

DELLTM PROMANAGE DISTRIBUTED DEVICE MANAGEMENT



Centrally manage thousands of desktop and laptop PCs – track dispersed assets, dynamically distribute software, manage patches and enforce IT policies via the Internet



CHALLENGES OF DESKTOP MANAGEMENT IN A DISTRIBUTED WORLD

Global workforces, multi-facility operations and the proliferation of mobile employees are making it increasingly difficult for organizations to track and manage end-user software and systems. This can lead to poor visibility into remote assets, security threats, compliance issues and difficulty in delivering a consistent level of service to end users. Failure to effectively manage end-user PCs can directly impact the business.

Dell Distributed Device Management services help provide an integrated, hosted management solution for local and remote PCs. IT administrators can centrally track dispersed client assets, distribute software, manage patches and enforce IT policies for PCs located almost anywhere. Policy-based, automated management helps avoid the administrative burdens of manual management systems and provides bandwidth-gated, granular control of your distributed devices. The services can be deployed under multiple options -- the PCs can be managed solely by you using the DDM platform, remotely by Dell or a combination that best fits your IT resources.

A SINGLE WINDOW INTO YOUR GLOBAL ENVIRONMENT

Dell Distributed Device Management services are designed to help provide visibility and control of PC client machines no matter where they are located as long as they can access the Internet – no connection to the company VPN or WAN/LAN is required. These services help:

- Management of local and remote PCs via the Internet
- Reduce costs with policy-based management
- Intuitive, easy to configure and use dynamic interface

As hosted, SaaS-enabled solutions, Dell Distributed Device Management services require virtually no up-front investment and can be rapidly deployed to meet your specific needs – from a one-time inventory assessment to a full end-to-end client management solution. With over 200,000 PCs under management in 60 countries, Dell Distributed Device Management services are proven and powerful tools for companies of all sizes – whether they have 500 or 50,000 PC's.

DELL DISTRIBUTED DEVICE MANAGEMENT SERVICES

DELL DISTRIBUTED DEVICE MANAGEMENT – four services that help enable effective, real-time management of client PCs virtually regardless of location. Delivered as a SaaS-enabled solution over the Internet, the services help you to lower costs for IT operations while relieving your organization of the burden of manual PC management.

Dell Asset Management helps enable you to discover, inventory, track and manage distributed desktop and notebook computers to help reduce system wide Total Cost of Ownership (TCO) while also helping improve system-wide security, risk management, and compliance.

- Automatically discover, inventory, and track distributed desktops and notebooks
- Help enforce enterprise standard use policies
- Evaluate assets for hardware refresh or upgrades

Dell Software Distribution helps provide the ability to distribute and control software and versioning in dispersed desktop and notebook environments. Dell Software Distribution helps maintain corporate standards by automating the distribution of applications and upgrades to control configurations throughout the organization.

- Enable policy-based software distribution to PCs by type or use, not one-by-one
- Help enforce software compliance to corporate standards; track and report software distributions
- Automate complex deployments with intelligent software-installer compatibility capabilities

Dell Patch Management helps you automate and centralise patch management processes to help ensure security and identify vulnerabilities. Handles patches for over 500 applications from vendors including Microsoft®, Adobe®, VMware® and more.

- Automate patch distribution via the Internet
- Define custom policies for patch management to meet your needs
- Policy-based bandwidth management and complete historical reporting
- Dell can do IT for you – as an optional service, Dell can remotely administer and monitor patch distributions for you based on best practices

Dell Anti-Malware & Virus Management helps protect your PCs and helps ensure end-point security by centrally deploying Symantec® and McAfee® anti-virus software and updates for distributed desktop and notebook computers – whether or not they're on the corporate network.

- Centrally install virus definition files and upgrades without user involvement
- Identify and monitor virus and malware infections
- Remotely force updates and administrative scans
- Dell can do IT for you – as an optional service, Dell can remotely administer and monitor anti-malware & virus applications for you based on best practices

FULLY MANAGED DESKTOP SERVICES – You also have the option of having Dell remotely manage your entire desktop environment for you using the Distributed Device Management Platform, providing Service Desk, onsite Field Service, Asset, Patch and Anti-Malware & Virus Management, along with additional services of your choice, helping relieve your IT organization from the burden of desktop management and freeing them to work on mission critical, revenue generating projects.

SIMPLIFY YOUR IT MANAGEMENT AT DELL.COM/modularservices

