

# CA IT Client Manager Asset Intelligence

CA IT CLIENT MANAGER AUTOMATICALLY CONVERTS RAW ASSET DATA INTO ACTIONABLE INTELLIGENCE SO YOU CAN QUICKLY IDENTIFY OPPORTUNITIES FOR INCREASED EFFICIENCIES AND COST SAVINGS, AND MAKE INFORMED DECISIONS THAT SUPPORT YOUR BUSINESS NEEDS.

## Overview

Getting the right information about the IT environment to enable informed business decisions used to require hours of data-gathering followed by days of analysis. CA IT Client Manager instantly delivers this critical information with out-of-the-box analytics and key performance indicators (KPIs). It displays all of this information in a web-based portal and is designed to allow you to quickly find the information you need.

## Benefits

CA IT Client Manager is designed to provide instant answers to important questions when deploying or purchasing new assets, renegotiating contracts, managing service levels, and standardizing the environment. It also highlights risk exposure and pinpoints areas of concern in a number of ways with instant views of unsupported operating systems, missing antivirus software, noncompliant systems and more.

## The CA Advantage

CA IT Client Manager provides asset intelligence capabilities that analyze information from multiple sources and deliver it in a single location. It is designed to tie together information about hardware and software assets, service desk activities, financial and legal asset information, and performance metrics — while at the same time, helping to promote a standard IT environment.

---

## Support the Operational Management of IT Assets with a Layer of Intelligent Analytics

Maximizing the value of IT investments and aligning IT resources with the businesses they support is top of mind for enterprises today. To support these goals, hardware and software assets must be effectively managed and optimized on an ongoing basis.

CA IT Client Manager leverages asset, financial, service and organizational information that is obtained from existing directories and stores this information in the CA Management Database (MDB). It then delivers advanced analytics in multiple views to pinpoint areas of concern and supports a wide range of business decisions such as: optimizing the lifecycle of IT assets, properly planning for change during IT asset acquisition, cost reduction through standardization, and quickly performing budgeting and vendor analysis — all based on accurate and timely information.

### Best-Practice Views

Right out-of-the-box, CA IT Client Manager provides a series of ready-made views (FIGURE A) that provide instant analysis on key factors in your environment. These views include:

- Hot spots to quickly identify risks in the environment
- Standardization for finding dominant system configurations
- Financial information such as software license compliance
- Asset information including hardware and software
- Service views showing service level agreements and cost

**HOT SPOTS** display information about the IT environment from four unique perspectives. They show high-level analytics that quickly highlight areas of concern to promote further investigation into asset deployment, performance metrics, service levels, and financial risk, including:

- How many desktops, laptops and servers are deployed
- Missed Service Level Agreements (SLA) through unattended service activities
- The relative age of the IT environment through Performance Drift
- Legal contracts that are about to expire

**STANDARDIZATION VIEW** examines the assets in the environment and identifies dominant configuration bands based on performance, hardware components and software. It compares these performance levels, gaps and drift against other assets in the environment, providing a relative standardization view. Within the standardization view, aging IT assets can be singled out based on their performance drift, or right-sized to help provide that hardware is tuned to the applications they are expected to run. To help standardize the environment a unique five-axis graph (FIGURE B) shows all assets and how they rank based on processor (speed and count), RAM, and hard drive (size and free space). This unique view quickly shows aging assets and odd configurations, which can be phased out or upgraded to drive the environment to a more standard configuration.

**FINANCIAL VIEW** pulls information from CA Asset Portfolio Management to provide out-of-the-box financial views. The financial view allows users to quickly locate areas of risk, such as noncompliant software titles and expiring legal documents. In addition, it tracks procurement costs and new hardware deployments by reconciling purchased assets with discovered assets. The financial view provides detailed ownership information, showing how many assets are owned as opposed to leased, and the status of assets, including:

- Assets available for reallocation
- Assets that have been returned to the vendor
- Assets that are available and in stock
- Assets that have been lost or stolen

**ASSET VIEW** provides insight into each piece of IT equipment deployed and also into associated software licenses. You can more accurately decide how resources should be deployed or redeployed, which user and organization has which IT asset, and where they are located. The asset view delivers comprehensive software views with preconfigured analysis for all major applications and databases. It also provides wide-ranging hardware views to instantly see assets segmented by vendors, hardware attributes and operating systems. You can more quickly find the answers to such questions as:

- How many and what kind of IT assets do you have?
- Where are these assets located and which departments are using them?
- How has the enterprise changed from last month?

