Altiris™ Server Management Suite 7.1 from Symantec

Standardized control for distributed, heterogeneous server environments

Overview

The complexity of managing today's data centers is complicated by the mix of traditional physical servers, the growing sprawl of virtual machines and the emergence of cloud-based services. While complexity increases the speed at which server administrators are asked to deploy and update systems is decreasing from weeks to days to hours. Balancing both needs is further challenged with cost reductions, limited resources and a growing number of management tools to support the environment.

The only way to achieve predictable levels of service and security is to ensure you have a robust management infrastructure that allows you to manage a variety of servers and tasks from a single, integrated console regardless of where you are located.

Achieve a new level of predictability

Altiris™ Server Management Suite from Symantec provides IT administrators with a comprehensive solution for managing physical and virtual servers across a broad array of platforms, including Windows, Linux, UNIX and virtual platforms. The suite provides solutions to provision, control, automate, and monitor servers from a central console.

The combination of complete lifecycle functionality built on an integrated infrastructure enables organizations to gain and maintain control of their servers, reduce service interruptions, and increase uptime. With Altiris Server Management Suite organizations are able to:

- Manage change with confidence by driving predictable and repeatable day-to-day operations.
- Make smarter, faster decisions with real-time conclusions that are data driven.
- Drive innovation through the adoption of new technologies and implementation of automated processes without adding new tools, people or methodologies.

Benefits and savings

According to a Forrester® Consulting commissioned study on the benefits of deploying Altiris technology, customers realized quantified benefits and savings of $7.3 million over three years in a number of key areas[1] .

In addition, customers cited the following benefits regarding server management: the ability to manage both physical and virtual servers with one solution, the ability to manage change more efficiently, and the speed at which they could make decisions based on current server status.

Manage change with confidence

Change is a constant factor in managing server infrastructures. While change is a necessity it is also a major cause of unplanned downtime. Whether an administrator needs to rapidly provision a server or deploy a critical patch, IT administrators require solutions that drive repeatable standards in the fastest time possible without disrupting day to day operations.

Decrease server provisioning to hours not weeks

The fastest route to eliminating unplanned downtime is by implementing a standardized provisioning process. Altiris Server Management Suite's deployment capabilities ensure consistent configurations across large numbers of servers in an organization.

> "We spend 50 percent less time on server management now and planned downtime for servers has been reduced by 67 percent."
>
> **Wang WeiLiang**
> **IT Engineer**
> **Jiangsu Mobile**

- Automate new server deployments and technology refresh cycles with zero-touch imaging, scripting, or a combination of the two for bare-metal provisioning or re-imaging.

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- Configure basic input/output system (BIOS), redundant array of independent disks (RAID), user/network settings, drives, services, location, and more during the provisioning process.

- Leverage out-of-the-box sample jobs, including specific jobs for major hardware vendors such as HP®, Dell™, IBM®, Sun/Oracle® and Fujitsu®.
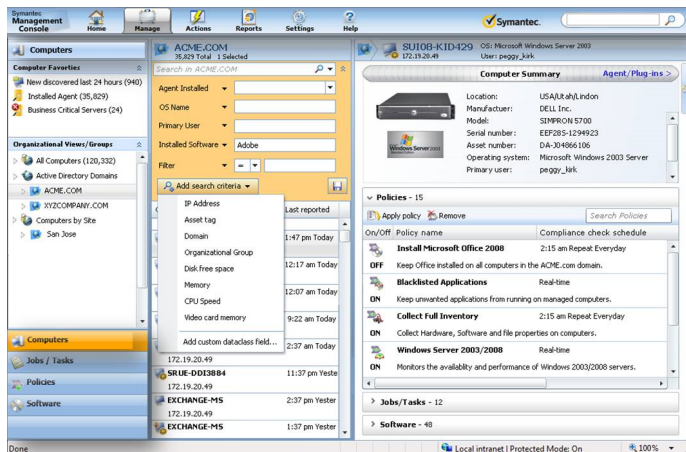
Altiris Server Management Suite's easy to navigate web-based console

Minimize duplicate tools with integrated virtual machine management

Organizations effectively leverage virtual infrastructures to provide rapid delivery of services and to maximize use of server hardware. The consequence is that IT now has to manage numerous management tools to effectively support physical and often different virtual technologies. Altiris Server Management Suite provides a consistent management framework across VMware® and Microsoft® Hyper-V™ to ease these management burdens.

- View a consolidated mapping of the virtualization infrastructure.

- Understand host-virtual machine relationships with specific drill-downs into host and virtual machine properties.

- Perform tasks such as creating virtual machines, modifying settings and changing power states.

Simplify compliance with streamlined software management

Organizations typically manage numerous server applications that require dependent applications, routine updates and tracking for software audit preparation. For many administrators this means making sense of thousands of moving parts to ensure compatibility and compliance. Altiris Server Management Suite's software management capabilities enable organizations to be more intelligent when it comes to software delivery, software license management, and compliance with software management policies.

- Track all aspects of software in one place, including inventory, installations and dependencies.

