

HP Client Management Solutions

Complete IT lifecycle management solutions that save time and lower operating costs



Streamlining and optimizing your IT operations are crucial to significantly reducing the total ownership cost of IT assets.

Executive Summary

"Rising operational costs in the distributed enterprise are a critical issue and the ongoing management and maintenance of client systems is a major cost contributor...Client systems management tools are designed to help end user organizations reduce desktop and mobile support costs while increasing end user service levels and improving productivity."¹ When considering IT investment, it's easy to allow initial discounts and low cost prices to sway purchasing decisions. However, discounts and savings on hardware can be small when compared to the savings that can be made with the right ongoing support and services. HP has worked closely with key partners to help customers save thousands of dollars on their IT investments through leading-edge management solutions. In addition to saving money, IT professionals are more productive and efficient — freeing valuable time to focus on their IT initiatives, rather than working to keep systems running.

¹ The Forrester Wave™: Client Systems Management Tools, Q2 2005, April 20, 2005, Forrester Research, Inc.

HP Client Management Solutions

HP helps reduce the cost of owning and maintaining your PCs throughout the lifecycle through:

- Highly reliable platforms and integrated hardware management features including the HP Client Management Interface (HP CMI)
- Software offerings such as HP Client Foundation Suite, HP Client Premium Suite, and HP Client Manager
- Services and solutions like the TCO Snapshot Assessment, Product Change Management and Proactive Notification

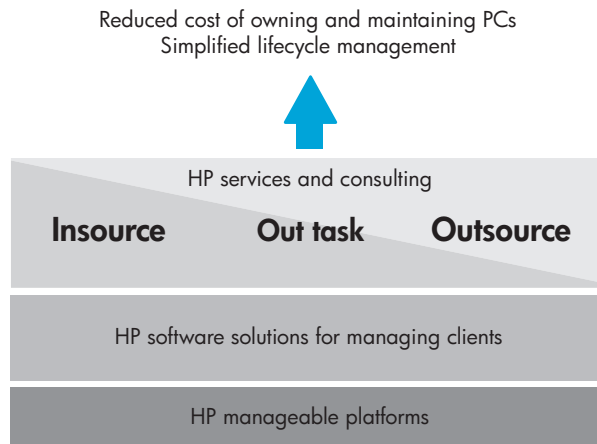
HP Client Management Solutions help reinforce our commitment to Adaptive Management through integrating people, process, and technology — automating the dynamic link between business and IT. HP Client Management Solutions plug into Adaptive Management with HP Systems Insight Manager Connector and the HP OpenView Connector.

Visit the HP website at www.hp.com/go/easydeploy to view multimedia demos and more information.



By using HP Client Management Solutions, IT departments can experience industry-leading integration of systems management capability not available with other vendor solutions.

HP Solutions for Managing Clients



HP Client Management Interface

Regardless of the system management tools your IT department uses, managing both your hardware and software assets is important to keeping your IT costs low and your business agile.

With the HP Client Management Interface (HP CMI), new HP business computers seamlessly integrate into your managed IT environment. HP CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools (including Microsoft® Systems Management Server, IBM Tivoli Software, and HP OpenView) and custom in-house developed management applications. Using HP CMI, systems management tools and applications can request in-depth client inventory, receive health status information, and manage system BIOS settings by communicating directly with the client computer, reducing the need for agent or connector software to achieve integration.

HP Client Management Interface is based on industry standards that include Microsoft Windows® Management Interface (MS WMI), Web Based Enterprise Management (WBEM), System Management BIOS (SMBIOS), and Advanced Configuration and Power Interface (ACPI). HP CMI is a foundation technology utilized in HP Client

Management Solutions. With HP CMI, HP gives you flexibility in choosing how you manage your HP client computers.

