

DELL CLIENT MANAGER™

DELL CLIENT MANAGER PLUS CENTRALIZED HARDWARE & SOFTWARE MANAGEMENT



Dell Client Manager Plus builds upon the hardware management capabilities of Dell Client Manager Standard by adding software-level management capabilities. From the same management console you can:

- Migrate users to a new computer or operating system
- Image a new computer or re-image an existing computer
- Create software packages, distribute and install
- Scan computers for detailed operating system and application information

HANDS-FREE MIGRATION

Migration projects have traditionally been burdensome and time-consuming. Now, whether you are refreshing hardware, upgrading to a new OS, or both, you can put Dell Client Manager to work for you to dramatically reduce the time, resources and hardware touches required to complete a migration project or address ongoing migration needs.

For example, the former process at HealthNow, one of New York's leading healthcare companies, would—at best—allow them to migrate 10 computers a day. Now, they are able to migrate 40 a night and 100+ on a weekend. Three to five of HealthNow's technicians can do more in one day than 10 to 15 technicians used to accomplish in one week—an overall productivity increase of 200 percent.

"Previously, when we set up a new computer, we would have to dispatch someone to the desktop in order to move all the files and migrate the configuration settings and preferences," said Jerry Rios, CTO of GSD&M Advertising. "That took an hour or two per desktop. With the Dell and Altiris software solution everything gets provisioned 'auto-magically'—we just let it run and everything gets done."

"The time we now spend on total maintenance associated with repairs is much less than we spent on the earlier machines. We simply re-image computers if problems occur rather than spending precious hours trying to troubleshoot a problem. We are still busy, but now we spend our time pursuing new projects such as providing home network access for our staff and students and developing a robotics laboratory."

— KEVIN LITTLE, DIRECTOR OF FACILITIES & TECHNOLOGY SUPPORT, LAFAYETTE SCHOOL CORPORATION
MARCH 2005

DRAG-AND-DROP DEPLOYMENT

For deploying new hardware or re-deploying existing hardware, Dell Client Manager Plus helps you build a reference system containing your standard OS and applications. Simply drag and drop to mass deploy standard images or kickoff scripted installations.

"I would not attempt it with the old management tools we had because they are not true enterprise-based solutions," said Kevin Little of Lafayette School Corporation. "Thanks to Altiris [the provider of the Dell Client Manager unified management architecture], we've been able to create 72 customized images that reflect the different needs of our faculty, staff and curriculums, and we can push them out to the PCs in a matter of minutes."

SIMPLIFIED, STANDARDIZED SOFTWARE MANAGEMENT

Let Dell Client Manager help you simplify and standardize your end-user software environment. From packaging custom applications into standard .msi format to remote distribution and reporting, Dell Client Manager Plus can save you time and help you provide better, more consistent service to your end users.

For example, at HealthNow, "We have more than 260 actively used applications available to our users," Donald J. Rowland said. "Before, we had no capability to package our standard list of software and install it on a PC, but now [we] do it almost every day. The time it takes to install software has been reduced from five days to five minutes."

At SkyWest Airlines, "Sneakernet and downloading applications off the Internet are a thing of the past," said Kevin Simmons, director of Information Technology. "Users no longer have to wait three or four days for their PC to be returned to them for a simple software installation. We now load and configure software over the network in a fraction of the time—a matter of minutes in some cases."

Dell and Altiris: Teaming up to make Dell PCs the easiest, most cost-effective you can own.

"Both products are truly the best in their respective markets, and both are the only products that have been able to meet our needs. When we learned that there was a partnership between the two, the choice was obvious. Now we have a standard hardware platform, a software solution to manage it, and the two are designed with each other in mind. That is the key. There are plenty of products on the market, but few are made to integrate seamlessly. When the leaders of two markets work together, the customer always benefits."

— DONALD ROWLAND SR., HEALTHNOW, NEW YORK
AUGUST 2005

INFORMATION AT YOUR FINGERTIPS

Collecting detailed inventory information for the PCs in your environment can be a daunting task. Many rarely attempt it and when they do, it's seldom timely or completely accurate. "Before Altiris, a manual inventory of our hardware took weeks and was never comprehensive," Rowland said. Now, with the remote inventory capability in Dell Client Manager, "I can find out just about anything regarding the PCs on our network in a matter of minutes: where they are, what's on them, and who's using them."

And what can having all that information at your fingertips do for you?

"I can set parameters inside [Altiris] Inventory Solution that say when a hard drive becomes 30 percent fragmented, run the defrag utility and initiate a work order in [Altiris] Helpdesk Solution," Little said. "This lets us be proactive instead of reactive and eliminates the need for someone to even know that a problem exists."

THE RIGHT TOOL FOR THE RIGHT JOB

If you are looking for a better way to

- Migrate users to a new computer or operating system
- Image a new computer or re-image an existing computer
- Create standardized software packages and distribute and install them
- Scan computers for detailed operating system and application information

Dell Client Manager Plus can greatly increase your efficiency by enabling you to accomplish these tasks over a local or wide area network using a Web-based management console.

THE DELL CLIENT MANAGER UNIFIED MANAGEMENT ARCHITECTURE

Dell and Altiris have partnered to deliver Dell Client Manager, a unified, expandable management framework for managing all aspects of Dell PCs. Dell Client Manager provides three levels of capability to fit the varying needs and types of organizations. Each level—Standard, Plus, and Altiris® Management Suite™ for Dell Clients—builds upon the previous level; each simply “snaps” additional management capability into the unified management architecture, adhering to and leveraging the same familiar interface, the same database and same management agent. See the Dell Client Manager data sheet for more information.

- Get an evaluation copy of Dell Client Manager Plus at www.dell.com/openmanage
- Additional Dell Client Manager capabilities are available in Altiris Management Suite for Dell Clients. See the Altiris Management Suite for Dell Clients data sheet for more information or contact your Dell sales representative.

SYSTEM REQUIREMENTS

Dell Client Manager requires that you install and configure the Altiris Notification Server.™

NOTIFICATION SERVER MINIMUM REQUIREMENTS

- Processor—Pentium III 800 MHz or faster
- Memory—1 GB RAM
- Hard drive—20 GB
- Operating system—Windows 2003 Server or Windows 2000 Server
- Database—Microsoft SQL Server 2000 SP3
- Browser—Microsoft Internet Explorer 6 or later

ALTIRIS AGENT MINIMUM REQUIREMENTS

- Operating system—Windows 95 or later
- Available disk space—5 MB disk space for Altiris Agent, plus space to install required software
- Memory—64 MB RAM

SUPPORTED LANGUAGES

- English, French, German, Japanese, Simplified Chinese, Spanish, and Portuguese

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SIMPLIFY MANAGEMENT AT DELL.COM/OpenManage



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