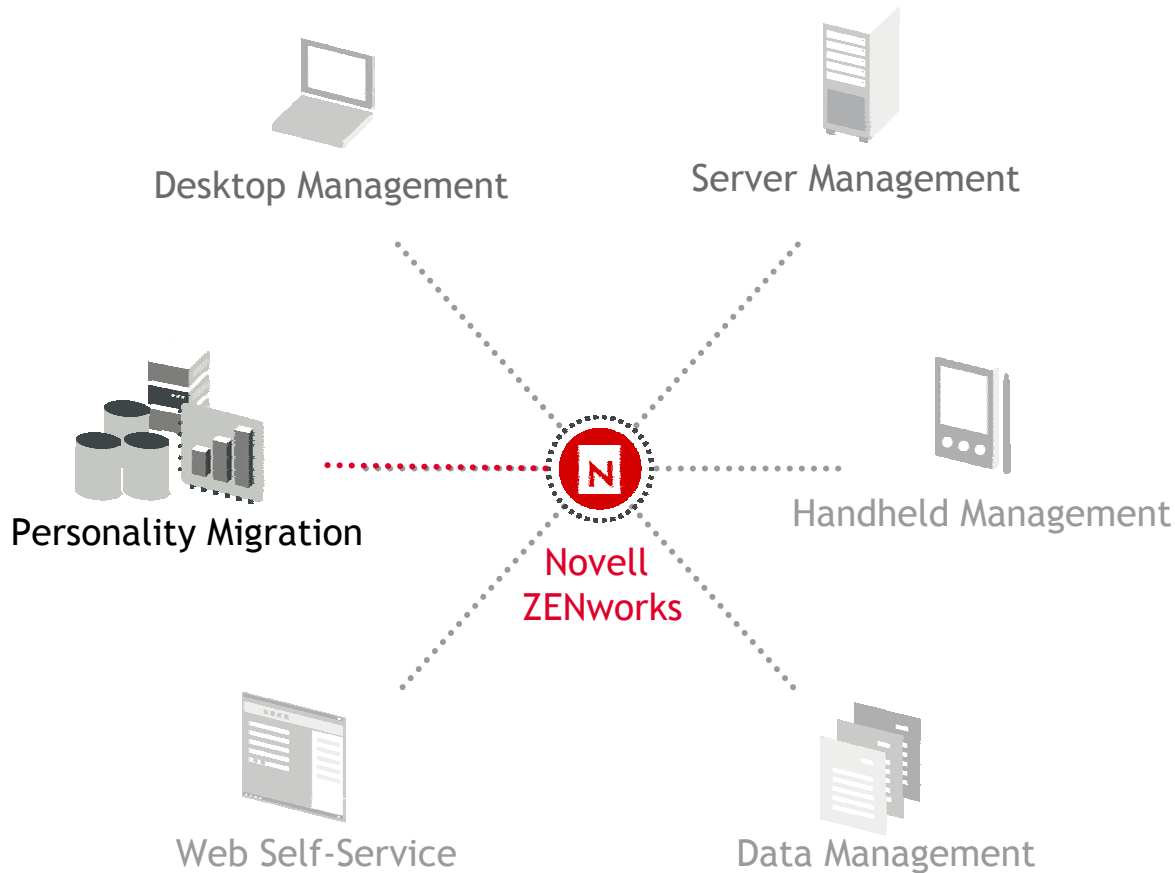Novell ZENworks

Handheld Management

Web Self-Service

Data Management

- Maximum productivity anywhere

- Eliminate technology boundaries

- Reliable, consistent application access

- Automated request, approval flow, and delivery process for new services and applications