HP Client Management Interface used in conjunction with system management software can:

- **Request in-depth client inventory information** — Capture detailed information about the processors, hard drives, memory and BIOS, including sensor information (such as fan speed, voltage, and and temperature).
- **Receive health status information** — Subscribe for a wide range of client hardware alerts (such as over-temperature, fan stall, and hardware configuration changes) to be sent to the system management console, application, or to the local client computer. Alerts are sent real-time when triggered by hardware events.
- **Manage system BIOS settings** — Perform “F10” key functions including setting and changing the BIOS passwords and computer boot order remotely from your system management console on any or all of your client systems without having to visit each machine.

Visit the HP website at www.hp.com/go/easydeploy for more information and availability by platform.

Software components of HP Client Management Solutions

HP solutions focus on business needs in critical IT lifecycle areas:

- **HP platform management** — Proactively respond to hardware changes, alerts, and manage mass updates to system software.
- **Deployment & Migration** — Manage the end-to-end software deployment and migration process.
- **Inventory & Asset management** — Keep track of hardware and software in your environment.
- **Help desk & problem resolution** — Resolve customer issues and streamline your help desk.
- **Risk reduction** — Back up and recover important data, and ensure the latest security patches are installed.
- **Connectors** — Integrate with enterprise systems management solutions.

With both stand-alone solutions and integrated suites, you can manage hardware and software from a single, Web-based console to address the complete IT lifecycle.

HP Client Suites

HP now offers two client management suites as part of the HP Client Management Solutions.

HP Client Foundation Suite

The HP Client Foundation Suite (HP CFS) is designed for organizations wanting essential client management functionality. It combines:

- HP Client Manager
- HP Systems Insight Manager Connector
- Altiris Migration Suite (includes Altiris Inventory and Deployment Solutions)
- Altiris Local Recovery Pro
- A QuickStart page and many predefined reports to provide essential out-of-the box client management functionality with quick time-to-value.

HP Client Premium Suite

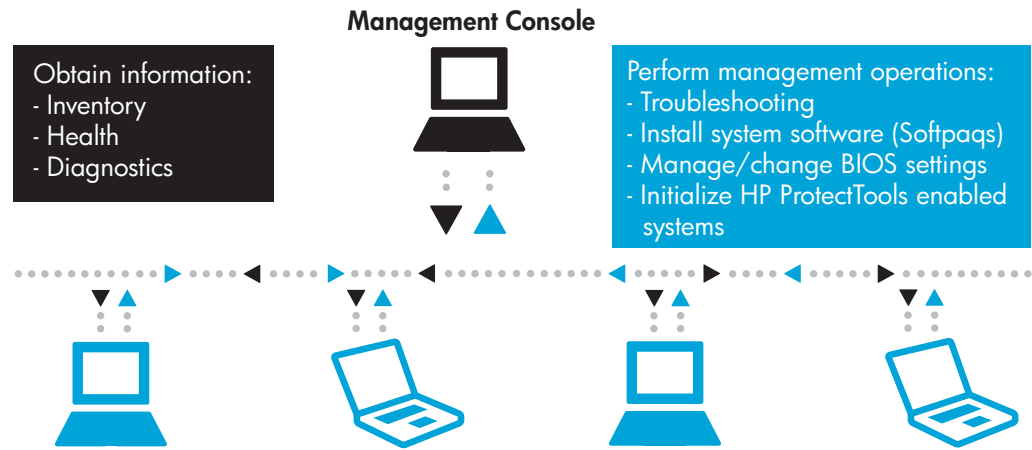
HP Client Premium Suite (HP CPS) is designed for organizations wanting full client hardware and software lifecycle management from a single, Web-based management console. It combines:

- HP Client Manager
- HP Systems Insight Manager Connector
- HP OpenView Connector
- Altiris Client Management Suite Level 1 (includes Altiris Inventory, Deployment, Software Delivery, Patch Management, Application Metering, Application Management and Carbon Copy Solutions)
- Altiris Local Recovery Pro
- Altiris Connector Solution
- A QuickStart page and many predefined reports provide a fast-track to full client hardware and software lifecycle management.

