

SOLUTION BRIEF

CA Client Automation | October 2010

can you streamline
IT operations, drive
greater efficiency,
and reduce costs?

we can





CA Client Automation provides full automation capabilities for inventory, tracking, maintenance, and migration across your entire end user computing environment—whether physical or virtual.



executive summary

Challenge

As traditional desktop infrastructures evolve to incorporate new paradigms such as desktop and application virtualization, the complexity of the IT environment continues to grow. This in turn creates new management challenges for IT, as they must continue to discover, monitor, maintain, and administer this new mix of physical and virtual technologies and the daily operational tasks that are required by both.

Solution

CA Client Automation provides fully automated features that help you streamline the processes of:

- Maintaining and tracking comprehensive IT asset inventory of both physical and virtual assets
 - Analyzing IT asset data
 - Managing operating system deployment and installation
 - Deploying software, updates, and patches to physical and virtual systems
 - Configuring and migrating Windows systems
 - Providing support for remote systems
-

Benefits

CA Client Automation is designed to maximize the efficiency and responsiveness of all client management tasks across physical and virtual environments. Regardless of the complexity of your infrastructure, CA Client Automation helps IT to improve the quality of its services—while helping to reduce operational costs, mitigate risk, and increase end-user productivity throughout your enterprise.

In addition, CA Technologies implementation service offerings drive business value quickly while reducing implementation risk.

What's new?

CA Client Automation r12.5 delivers essential capabilities for customers looking to maximize the operational efficiency of their assets and harness the power of virtualization. The new release delivers application virtualization, extends platform virtualization, and advances power management to support green IT initiatives.

CA Client Automation r12.5 helps enable organizations to:

- Manage virtual applications alongside physical applications with such functions as deployment, inventorying, monitoring, and reporting.
- Increase visibility with an extended inventory of virtualized platform environments, including VMWare ESX, Solaris Zones, etc.
- Increase control with extended support to cover additional checklists supplied by the National Institute of Standards and Technology (NIST), including additional platforms and applications.
- Optimize power management and settings based on asset type, and establish timing parameters for monitors and hard drives.

section 1: challenge

The increasing complexity of the IT environment

Traditionally, IT has focused on providing and managing physical client devices that delivered end users access to the information, applications, and productivity tools necessary to do their job. However, IT is under pressure from the business on a number of fronts. In addition to staying on top of the continuous daily operational processes associated with traditional client environments, there is pressure to better enable workforce mobility, leverage employee- and contractor-owned devices, more effectively prevent data leaks from client devices, and reduce overall costs.

In response to these pressures, there are a number of alternatives to the traditional methods of delivering applications and other productivity tool access which incorporate various forms of virtualization. However, the physical environment will not become obsolete. In fact, as the adoption of these alternate desktop management environments increases, a heterogeneous mix of physical and virtual technologies and their supporting infrastructure will be created. These changes will increase the complexity of management simply because the resulting infrastructure will have many more moving parts that must be orchestrated to deliver the same user experience as a physical device sitting on the user's desk.

section 2: solution

Drive operational efficiency through automation

CA Technologies offers a new automation portfolio with modular solutions designed to streamline distributed and datacenter management processes spanning a wide range of heterogeneous physical and virtual environments. Within that portfolio, CA Technologies offers purpose-built solutions with specific capabilities designed for either a datacenter environment, or an end user environment.

- **CA Server Automation** is focused on the management of datacenter environments and is designed to support those requirements inherent in the next generation of dynamic datacenters, such as elasticity, optimization, compliance, governance and the availability of virtualization technologies.
- **CA Client Automation** is focused on the management of end user environments, such as traditional desktops/laptops as well as virtual desktops and applications delivered from the datacenter.

CA Client Automation

CA Client Automation is designed to provide comprehensive visibility into the IT asset base and automate the daily operational processes needed to support the client device environment—whether physical or virtual. No matter how complex your IT environment, CA Client Automation can help streamline the time-consuming and labor-intensive tasks that bog down your IT organization, helping you run more efficiently and cost-effectively than ever before.

Key features include:

- Asset discovery and inventory
- Cross-platform reporting
- Intelligent analytics
- Operating system (OS) installation management
- Software delivery
- Remote desktop control
- Patch research and management
- Desktop migration

Asset discovery and inventory

Utilizing such key functionality as automated discovery of hardware and software inventory, configuration management, software usage monitoring, and extensive cross-platform reporting, CA Client Automation provides you with a robust set of device tracking and identification capabilities that is critical for properly managing your physical and virtual infrastructure.

- Discover new systems that enter the corporate network automatically, using both traditional IP-based discovery and continuous, active-discovery capabilities.

