

CA Client Automation Implementation Services



At a Glance

CA Client Automation enables organizations to reduce risk, help manage costs and manage productivity by improving IT department efficiency and responsiveness to manage client devices. CA Client Automation enables operational efficiency in an application-driven world, with comprehensive lifecycle automation capabilities across heterogeneous physical and virtual environments.

CA Services provide the guidance and expertise to deploy full automation capabilities in a comprehensive and integrated solution to help you create tailored, proactive, end-to-end client management practices to support proven, repeatable and reliable processes.

Key Outcomes

- **Increase visibility and control** with asset discovery, analysis and monitoring.
- **Control software delivery** for deploying operating systems, applications and patches.
- **Manage remote access** to securely control, view, manage and modify remote desktop and mobile systems.
- **Migrate with confidence** with standardized system deployment.

Key Services Features

- **Improve implementation quality and accelerate adoption** by leveraging expertise from CA Services.
- **Drive decision-making based on key performance indicators (KPIs) and executive-level views** of critical device information with centralized access to up-to-date device information.
- **Identify cost reduction opportunities** and make cost-sensitive decisions that support business operations.
- **Streamline and automate day-to-day processes** and simplify managing complex environments, whether physical or virtual.
- **Keep pace with the high volume of changes, patches and updates** necessary to keep environments secure and running at an optimized level of efficiency.

Business Challenges

IT infrastructures are constantly changing to accommodate system and application virtualization that is further complicated by an increasingly mobile workforce using a wide range of devices. In addition to performing the daily operational tasks necessary to keep your organization productive and secure, this rapidly evolving mix of physical and virtual technologies requires your IT professionals' vigilance and responsiveness to discover, enable, monitor, maintain and administer.

Investment in IT solutions is linked to delivering or enhancing services with clear strategic value. Organizations are leveraging technology solutions that can quickly deliver innovation and improved service at reduced cost.

Lack of integration across processes reduces ability to manage risk. Technology advances, continual infrastructure changes and increasing business demands require IT to manage more complex environments. In addition, timely responses are still required for validation requests associated with compliance, audit, planning and budgeting.

Reducing cost while increasing control by improving asset visibility, tracking and appropriate use is complicated by disparate tools used to manage these activities.

Offering Overview

CA Client Automation is a cross platform solution for Windows®, Linux®, UNIX® and Mac environments that uses device and software management(DSM) infrastructure to support effective management of client devices, including:

- **Asset Inventory**—Discover hardware and software inventory, analyze assets, monitor software usage and report against asset inventory data.
- **Software Delivery**—Deploy operating systems, applications and patches.
- **Remote Access**—Securely access, control, view, manage, and modify remote desktop and mobile systems.
- **Patch Management**—Monitor and discover patches through research and subsequently package, test and deploy patches.
- **Client Migration**—Standardize system deployment by migrating unique data and settings and by migrating user profiles.

Foundation Services

CA Services establishes a foundation to deliver the essential CA Client Automation functionality. Foundation Services can speed solution deployment, reduce productivity loss, and accelerate time-to-value. The framework is built to accommodate new capabilities and to grow as your needs evolve.

Asset Inventory Foundation Service

The Asset Inventory Foundation Service supports hardware and software inventory discovery, asset analysis, software usage monitoring and reporting against asset inventory data. It facilitates discovering systems within a network through the agent deployment tools, capturing and storing hardware inventory data and managing software inventory data. This foundation service simplifies managing and reporting on license use by collecting usage data for key applications, enables managing license limits with users, queuing or off-line metering for reporting, plus generating and displaying historical usage. Additional controls include reporting for systems that are out of compliance based on policies, defined standards and captured asset inventory data.

The Asset Inventory Foundation Service is underpinned by the following:

- CA Client Automation–Asset Inventory
- CA Business Intelligence (optional)

Software Delivery Foundation Service

The Software Delivery Foundation Service supports application, operating system and patch deployment. It enables effective centralized control and management of

installation, configuration and uninstallation on devices that make up an organization's infrastructure. It also streamlines the process of creating packages for software or applications using standard format or packages, including Microsoft Installer® or PIF. Group software promotes user self-service by permitting an end-user to reinstall or upgrade approved software at their convenience. OS installation management is simplified for deploying new systems or reimaging existing systems using predefined OS images.

The Software Delivery Foundation Service is underpinned by the following:

- CA Client Automation—software delivery
- CA Business Intelligence (optional)

Remote Access Foundation Service

The Remote Access Foundation service enables secure remote access, audit, management, and modification of remote desktop and laptop systems. Access policies can be applied to computer groups to deter unauthorized access. Remote systems can be managed more securely with access to managed computers' desktops. This includes file transfer, chatting with the remote host user and remote rebooting. It can also track remote session success and failure rates and enable remote sessions recording.

The Remote Access foundation service is underpinned by the following:

- CA Client Automation–remote control
- CA Business Intelligence (optional)

Acceleration Services

Acceleration Services help extend the value of your solution by implementing additional functionality and/or configurations that can

respond to your requirements. Designed for quick deployment, Acceleration Services enhance the capabilities of the core solution.

The Asset Inventory Foundation Service can be extended by leveraging the following Acceleration Services:

- **Executive Asset Dashboard Acceleration Service** provides visibility to inventory data to support informed decision making when considering whether to upgrade, replace or remove assets.
- **Inventory Consolidation Acceleration Service** supports the consolidation and visibility of disparate asset discovery tools in a single Asset Inventory system.
- **Product Integration Acceleration Service (PCA Service)** permits CA Service Desk incidents to be open when specific inventory events or conditions arise.

Asset Inventory and Software Delivery foundation services can be extended by leveraging the following Acceleration Services:

- **Client Migration Acceleration Service** supports the migration of a user's settings, data and preferences when a PC is replaced or upgraded.
- **Product Integration Acceleration Service** enables Service Desk incidents to be open when specific software delivery issues arise or allowing software delivery packages to be created from CA Harvest Software Change Manager or to be requested from CA Service Catalog.

Asset Inventory and Software Delivery foundation services can be extended by leveraging the following Acceleration Services:

- **Patch Management Acceleration Service** supports the identification and roll-out of patches to systems within an environment as well as the targeted roll-out of patches.

For more information, please visit [CA Services Opscenter](#)

CA Services is committed to your success, from managing the technology solutions you have now to helping you manage the technology decisions for your future. We lead with experience from thousands of engagements to deliver business value quickly, help you navigate complex business and technology challenges, and provide exceptional support throughout the entire solution lifecycle. Our experience is your advantage, with best practices that enable organizations to plan, manage, develop and secure complex IT environments. CA Services provides the unsurpassed expertise you demand to select, implement and run your enterprise IT solutions with confidence.

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