Summary of key HP Client Suite offerings

HP and Altiris product	Description/components	Availability by suite	
		HP CFS	HP CPS
QuickStart page	The starting point for configuring and using HP Client Suites, allows easy access to administrative and management tasks.	√	√
HP Client Manager	A free solution that enables centralized hardware management of HP and Compaq client computers from a Web browser	√	√
HP Systems Insight Manager Connector	Provides integration with HP Client Manager for complete client hardware and software lifecycle management from within the HP SIM environment	√	√
Altiris Local Recovery Pro	Takes data and computer state snapshots and stores them locally in a protected hard drive partition or an external hard drive	√	√
HP OpenView Connector	Provides inventory, event forwarding, and menu integration with HP OpenView		√
Altiris Connector Solution	Integrates Altiris solutions with your organization's third party software		√
Altiris Migration Suite	Includes Altiris Inventory and Deployment Solutions.	√	
Altiris Client Management Suite Level 1	Includes Altiris Inventory, Deployment, Software Delivery, Patch Management, Application Metering, Application Management, and Carbon Copy Solutions		√

The following diagram illustrates a “real-world” example of how HP Client Manager obtains real-time information about the status of the client systems and easily manages the deployment of changes.



HP Client Manager

A FREE solution, HP Client Manager provides centralized hardware management for HP and Compaq business desktops, notebooks, and workstations from a Web browser. It lays the foundation of the Altiris infrastructure to provide HP- and Compaq-specific information that complements other Altiris solutions to fully address system lifecycle management needs. Features of HP Client Manager include:

- **Hardware inventory for asset management**
 - value-added HP and Compaq specific information
 - capture in-depth information for HP client computers
 - capture basic information of non-HP client computers
 - information gathered automatically at scheduled times
- **PC health monitoring and hardware alarm notification**
 - alerts and warnings affecting drives, memory, hood lock, battery, thermal changes and “walking assets” such as new or missing PCs, memory, battery, disk drives, CPUs, and monitors
 - automatic notification of changes in the IT environment
 - create “policies” to automate management tasks when triggered by a notification
 - tight integration with HP Instant Support tools (Diagnostics, System Health Scan, Active Chat, and Knowledge base)
- **Diagnostics for remote troubleshooting**
 - potential hard drive failures
 - memory, removable media, ports, keyboards, mice, USB, NIC
 - faulty batteries
- **Change BIOS/security settings from the Management Console**
 - set BIOS/security passwords
 - change boot order
 - many other BIOS settings
- **SoftPaq acquisition and deployment**
 - identify specific updates available from www.hp.com based on a system health scan
 - create collections of systems needing updates
 - automatically acquire needed updates (Softpaqs) from HP
 - schedule and deploy HP-specific drivers and update applications with SoftPaq Advertisement Wizard
 - ROM BIOS flashing
- **Manage TPM enabled HP clients with HP ProtectTools**
 - identify HP client computers that include the TPM embedded security chip
 - install HP ProtectTools on these machines
 - initialize the security chip on these computers saving time in setting up a more secure client infrastructure
- **Web-accessible reporting**
 - many pre-configured reports with drill-down capability by double clicking on a chart
 - Reports include:
 - number of computers of a specific model **or** type — such as dc7600, nc6230, xw8200 or Desktop, Notebook, Workstation
 - HP and Compaq hardware asset inventory
 - SoftPaq deployment status
 - clients not responding
 - systems with alerts and warnings- easily created custom reports
 - a choice of chart or table types
 - ability to copy, paste, and e-mail reports

Visit the HP website at www.hp.com/go/easydeploy to view multimedia demos and more information.

Altiris Connector for HP System Insight Manager

HP Systems Insight Manager provides a single tool for managing all HP server platforms systems running Windows, Linux, and HP-UX. The essential capabilities of the core software can also be extended for a wider range of device management with various plug-ins and connectors. With the HP SIM Connector, co-developed with Altiris, customers can now access HP Client Manager and Altiris management functions from the familiarity of their SIM console. Capabilities include delivery of HP SoftPaqs to keep HP client hardware system software current, visibility to inventory and diagnostics reports, and access to world-class deployment tools for both servers and clients.