- Hands-free remediation in case software has been removed or is not properly installed.

Robust patch management for today's threats

Patching servers often requires longer implementation cycles due to the necessary demands of pre-testing to minimize potential service disruptions. Both IT operations and security are forced into a dilemma of leaving servers exposed or installing potentially disruptive patches. Altiris Server Management Suite improves overall security by providing automated, robust patch management for multiple server operating systems.

- Support for all Microsoft and Linux updates.

- Stage roll-outs to reduce the risk of unintended consequence with out of the box process automation.

Reduce service disruptions with integrated monitoring

Every minute a server is down, your business is impacted. The ability to quickly identify an issue and remediate the root cause is critical to maintaining uptime.

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Altiris Server Management Suite provides lightweight server health monitoring and integrated remediation tasks to streamline server troubleshooting.

• Identify infrastructure health by collecting and alerting against detailed data from servers and applications in a centralized event console.

• Analyze trends and isolate recurring issues by collecting comprehensive real-time and historical performance data.

• Pinpoint problems, define their cause, and take automated actions to resolve them.

Centralize management for greater control

Every server operations organization is unique; the roles may be segmented by platform or specific administrative functions. The ability to segment responsibilities and aggregate changes is necessary to ensure security and operational efficiency. Altiris Server Management Suite provides a global view of IT combined with the ability to model organizational responsibilities.

• Ensure the right people only have access to the right server resources with role and scope based security, and securely store common credentials required for server management.

• Quickly visualize existing change events to minimize the frequency of service disruptions with enterprise calendar and maintenance windows views.

### Make smarter, faster decisions

Whether it is a routine change, an unexpected software audit or a broad technology change there are always a range of factors – some simple and others complex - that must be assessed. The only way to achieve optimal results it to leverage better intelligence and decision making at all stages of the process. With the right information decisions are made with confidence and in a fraction of the time.

Understand what you have and where it is

Many organizations start their asset management projects by taking a manual approach to inventory and building out a hardware and software inventory spreadsheet. The challenge is that the information is automatically stale, requires considerable human effort to maintain, and may miss hidden servers on the network. Altiris Server Management Suite gets you started on the right foot with network discovery and inventory tools that provide real-time access to what's in your environment.

• Centralize inventory across Windows, Linux, UNIX, VMware and Hyper-V and store in a single management database.

• Access hardware and software configuration details to help plan for technology upgrades and software license audits.

• Utilize custom inventory to augment existing data for home-grown applications or custom environments.
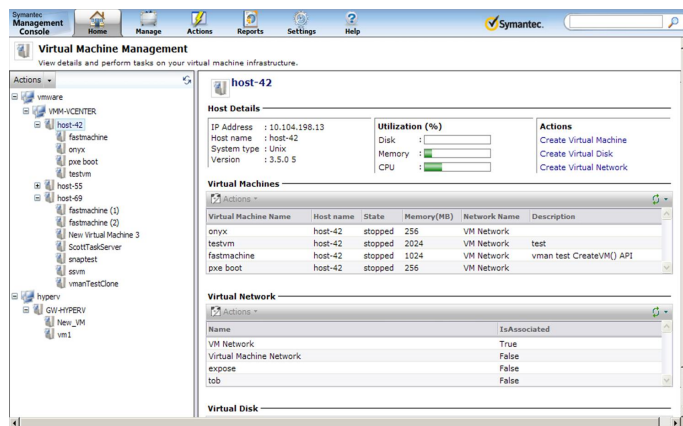
A virtual machine portal displays mapping and inventory of the virtualization infrastructure

Optimize your hardware and software assets

More than 25 percent of IT budgets are spent on maintaining software licenses and purchasing new hardware. By accurately tracking, analyzing and optimizing existing assets organizations can save valuable IT dollars by keeping existing hardware through longer refresh cycles, reallocating underused software, and renegotiating existing contracts. Altiris Server Management Suite integrates with Altiris™ Asset Management Suite from Symantec to provide a single reporting into both existing assets and contracts.

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- Tackle software compliance with a single view of software installations against license entitlements with Altiris Asset Management Suite integration.
- Leverage pre-built reports to assess technology upgrades, such as hardware applicability for physical to virtual machine migrations.

Measure and improve IT performance

Most decisions are based on highly formatted reports that can help you answer predetermined questions with little interaction or analysis. When new questions arise or more information is required, organizations often require technical expertise to properly mine and analyze the information. Altiris Server Management Suite contains advanced analytics and reporting that allow IT organizations to easily explore data and answer their own questions.

- Create professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.
- Measure critical success factors and quickly assess trends of how these measures are changing over time.
- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple databases.

Drive innovation

Organizations increasingly expect real-time access to new services regardless of the complexity necessary to deliver the service. Cumbersome manual processes often impede IT's ability to rapidly deliver support and satisfy their needs. Altiris Server Management Suite not only provides a framework to ease the introduction of new services, but also improve automation and self-service to drive greater efficiencies.

