Ivanti DSM – Key Desktop and Server Management Capabilities

Performing time-consuming and redundant IT tasks takes away from more-strategic projects that can help the organization grow. Ivanti DSM reduces the effort associated with deploying and managing desktop and server systems with features that support every stage of the software lifecycle, from deployment to troubleshooting to retirement.

Ivanti DSM helps IT organizations manage and secure endpoints across their lifecycle to empower user productivity and enable improved business performance at reduced cost. DSM automatically packages and deploys software and operating systems, patches vulnerabilities, discovers software and hardware assets, and efficiently manages Windows OS migrations, virtual environments, Citrix server farms, and more.

What's more, DSM reduces the administrative burden on IT staff by automatically ensuring that configuration on end devices comply with pre-defined policies. The solution is easy to implement and deploy, helping customers avoid the cost of expensive implementations.

Whether the IT organization has distinct Desktop and Server teams or a single End User Computing Group, DSM provides a unified solution to:

1. Package, test, install, and remove software
2. Provision and manage desktops and servers
3. Manage, migrate, and restore user settings
4. Monitor software rollouts

The Ivanti DSM solution contains all the endpoint management tools necessary to manage and secure physical and virtual endpoints from a unified, intuitive console.

Software Packaging

Ivanti DSM is based on proven NetInstall® technology. It features the software factory and packaging workbench capabilities with intuitive wizards that let you create all types of packages ranging from operating systems and applications to system configurations and drivers in no time at all. Processes and best practices are set up just once, and existing software packages are adapted automatically for use in desktop, server and virtual environments. Being able to build once and then deploy across the entire network enables consistent, repeatable deployments with every machine looking the same. With DSM, customers reduced package creation time by up to 85%.

With the DSM Packaging Workbench, you gain a powerful scripting language to edit package scripts. DSM comes with integrated expert knowledge that greatly simplifies the configuration of hardware

and software for you. All necessary settings can be performed using the wizards and the dialog-based script editor of the Packaging Workbench (roughly 180 commands are available). The parameter handling of DSM enables the flexible creation of installations, and the packages' technical interdependencies can be displayed using a component model. DSM's creation of a cross-company, cross-platform software library prevents very similar packages or duplicates.

The expert knowledge that DSM incorporates means that even technically difficult tasks are solved quickly using the Packaging Workbench. For instance, addressing drivers or system settings require minimal steps to create a package and deploy. The integrated Software Package Lifecycle dashboard displays the status of any package and leads automatically to the next step. A wizard queries dependencies and sequences of the packages and then configures them automatically.

Software Deployment

Ivanti DSM simplifies IT management by automating even the most complex installation tasks—from applications to drivers—with a single-console interface for packaging, testing, deploying, and configuring software applications. Applications are distributed automatically to the correct location in LAN, remote, and even offline structures. DSM also allows to use cloud systems like Azure to be used as storage solutions for software packages. All types

of installations are supported, including legacy and MSI-based applications. Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for all types of IT tasks. With DSM, customers reduced software deployment time by up to 95%.

Windows OS Deployment and Migration

Whether it's provisioning new employees or managing a mass migration, OS deployment and configuration are two of the most time-consuming software management tasks. Through automation, DSM saves valuable time and eliminates sources of error by automatically packaging the operating system, drivers, and configuration. This not only reduces initial deployment effort, but also the time for ongoing administration.

With OSD Self Service, end users can reinstall the operating system and their devices' full range of applications at a chosen time, for example during a lunch break or overnight. Users must no longer depend on the working hours of the IT department. DSM provides a complete software profile for the client, ensuring that the OS and applications will be reinstalled per existing policies. DSM features zero-touch imaging and migrations to automate initiatives like new system rollouts and technology refresh cycles. With DSM, customers reduced OS deployment time by up to 75%.

With DSM, customers:

reduced package
creation time by up to

85%

reduced software
deployment time by up to

95%

reduced OS deployment
time by up to

75%

ivanti

Remote Control

For organizations with dispersed networks, resolving problems often includes on-site visits that are time-consuming and costly. Ivanti DSM includes an integrated troubleshooting tool that enables authorized IT staff to access and control all systems on the network (internal and external), including servers, desktops, laptops, and user-free systems. Problems can be identified and corrected remotely, which speeds resolution and helps maintain availability and employee productivity. With DSM, customers reduced the number of on-site engineer visits by up to 99%.