Altiris Connector for HP OpenView

HP OpenView is a portfolio of service-driven management solutions for the enterprise. By anticipating hardware and software problems before they occur across the network, HP OpenView optimizes system performance and availability. Using the HP OpenView Connector, all alerts from HP Client Foundation Suite and HP Client Premium Suite can be forwarded to the HP OpenView console to allow tracking and resolution of issues with devices and applications. The HP OpenView Connector also monitors client computers. You can launch Resource Explorer that is part of HP CFS and HP CPS to get detailed information about a device, or easily switch to other solutions within the suites for resolving problems through the integrated menu in HP OpenView.

What's special about the HP Client Management Solutions?

- **Lower total cost of ownership (TCO)** — Streamlining and consolidating costs is an ongoing challenge for IT managers. Studies confirm that the cost of managing PCs continues to rise. HP Client Management Solutions offer an effective way to identify problem areas within IT operations, automate existing processes, and help reduce ownership costs.
- **Increase IT staff productivity** — HP Client Management Solutions are highly automated for ease-of-use and enable a “hands off” environment that eliminates the need to physically visit each client device. These solutions also leverage a core set of built-in features, including a Web-based console and help desk, handheld interface support, Web reports, and notification policies. The automated notification feature helps detect errors as they occur, and alert IT staff by e-mail or a Web page for immediate resolution. These capabilities help boost the efficiency and productivity of the IT staff, enabling them to re-focus on critical IT initiatives.

- **Address the complete IT lifecycle** — HP and Altiris deliver a cohesive set of solutions that span the entire IT lifecycle. HP Client Management Solutions combine HP hardware management technology with other solutions under a single architecture that allows them to work individually or in suites. This modularity gives you the flexibility to choose the exact solutions you need.
- **Remote management** — HP Client Management Solutions offer access and operation at your convenience. You can access your installed applications using only a Web browser. All solutions feature Altiris Web reports, which offer the ability to clone and customize pre-packaged reports without programming and to create custom report views, which control access to published reports. The Web-based escalation help desk also supports a wireless handheld interface so managers can track problems at their convenience.
- **Mobile user support** — Features to support mobile users and remote clients are designed into the HP Client Management Solutions. Inventory data can be gathered by several methods - intranet page or e-mail for mobile users, and even by diskette for completely remote clients. Software delivery features provided for mobile users include bandwidth throttling, checkpoint restart, and delta package distribution.
- **Scalable** — Thanks to the seamless integration of HP Client Management Solutions and their reliance on leading-edge technologies such as Structured Query Language (SQL) and Extensible Markup Language (XML), you can attain maximum scalability across a variety of platforms and environments. Scalability extends, not only across hardware devices, but also across the organization - allowing you to manage any size of installation from a single workgroup or department to an entire enterprise.
- **HP and Altiris supported** — HP Client Management Solutions are backed by the award-winning service and support provided by HP- and Altiris-trained professionals who are ready to provide customer service and support at the local level. The HP Services organization has proven expertise in implementing the Altiris solutions for customers around the globe to achieve a quick return on their investment. Toll-free telephone and online support are also available twenty-four hours a day.

Services components of HP Client Management Solutions

If you need specific support expertise for any of the four individual product lifecycle phases — planning, deploying, managing, or transitioning — HP Desktop & Mobile Lifecycle Solutions offers a variety of individual services you can tailor and customize to your IT needs.