- Measurement and tracking of application and service usage

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Personality Migration

Desktop Management

Server Management

Personality Migration

Novell ZENworks

Handheld Management
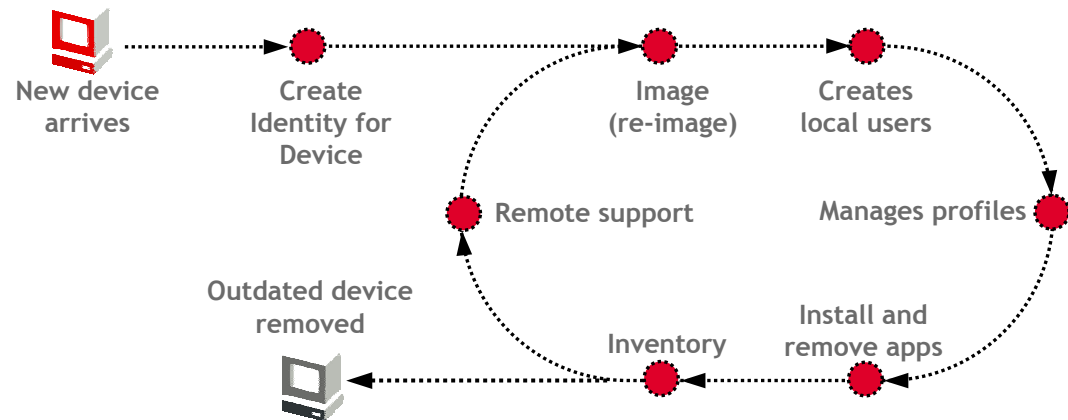
Web Self-Service

Data Management

- Ease migration to new operating systems – no business disruption

- Moves personal settings, application settings, bookmarks, etc.

- Rapid recovery from hardware failures

- Speed hardware upgrades

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Manage the Devices in your Enterprise

Manage all Windows workstations, Windows CE, Pocket PCs, RIM BlackBerry and Palm devices through one management console

Manage the complete lifecycle of devices from birth to retirement

New device arrives → Create Identity for Device → Image (re-image) → Creates local users → Manages profiles → Install and remove apps → Inventory → Remote support → Outdated device removed

- "By 2003, the average user will have four separate devices."
- "By 2007, 60% of new workstations in enterprises will be laptops and notebooks." Source: Gartner

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ZENworks Manages Your Windows Environment