Centralized Interface

DSM features a centralized interface that allows different stakeholders and departments to collaborate and share software management tasks. Depending on their assigned authorizations, users can distribute applications independently or set up a device without placing an order with the IT department. IT management tasks are accessible via a simple Web browser, and easy-to-use wizards lead the user through the necessary steps to prevent errors.

Server Management

Your IT department can save time, reduce costs, and eliminate human error by automating not only desktop environments but also server environments. Wizards automatically package security patches and software installations as well as document the changes. The highly automated software configuration management supports the fulfillment of service level agreements, increases system availability, and reduces IT operating costs dramatically.

The solution replicates configurations not only to desktops but to servers enterprise-wide from the same unified console. Quickly deploy servers to augment capacity and keep up with user demand, without dependence on hardware. Synchronize server configurations and employ ready-to-use packages for OS and Citrix XenApp and Microsoft Terminal Services components with application publishing and maintenance. Doing so eliminates inconsistent software states and configurations that endanger availability and increase support costs.

Precisely scheduled maintenance functions for servers increase the availability of business-critical applications—with no additional hardware investment. This high level of automation that DSM offers makes cross-system and cross-application processes more secure. At the same time, higher quality is achieved because IT staff must only familiarize themselves with one tool for their entire heterogeneous IT environment. By troubleshooting their servers with DSM, customers reduced Mean Time to Repair (MTTR) by up to 75%, improving overall satisfaction.

Patch Management

Effective patch management can protect your organization against hacking and malware, which often targets weak points of operating systems and applications. Ivanti DSM enables a high level of automation for all phases of patch management, from identifying vulnerabilities in the network and selecting relevant patches, to quality control and rule-based implementation. Automated searches provide a complete overview of threats, which lets you take targeted measures quickly and securely. DSM provides Microsoft and third-party software patch management. With DSM, customers reduced the time to install patches by up to 80%, significantly decreasing their risk of exposure to hacking and malware.

User-Settings Migration and Disaster Recovery

Ivanti DSM enables the fully automated backup, migration, and recovery processes for all user data and settings (user state). The application safeguards employee productivity and provides greater flexibility in the event of hardware and software malfunctions, malware threats, or internal company changes.

DSM also addresses the special needs of enterprise migration and continuity management. For example, desktop layout, personalized settings, network connections, and even registry keys and values for proprietary applications can be recorded without manual intervention. You can use predefined and configurable rules to determine exactly which files from the applications should be migrated and where they should be saved (locally, LAN, WAN, removable media). Sensitive data is encrypted at a temporary storage location. Audit logs also record all measures that have been carried out.

With DSM, customers reduced the number of on-site engineer visits by up to

99%

By troubleshooting their servers with DSM, customers reduced Mean Time to Repair (MTTR) by up to

75%

With DSM, customers reduced the time to install patches by up to

80%

DSM Highlights

- 180 wizard-driven script commands to facilitate package creation for applications, drivers, security patches, user settings, etc.

- Quality assurance release management with pilot and testing of every change before rollout.

- Full enterprise replication engine.

- Multi-site and multi domain capabilities.

- Automatic depot synchronization.

- Roles and ranges for administration segmentation.

- Virtualization management support for virtual desktop provisioning methods and hardware virtualization image management.

- Windows migration best practices and operating system management, including automatic driver integration.

- Unified management across platforms, architectures (fat and thin clients, servers, physical and virtual environments) and delivery methods.

- Management reporting to monitor software rollouts and report on KPIs.

- Extended platform support for Windows and Linux environments.

- Dedicated Citrix Server Management support.

- Self-healing infrastructure and standards enforcement.

- SOAP interface for integration with existing administrative tools.

- IT Service Management integration (cloud, on-premise, hybrid) with service catalog, change management, and voice automation.

- Integrate Microsoft Intune actions directly in the DSM console and automatically upload the DSM actions to Microsoft Intune to streamline the DSM client installation process and user experience.

ivanti

ivanti.com/contact
epg@ivanti.com