**SERVICE VIEW** leverages information from CA Service Desk Manager to instantly show service performance, risks and costs. It displays in-depth service level performance analysis including the total volume of service level agreements (SLAs), the SLAs that are being met, and those that are expired. It highlights service risks as well by displaying reopened service activities, unattended service activities, and even those related to security. The service view allows even deeper dives and analysis into a service activity's current status, priority and root cause in order to provide a complete picture of the environment's service landscape.

### **Visualization and Ease-of-Use**

CA IT Client Manager provides features that make the planning and management of the IT environment easier and more intuitive than ever. Not only does it provide in-depth analysis for hardware and software assets, it now delivers critical information about ownership and service activities, all in an intuitive web-based portal.

**SINGLE REPOSITORY** that includes data from asset inventory, service desk and financial information combined with performance, utilization, location and organizational data. CA IT Client Manager provides comprehensive, accurate, robust and responsive analytical capabilities that were previously unavailable.

**ONE-CLICK DATA REORGANIZATION** allows the user to lock the view to a particular subset of information either by including or excluding the selected data, for example, all laptops in sales, SLA for Finance Department, under-compliant Microsoft titles, and so forth. The solution then lets you easily look at this subset from multiple points of view:

- Which operating system are the laptops in sales running?
- What is the root-cause breakdown of SLAs?
- Which Microsoft titles do I need more licenses for?

**IMPORTANT RISK VIEWS** that quickly assess whether you have unsupported operating systems, under-compliant software titles, missed SLAs, or nonexistent antivirus software.

**REAL-TIME ANALYSIS** that goes beyond reports and summary information. Real-time analysis of information provides the agility and responsiveness that is often missing in large enterprises. This assists you to make on-the-spot decisions in a highly informed and strategic manner.

**SAVE CUSTOMIZABLE VIEWS** to monitor progress or keep track of policy violations, such as systems in Finance with Remote Access/Control Software installed or databases outside the IT department.

**ORGANIZATION TREE BROWSER** displays the different organizational owners and the details of each owner in context.

**MULTIDIMENSIONAL AND GRANULAR VIEW** provides summarized data at an enterprise, departmental, functional or geographic level. In addition, it provides granularity down to individual assets for relevant metrics and status (such as each applied patch).

### **Reporting Capabilities**

- Sort indicators list the results in ascending or descending order
- Search Toolbar makes it easy to find specific information within the context of the results
- Standard software categories that deliver a more targeted view before adding filters to the results
- Category Wizard to create custom software categories to fit the needs of the environment
- Additional subfilters to filter results even further with Service Pack, UAM Source Domain, Windows Domain, Department, IP Address and Organization subfilters
- Multiple filters allow the user to select some or all of the filter criteria (up to 100) for each report
- Software reporting delivers total counts of a specific software application in context and reports on all of the assets running the specific software item selected
- Utilization reporting generates reports showing an asset's processor utilization
- Export to Excel and CSV to easily do further manipulation or notify nonusers, retaining column information for easy sorting and enhanced viewing

## Administrative Features

**CUSTOMIZED VIEWS** allow administrators to easily customize and personalize how and what information is presented by adding or deleting views. A vast array of preconfigured views is also provided.

**ADMINISTRATIVE SUMMARY** displays the last time the directory information was updated, the date and time of the most recent and oldest data source, and the database and data source connectivity status.

**INTEGRATION WITH EXISTING DIRECTORIES** allows the administrator to import a directory from within the administrative interface to facilitate views into location or organizational structures. Administrators may view fields and values within the directory and control attribute mapping to fields in CA IT Client Manager. The solution uses an LDAP or CSV interface to integrate easily with existing directory implementations such as:

- Microsoft Active Directory
- Microsoft Exchange
- IBM Directory Server
- Lotus Notes
- Novell eDirectory
- Sun One Directory

**DEFINE USER ROLES** to manage access to data. By creating user roles, administrators can define the type and range of data that is displayed in the Public User Interface based on the viewer's user group. Reports, which are created through the use of selected filters, can be designated as either public or private, limiting users' access to view them.

FIGURE A

Obtain a comprehensive view of the IT assets in your environment, including financial, service and performance metrics.

