



PRODUCT EVALUATION GUIDE

Products Evaluated
Insight's Technology Assessment Services (TAS) team has evaluated the following products..

- Altiris Carbon Copy®
- Altiris PC Transplant®
- BigFix Enterprise Suite Patch Management
- CA SupportBridge™
- CA Unicenter Desktop DNA
- Centennial Software DeviceWall®
- LANDesk® Handheld Manager
- PatchLink Update™
- PS'Soft QP: SMS License Compliance Module
- Transition Personality Transport Professional™ (PT Pro™)
- Tripwire for Servers

IT ASSET MANAGEMENT PART 4: ADDITIONAL IT ASSET MANAGEMENT UTILITIES

There are many good inventory, deployment and help desk solutions available on the market. But as good as they are, sometimes you need additional IT asset management (ITAM) utilities to get the job done. If your ITAM solution doesn't have all the features you would like it to have, you may require a separate utility to complete it. These products are out there—it may just take a little help to identify them.

Most customers we talk to are not aware of these additional utilities. They tend to look for one product that meets most of their needs and then learn to live without the additional functionality they originally wanted.

ITAM utility products can greatly enhance to your total solution, offering decreased support costs, increased productivity, improved customer satisfaction, increased accuracy and better security. We have evaluated several different types:

- Remote control
- Personality migration
- Change management
- Patch management
- Self healing
- Enhanced SMS reporting
- Device lockdown

KEY CONSIDERATIONS

Cost

Most of utilities are priced based on the number of desktops or nodes to be managed, so large-scale deployments can get expensive quickly. It is important to understand exactly how the utility is going to be used and if it is going to be required for all nodes. You might find you only need it for a particular subset of nodes, which could help to lower your costs.

Hardware requirements

Hardware requirements for any of the utilities we looked at vary depending on the number of concurrent users or managed nodes. As with other ITAM products, you'll need a thorough understanding of the hardware required to manage a large installation and the data to be captured and stored. Before purchasing a product, confirm hardware requirements for the current installation and for any growth you may expect in the immediate future.

Back-end system requirements

Be sure you understand all the back-end requirements before you select a solution. Most utilities support a variety of back-end databases, but you should verify that what you have standardized on is supported.

Supported applications

Not all applications are supported for the migration utilities we looked at, so be sure to confirm that the applications you'll be migrating are supported.





Active Directory support

Some products do not currently support Active Directory. If this is a concern for your company, make sure the product you choose supports AD, or plans to in the near future.

Integration

Integration can be an issue for any ITAM utilities. Many will integrate well with their own ITAM products but may only offer an API for integration with other products. To use such a product, additional code development and maintenance skills may be required. It's important to have a complete understanding of the requirements for integrating the product you choose with all the other products in your ITAM solution.

KEY FEATURES

- **Web-based Interface.** Access the tool from any browser.
- **Hardware/software inventory.** Deliver integrated software and hardware discovery results.
- **Automatic notification and escalation.** Send alerts via the Web, wireless device, e-mail, telephone or screen pop-up when service level agreements (SLAs) are not met.
- **Peripheral lockdown.** Lock down peripherals such as USB ports, CD drives and floppy drives.
- **Tracking.** Automatically log and track any remote access activity.
- **Data recovery.** Roll back data if unauthorized changes are detected.
- **Scripting.** Automate repeat tasks or fixes.
- **Scheduling.** Schedule tasks for future execution.
- **Security.** Offer integrated security, from simple password protection through full data encryption.
- **Customizable, integrated workflow.** Automate the routing of requests and alerts as they flow through the process.
- **Application usage metering.** Monitor actual application usage.
- **Multiple platform support.** Support platforms other than Microsoft® Windows®, such as Linux or Mac.
- **Integration.** Integrate the product with other ITAM solutions, such as asset management, deployment or remote control products.
- **Mobile device support.** Support handheld mobile devices.
- **File transfer and deployment.** Transfer files to a remote desktop and offer basic software deployment.
- **User migration.** Store a user's PC personality remotely, and seamlessly restore it on a new OS or system.
- **Reporting.** Offer integrated predefined or custom reports, in multiple formats.

CONCLUSION

The right ITAM utility can really enhance your total ITAM solution, but finding that ideal product may prove complicated. Insight's sales engineers can help identify the solutions that will most efficiently meet the goals of your IT asset management strategy.

For more information, contact your account representative, or the Insight Technology Assessment Services team at tas@insight.com

Insight and the Insight logo are registered trademarks of Insight Direct USA, Inc. All other trademarks, registered trademarks, photos, logos and illustrations are the property of their respective owners. ©2007, Insight® Direct USA, Inc. All rights reserved.