No enterprise-wide distribution of Novell client required

Runs on NetWare and Windows, also supports Linux and Solaris servers

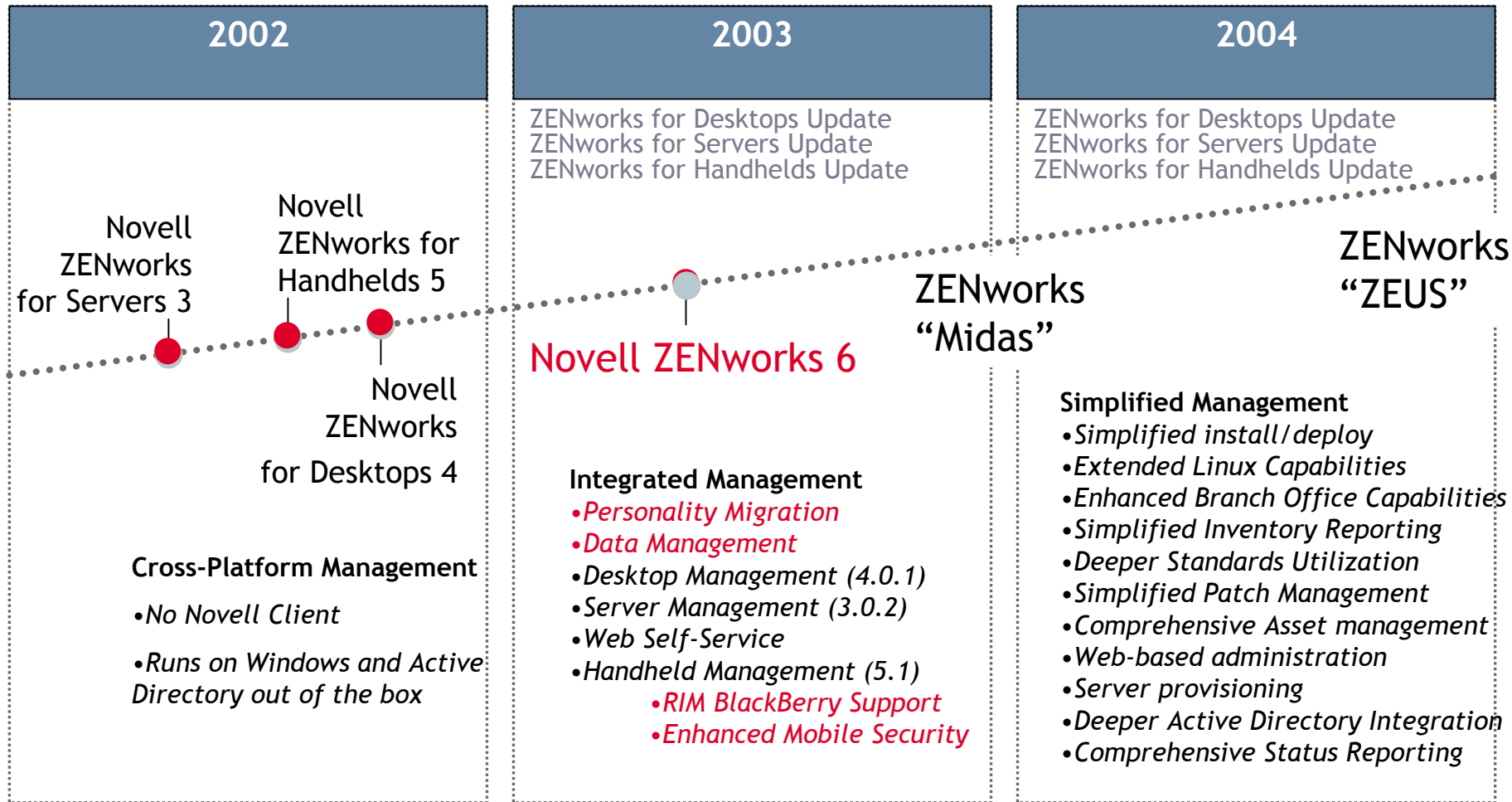Leading meta-directory solution included, Novell eDirectory

Ability to integrate with Active Directory provided in the box

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Novell ZENworks Roadmap
The evolution of consolidated resource management

2002	2003	2004

ZENworks for Desktops Update
ZENworks for Servers Update
ZENworks for Handhelds Update

ZENworks for Desktops Update
ZENworks for Servers Update
ZENworks for Handhelds Update

Novell ZENworks for Servers 3

Novell ZENworks for Handhelds 5

Novell ZENworks for Desktops 4

ZENworks "Midas"

ZENworks "ZEUS"

Novell ZENworks 6

Cross-Platform Management

•*No Novell Client*

•*Runs on Windows and Active Directory out of the box*

Integrated Management
•*Personality Migration*
•*Data Management*
•*Desktop Management (4.0.1)*
•*Server Management (3.0.2)*
•*Web Self-Service*
•*Handheld Management (5.1)*
  •*RIM BlackBerry Support*
  •*Enhanced Mobile Security*

Simplified Management
•*Simplified install/deploy*
•*Extended Linux Capabilities*
•*Enhanced Branch Office Capabilities*
•*Simplified Inventory Reporting*
•*Deeper Standards Utilization*
•*Simplified Patch Management*
•*Comprehensive Asset management*
•*Web-based administration*
•*Server provisioning*
•*Deeper Active Directory Integration*
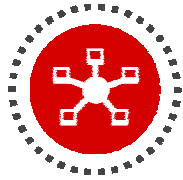•*Comprehensive Status Reporting*

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Summary

Novell Resource Management delivers the tools, expertise, and services to consolidate management across your diverse resources, reducing IT costs

The latest version of ZENworks offers a complete set of integrated tools to manage desktops, laptops, servers, and handheld devices with a single solution with your choice of operating system and directory

Novell is a recognized leader in resource and directory management with the skills and services to help you implement scalable and centralized management

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