## COMPREHENSIVE VIEWS

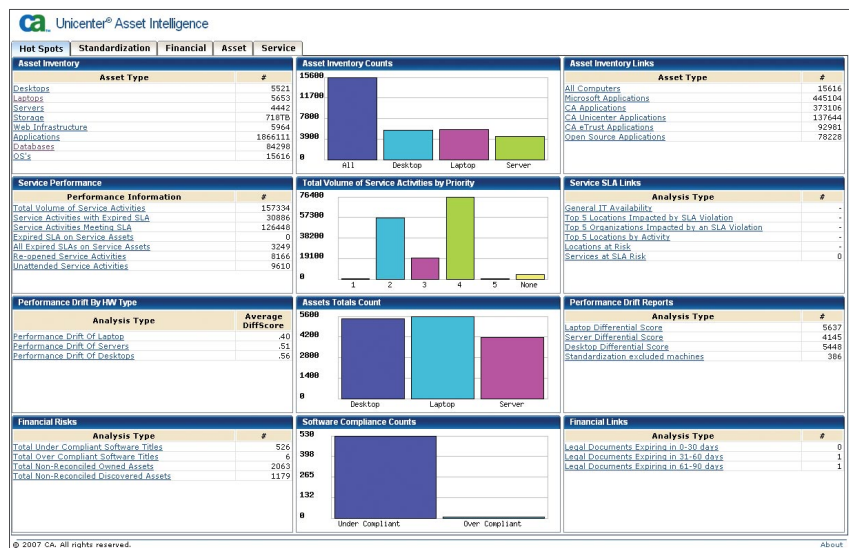
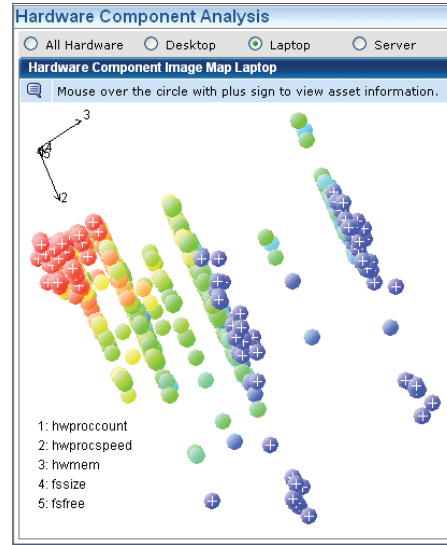


FIGURE B

Compare performance levels, gaps and drift against other IT assets in the environment to provide a relative standardization view.

## HARDWARE COMPONENT ANALYSIS



## Manage Your IT Assets in a Proactive and Decisive Manner

CA IT Client Manager automatically converts raw asset data into actionable intelligence so you can more quickly and easily make informed business decisions about your IT assets. It provides the necessary executive-level portal view into Key Performance Indicators, enabling you to better identify opportunities for increased efficiencies and cost savings. It also assists in managing risk by helping facilitate compliance with both internal and external policies, regulations and industry best practices.

**PROPERLY PLAN FOR CHANGES** with insight into each piece of IT equipment deployed and associated software licenses. Accurate hardware and software assessment helps to simplify project planning and enable accurate budgeting for IT projects.

**REDUCE COST THROUGH STANDARDIZATION** with CA IT Client Manager capabilities that automatically aggregate IT asset data for rapid access to an accurate and true inventory of software and hardware assets. It is designed to give you the ability to standardize rapidly on hardware vendors, operating systems, application versions and policies. You can right-size software licenses across geographies, business units, and departments. Facilitating compliance with standardized configurations helps to reduce support costs and increase productivity.

**PLAN FOR TECHNOLOGY ROLLOUTS** with immediate visibility to equipment and software procurement based on considerations such as the availability of all prerequisite software and hardware. CA IT Client Manager coordinates the deployment and configuration of computer resources that are affected by a rollout.

---

## The CA Advantage

CA IT Client Manager is designed to enable your organization to build a strategic, process-oriented approach for the management of client devices throughout their lifecycle, from initial deployment through retirement. As an integrated solution, CA IT Client Manager helps IT automate the daily operational processes, standardize the IT environment, enforce policies, and manage risk.

### CA Services

An important part of CA's leadership in the IT client management marketplace is the team of dedicated professionals in CA Services. Whether your implementation is out-of-the-box or requires modification to meet your business needs, CA Services lowers your risk by utilizing the CA IT Client Manager Deployment Playbook for each engagement. The Deployment Playbook leverages years of customer delivery successes into a repeatable deployment methodology, workflow and best practice. By delivering these standardized implementations, you can achieve faster time-to-value with your CA solutions.

---

## Next Steps

CA IT Client Manager provides in-depth analysis for hardware and software assets, plus critical information about ownership and service activities, all in an intuitive web-based portal.

---

To learn how to maximize the value of your IT investments through advanced analytics, visit us at [www.ca.com/solutions](http://www.ca.com/solutions).