- Generate detailed hardware inventory, including serial numbers, CPU information, total RAM, internal and peripheral disc drives, OS versions and service packs, network settings, and power settings.
- Collect inventory data, without installing a dedicated management agent, by enabling users to provide information through such methods as visiting a corporate website, clicking a link in an email message, or using a USB memory stick.
- Gather more accurate and timely inventory of assets—including those assets that are not consistently connected to the corporate network—through an extended network connectivity gateway.
- Scan client systems against the latest Federal Desktop Core Configuration (FDCC) / Security Content Automation Protocol (SCAP) standards set forth by the US Federal government, to more easily identify and report on systems that are out of compliance.
- **New** Produce a detailed software inventory, including virtualized applications, with a higher degree of granularity than that of traditional inventory-scanning solutions.

Intelligent analytics

CA Client Automation helps drive the strategic planning efforts of your IT executives by converting raw asset data into actionable intelligence they can leverage to make well-informed business decisions, reduce organizational risk, provide for greater policy compliance, and identify opportunities for additional efficiencies and cost savings.

- High-level analytics help you quickly identify risks in the environment and promote further investigation into asset deployment, performance metrics, service levels, and financials.
- Standardized displays help you find dominant system configurations based on performance, hardware components, and software, and compare them against other assets in the environment.
- **New** Green IT Assessment per defined policies includes the areas of power management, availability, usage, and identification of “rogue” systems.

OS installation management

Deploy and redeploy systems with a comprehensive approach to operating system installation management that spans everything from bare metal buildups to rebuilds after crashes.

- Install and configure the Windows Vista or Windows 7 operating system by leveraging WinPE 2.0 boot images, and download a predefined application set.
- Utilize the ImageX imaging tool within the Windows Automated Installation Kit (WAIK), and run it from WinPE to capture images from FAT, FAT32, and NTFS installations.
- Read, manage, and deploy standard images made with Symantec Ghost or PowerQuest DeployCenter.
- Detect, rebuild, and restore the most recently known configuration automatically, in the event of a crash.

Software delivery

With release management features encompassing everything from the policy-based distribution of software to the maintenance of system configurations and rollout across multiple platforms and locations, CA Client Automation streamlines the installation and updating of software across your heterogeneous business environment, helping you to:

- Centralize the control and management of installing, reinstalling, configuring, and uninstalling software across a full range of enterprise devices.
- Create packages for homegrown or customized applications in Windows-centric Microsoft Installer (MSI) format, or standard PIF packages for Linux and Mac operating systems.
- Group software by business function, application, vendor, or other categories for easy, standardized distribution by business and computer groups.
- Develop self-service installation capabilities that are centrally controlled and accessible through a Web browser, allowing users to automatically install software on their own.
- **New** Manage the deployment of virtualized applications, including VMWare ThinApp and Microsoft App-V technologies.

Remote desktop control

CA Client Automation enables your IT administrators to reliably and securely access, control, view, manage, and modify remote desktop and mobile systems. This allows end users to simultaneously exchange files, conduct interactive chat sessions, execute remote applications, and monitor and record activities with greater efficiency and effectiveness—no matter how far they may be from the main office. Remote desktop control functionality allows you to:

- Configure and maintain systems from a centralized management console.
- Enforce policies through template-based remote control configurations that can be applied to groups of computers to prevent unauthorized changes.
- Manage remote systems using features for exclusive control, shared control, stealth view, Web viewer, and classroom and stealth modes.
- Transfer files, chat with the host user, record remote sessions for later playback, or reboot the host system.
- Enforce authenticity by aligning different security methods, encryptions, and access permissions to specific user and connection types.
- Cross-platform remote management support allowing connections from Windows to Linux, or Windows to Mac OS X.

Patch research and management

To help you deliver consistent, reliable software patch management, CA Client Automation addresses each step in the process—from monitoring and discovery through research, packaging, testing, and deployment. And with around-the-clock support from the CA Technologies Content Research Team, you gain the support needed to help keep your enterprise systems up-to-date with the most current and effective software patches. The solution's patch management features help you:

- Leverage monitoring, validating, researching, and publishing features that work together to identify new patches and make them automatically available.
- Employ a simple, task-oriented user interface that combines with a Web-based reporting portal to provide the controls and information needed to administer each step in the patch process.
- Implement a formal patch testing phase that assesses patch packages—and metadata—against the required system configurations.
- Initiate package deployments automatically, using defined policies, and apply pre- and post-requisites, dependencies, and roll-up structures during installations.
- Monitor all patches and packages to ensure they remain valid and in effect, and that new or crashed systems are automatically restored to the most up-to-date patch level.
- Utilize monthly delta roll-ups of new patches to enable administrators to deploy a single patch package each month.