More automation, less headaches

Why spend time on routine tasks that require valuable IT resources or dead-end in an inbox queue? Organizations can improve end-user satisfaction and reduce resource

drains by implementing automated, repeatable processes. Altiris Server Management Suite helps you define, design and deliver automated IT processes and workflows that drive business.

- End to end automation with operational, productivity, and event-based decision rules.
- Visual, drag-n-drop design interface that does not require coding.
- Manage and report on running processes and their current status.

> "We still had a fairly manual workflow—logging into servers and performing a series of preventative maintenance tasks on a regular basis. Our goal is to take the human factor out of those processes and use solutions from Symantec to perform those tasks that we do on a checklist basis today in a much more automated fashion."
>
> **Dave Paris**
> **Vice President of Technology**
> **mindSHIFT**

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Altiris Server Management Suite capabilities

Capability	Description
Deployment	Lets you improve the consistency and increase the quality of server configurations. It delivers the comprehensive deployment capabilities that include image-based or scripted operating system installation and ongoing provisioning.
Inventory	Lets you identify the devices that are found in your network, and aggregates inventory data across your environment. Multi-platform support makes it easy to consolidate the discovery data of all your Windows, Linux, UNIX and virtual machine assets.
Virtual Machine Management	Lets you view your virtual resources across Hyper-V and VMware platforms, and perform virtual machine specific tasks such as creating virtual machines, modifying virtual machine settings and changing the power state of a virtual machine.
Software Management	Lets you distribute software and ensure that the correct software gets installed, remains installed, and runs without interference from other software. A self-service portal also lets users directly download and install approved software or request other software.
Patch Management	Lets you assess, prioritize and deploy updates for common operating systems and applications to ensure that managed computers are protected on an on-going basis.
Monitor	Lets you proactively monitor the critical components of your network. You can increase the network uptime with the self-healing remediation tasks that are configured before the critical events occur.
Real Time Management	Lets you manage a single computer in real time. You can view detailed real-time information about the managed computer and remotely perform various administrative tasks, such as restart a computer, reset a password, terminate a process, and more.
IT Analytics	Lets you explore data, analyze trends and track IT performance without advanced knowledge of databases or third-party reporting tools.
Process Automation	Lets you create and implement automated processes that link together people, process and technology, including the ability to create end-users forms and communicate between disparate technologies

Extending Server Management Suite

You can extend your investment in Altiris Server Management Suite with additional Symantec products to track assets, increase security, or improve compliance.

Altiris™ Asset Management Suite from Symantec

Altiris Asset Management Suite improves visibility into IT assets at every point in the lifecycle to reduce costs and fulfill compliance initiatives. The suite helps organizations eliminate unnecessary software and hardware costs, proactively manage vendor contracts, and align resources to ensure IT investments are optimized and business-aligned.

Symantec™ Critical System Protection

Symantec Critical System Protection protects against day zero attacks, hardens servers, and helps maintain compliance by enforcing behavior-based security policies.

Symantec™ Control Compliance Suite

Symantec Control Compliance Suite addresses IT risk and compliance challenges by delivering greater visibility and control across infrastructure, data and people.

Symantec Technology Partners

Symantec's open framework allows hardware manufacturers and Independent Software Vendors (ISVs) to create products that fully integrate with Altiris Server Management Suite. You can learn more about these partners on online at http://www.symantec.com/partners/programs/technology-partners/developer-program.jsp.

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System Requirements

Altiris Server Management Suite requires the Symantec Management Platform, which includes the Symantec Management Console, Database, Notification Server and Server Management Suite components.

Management Server

- Microsoft®.NET Framework 3.5 SP1 or above
- Windows® Internet Explorer® 7.0 or above
- Windows SQL Server® 2005 or Windows SQL Server® 2008
- Windows Server® 2008 R2 x64

Workflow Server

- Windows Server® 2003, 2008
- Windows SQL Server® 2005, 2008 R2
- Windows® IIS
- Microsoft® .NET 3.5

Windows® Agent

- Windows Server® 2003 SP2 or later
- Windows Server® 2008 GA or later x64/x86

Linux® Agent

- Red Hat® Enterprise Linux® WS\ES\AS 4 x64/x86, 5 x64/x86
- SUSE® Linux Enterprise Desktop 10 x64/x86, 11 x64/x86
- SUSE® Linux Enterprise Server 10 x64/x86, 11 x64/x86
- VMware® ESX Server 3.5, 4.0

UNIX Agent

- IBM® AIX 5.2, 5.3, 6.1
- HP-UX® 11i (PA-RISC), 11i v2 (PA-RISC), 11i v3 (PA-RISC/IA-64)
- Solaris™ 9 (SPARC), Solaris™ 10 (SPARC/x64)

More Information

Visit our website

http://www.symantec.com/business/server-management-suite

To speak with a Product Specialist in the U.S.

Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at www.symantec.com.

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Symantec helps organizations secure and manage their information-driven world with **server management**, **endpoint management**, and **server virtualization** solutions.   21178821   03/11

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