- **Planning Solutions** enable you to create a proactive end-user client device strategy based on your unique business requirements.
 - **Total Cost of Ownership Snapshot** — perform a highlevel evaluation of current expenses and best practices and determine ways to reduce costs and improve IT efficiency. For more information visit www.hp.com/go/tco.
 - **Active Savings** — identify older desktop systems and get a better understanding of ongoing desktop support costs on Microsoft Windows 95, Windows 98 and Windows NT 4.0 systems using two different methods. For more information visit www.instant.support.asiapac.hp.com/astco/ActiveSavings.asp
 - **Gartner Total Cost of Ownership Assessment** — in-depth study of your IT costs and processes and specific recommendations on how to lower TCO through people, process, and technology improvements.
 - **HP Factory Express Services** — help accelerate deployment right on the manufacturing floor by implementing physical and CMOS asset tagging, image development, loading, testing and management, custom packaging, additional hardware installation, and application loading. For more information visit www.hp.com/go/factory-express.
- **Deployment Solutions** allow you to seamlessly automate the deployment and integration of your complex, multivendor end-user environment while controlling and reducing any manual labor and associated costs.
 - **Managed Deployment Services** — a single source for procuring and managing new technology in complex multivendor or global environments.
 - **Image Management Services** — customize global hardware and software, using images installed during manufacturing to help deploy PCs and simplify their management throughout their lifecycle.
 - **Installation and Integration Services** — includes software installation, data transfer, image creation, recovery, duplication, hardware integration, and more.
- **Management Services** help keep your IT service and support environment running smoothly and efficiently by decreasing the need for in-house support and improving service to end users.
 - **HP Care Pack Services** — consistent level of support for virtually all PCs, workstations, laptops, and printers in more than 160 countries around the world
 - **Proactive Change Notification** — alerts you to any hardware, software, or firmware upgrades to HP client hardware — up to 60 days in advance. To sign up for this free service, visit www.hp.com/united-states/subscribe.
- **Transition Services** keep your IT department on top of evolving market and technology changes with fewer disruptions to your business and your end users.
 - **IMACD (Installation, Move, Add, Change, and Disposal)** — seamlessly cover the full range of product location and configuration issues, including installation and verification of HP and third-party products, software loading, relocation, addition of new accessories, reconfiguration, and de-installation
 - **Asset Recovery Services** — includes ownership relief, replacement schedules, and reduced disposal expenses to help reduce hardware costs
 - **Equipment Buy Back Services** — obtain the highest possible prices for your outdated client devices, which are then disposed of without harm to the environment
 - **Leasing and Financing Services** — a variety of acquisition options that preserve your capital, allow you to trade in your old equipment for new, and keep you ahead of changing technology requirements

Visit the HP website at www.hp.com/hps/desktop for more information.



Customer quotes

Des Moines Area Community College

"We've standardized on the HP hardware platform with Active Directory and integrated Altiris for our desktop management solution. Implementing this technology has given Des Moines Area Community College more time to focus on customer service and be proactive with solutions in the data center as opposed to reactive. The investment in HP, Altiris and Active Directory has paid dividends by allowing us to redeploy our staff for greater effectiveness. Hewlett Packard's holistic approach makes them a great partner for DMAACC."

Greg Martin
CIO, VP of Information System Solutions

William Blair

"Disaster recovery has become a very big item. Many of our institutional customers require it, and some actually come in and review our disaster-recovery program before choosing us as their investment firm. If a disaster strikes, Recovery Solution will allow us to recover all of our customers' data, nearly in real-time. It's the most impressive piece of software we've seen in the last 15 years."

Tony Burdick
Information Technology (IT) Manager

Triple-S

"The Altiris/HP alliance has been very beneficial for us. For example, our outside contract service costs have dropped 40 percent and are still dropping month by month. We keep discovering more features that keep saving us time and money."

Victor Rivera
Technical Support Manager

Conclusion

HP continues to deliver on its commitment to provide easy-to-use, innovative solutions that help reduce system ownership costs and simplify the business of IT. These tools simplify day-to-day IT management for commercial, educational, and government organizations. With these solutions, you can manage your organization from a single, Web-based console to address the complete IT lifecycle.

For more information

To learn more about the HP and Altiris solutions, contact your HP representative or visit these online resources:

HP Client Management Solutions:

www.hp.com/go/easydeploy

HP Desktop & Mobile Lifecycle Solutions:

www.hp.com/go/lifecyclesolutions

TCO Snapshot Assessment:

www.hp.com/go/tco

Altiris, Inc. partner site:

www.altiris.com/partners/alliances/hp/

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