Windows desktop migration

By providing automation that leads to greater control and improved execution of change initiatives, CA Client Automation enables you to preserve and transfer unique end-user settings, data, and preferences during a system migration, hardware refresh, operating system upgrade, new installation, or recovery process, and allows you to:

- Save unique data and settings to a local machine or server for later migration, or transfer them in real time via a connection between the old and new PCs.
- Leverage powerful features for account creation, redirection, and security, as well as tools for migrating user profiles and transferring data from NT domains to Active Directory (AD).
- Utilize advanced data collection capabilities to migrate comprehensive system and application settings.
- Initiate migration processes from a centralized location that uses shared configuration resources, such as option files and templates, and issues return codes to trigger the next steps in the process.
- Schedule the recurring storage of specific PC data and settings that collects only the changes that have taken place since the last time the file was saved.
- Leverage automated deployment setup, director, template editor, explorer, option editor, studio, and merger and acquisition tools to cut migration times.

Rapid time-to-value implementation services

CA Services offers simplified implementation support and can assist in strategically deploying the CA Client Automation solution to help you achieve maximum value from your investment. Our standard, repeatable implementations provide you with the flexibility to choose the service that best meets the needs of your business and technology environment.

- Take control of your client domain quickly by choosing a fixed-price, bounded Rapid Implementation and implement a core configuration within defined parameters.
- Integrate CA Client Automation with additional CA Technologies solutions and deploy to meet your unique requirements by selecting a tailorable Solution Implementation that is bounded by your selected core configuration decisions.

Both service offerings are delivered utilizing our business case-driven Deployment Playbook, a set of tools and best practices derived from successful engagements. Our nine-stage methodology and strict project governance help keep your project on time and on budget.

section 3: benefits

A strategic approach to managing client devices

CA Client Automation helps you develop a targeted, strategic approach to managing client devices throughout your organization. As such, the solution helps you:

- **Reduce operating costs** CA Client Automation drives informed IT decision-making based on key performance indicators (KPIs) and executive-level views of critical client device information. Through easy, centralized access to up-to-date client device information, you can more proactively identify cost-cutting opportunities, avoid redundant and unnecessary spending, and make cost-sensitive decisions that support business operations.
- **Improve operational efficiency** CA Client Automation helps improve IT efficiency by streamlining and automating the day-to-day processes associated with the management of client devices, improving IT productivity and freeing up valuable resources to focus on the development and deployment of strategic technology initiatives.
- **Mitigate asset risk** CA Client Automation helps you keep pace with the high volume of changes, patches, and updates necessary to keep your environment secure and efficient. The solution also helps mitigate the operational risks associated with unlicensed software or unauthorized and unmonitored client devices. In addition, CA Client Automation helps reduce the financial risk of noncompliance by providing the important information needed to help meet such regulatory mandates as the Sarbanes-Oxley Act (SOX), various SEC requirements, and the Health Insurance Portability and Accountability Act (HIPAA).

- **Reduce implementation risk** CA Technologies service offerings improve deployment efficiency through thought leadership and the application of a repeatable, proven best practices methodology. Features and functions of the product are correlated and integrated with other CA Technologies solutions to reduce out-of-compliance software, unauthorized software usage, and staff resource demands. Business value is accelerated through staff mentoring, knowledge transfer, and rapid, phased deployment projects.

To learn more about CA Client Automation and how it can help you streamline your client device management tasks, contact your sales representative or visit us ca.com/solutions.

CA Technologies is an IT management software and solutions company with expertise across all IT environments—from mainframe and physical, to virtual and cloud. CA Technologies manages and secures IT environments and enables customers to deliver more flexible IT services. CA Technologies innovative products and services provide the insight and control essential for IT organizations to power business agility. The majority of the Global Fortune 500 rely on CA Technologies to manage their evolving IT ecosystems. For additional information, visit CA Technologies at ca.com.

Copyright © 2010 CA. All rights reserved. All trademarks, trade names, service marks and logos referenced herein belong to their respective companies. This document is for your informational purposes only. CA assumes no responsibility for the accuracy or completeness of the information. To the extent permitted by applicable law, CA provides this document “as is” without warranty of any kind, including, without limitation, any implied warranties of merchantability, fitness for a particular purpose, or non-infringement. In no event will CA be liable for any loss or damage, direct or indirect, from the use of this document, including, without limitation, lost profits, business interruption, goodwill or lost data, even if CA is expressly advised in advance of the possibility of such damages. CA does not provide legal advice. Neither this document nor any CA software product referenced herein shall serve as a substitute for your compliance with any laws (including but not limited to any act, statute, regulation, rule, directive, policy, standard, guideline, measure, requirement, administrative order, executive order, etc. (collectively, “Laws”)) referenced in this document. You should consult with competent legal counsel regarding any Laws referenced herein. 2916_1010