



Dell Client Systems Management

Dell offers a comprehensive set of client systems management solutions to help you efficiently image, deploy, manage and recover assets to extend productivity and savings. To manage your environment in the most efficient way, Dell helps you:

- **Manage based on your needs** – whether for an IT generalist with several duties within your organization or IT specialist who is focused on systems management, Dell will help you efficiently manage clients based on your needs.
- **Automate management tasks** – help deliver new levels of automation that drive efficiencies for your IT organization with tools designed to speed up imaging and system configuration, while providing deep insights into your assets and automating updates.
- **Lifecycle services** – manage as much or as little as you want – let Dell do the work.

Dell KACE Family of Systems Management Appliances

The Dell KACE K1000 Systems Management Appliances and Dell KACE K2000 Systems Deployment Appliances provide organizations comprehensive, end-to-end systems management and deployment capabilities via affordable and easy-to-use physical and virtual appliances. They support plug and play deployment onto your LAN and are simple to upgrade. With minimal installation and configuration, there is no customization or programming effort required to enable KBOX Appliances.

KACE Appliances enable enterprise-level systems management functionality for medium- and larger-sized organizations, helping to save time and money over software-only solutions with the following features:

- Deploy in as little as one day
- Train in hours
- Upgrade in minutes
- No hardware or software pre-requisites
- Lowest total cost compared to software alternatives
- No professional services required
- Virtually no administration
- Intuitive Web-based interface

KACE Appliances make comprehensive systems management solutions accessible for organizations by helping eliminate the cost and complexity barriers of traditional software offerings. They deliver a complete, pre-integrated bundle of operating environment and application software via a dedicated server appliance. KACE Appliances also provide exceptional performance, reliability and scalability through a purpose-built solution that is pre-tuned, hardened and self-healing.

Dell Management Console for Client

Dell Management Console for Client, part of the overall Dell Management Console family, is available at no cost and helps you manage Dell Precision™ workstations, Latitude™ laptops and OptiPlex™ desktop systems. Powered by Altiris from Symantec, it enables:

- Centralized hardware configuration and management
- Visibility and control of client hardware inventory
- Automation of common tasks like updates and asset information collection
- Unified and expandable architecture, allowing customers to upgrade for more functionality at a later date

The Dell Management Console for Client is designed to help reduce desk side visits, in addition to support and ownership costs. Customers can seamlessly upgrade from the Dell Management Console for Clients to Dell Client Management Suite, powered by Altiris from Symantec, for advanced software and hardware management, including reporting, remediation, policy setting, software license tracking and more.

Dell Distributed Device Management

Dell Distributed Device Management (DDM) provides 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. DDM features include:

- **Dell Asset Management** - Enables you to discover, inventory, track and manage distributed desktop and notebook computers to help improve system-wide security, risk management and compliance.
- **Dell Software Distribution** - Provides the ability to distribute and control software and versioning in dispersed desktop and notebook environments.
- **Dell Patch Management** - Serves to automate and centralize patch management processes to help ensure security and identify vulnerabilities.
- **Dell Anti-Malware & Virus Management** - Protects your systems 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.

Dell's ISV Certification Program

Dell's open approach to systems management allows customers to manage their systems using independent software vendor (ISV) management solutions. Dell helps give you peace of mind that your systems are easily manageable through the Dell ISV Partner Program for Client Management. Engineers test and certify the integration of third party management solutions with Dell products and tools. Dell-certified partners include Aternity®, Knoa®, LAN-Desk®, Microsoft® and Symantec™.

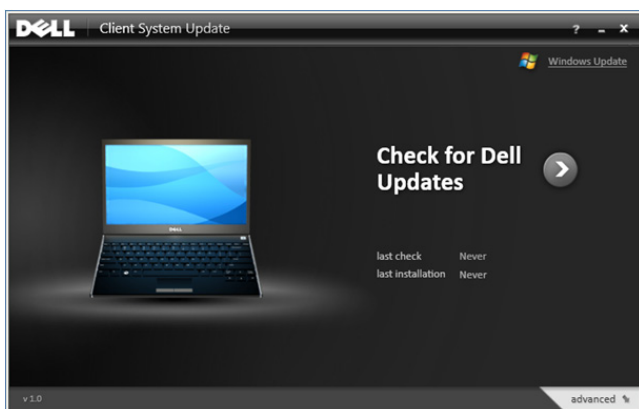
If you use Microsoft® System Center management solutions to manage your environment, Dell helps you more easily and efficiently deploy and manage systems with the following tools:

- **Dell Deployment Pack for System Center Configuration Manager (SCCM)** – enables faster deployment of Dell systems by automating driver installation and BIOS configuration.
- **Dell Update Catalog for SCCM** – helps customers easily download a "catalog" or set of updated drivers, BIOS and Dell applications and distribute them across a network.

Utilities to Help Automate Client Management

Dell developed several utilities, available at no cost, to help you get more value out of your management console by automating several deployment and management tasks on select Dell Precision workstations, Latitude laptops and OptiPlex desktops. The tools are available for download at www.support.dell.com and include:

- **Dell Client Deployment CAB** – a simplified file directory that has the latest drivers for a specific Dell commercial desktop or laptop to help greatly reduce the amount time spent building a complete software image.
- **Dell Client Configuration Utility** – a software tool that enables IT to update and/or configure system BIOS without a desk side visit and can be executed either one-to-one or one-to-many.
- **OpenManage™ Client Instrumentation** – a management tool that enables deep insights into assets to assess the health and state of system components (processors, batteries, monitors, fans and more). It also helps third-party management consoles communicate with Dell hardware.
- **Dell Client System Update** – the easy-to-use tool scans a system's drivers and compares what is available on www.support.dell.com and updates the systems as needed. The tool can be scheduled to run on a regular basis and users can customize what updates are downloaded and installed. IT can set parameters for updates (schedule and define what is downloaded) via command line interface or script.



Out-of-Band Management

Out-of-band (OOB) management allows customers to securely connect directly to systems that are powered off or have a non-functioning operating system, as well as advanced functionality for managing assets. Dell offers select systems with Intel® vPro™ or Broadcom® TruManage™ technologies that enable OOB management, that includes the ability to:

- Quarantine and remediate systems that may pose a security threat
- Securely power systems up and down for maintenance
- Remotely discover and inventory assets despite power or OS state
- Perform remote diagnosis and remediation of issues
- View and modify BIOS settings
- Change or redirect the boot process

Dell Management Console for Clients and other industry-leading ISV consoles support OOB management capabilities.

Dell Imaging, Deployment and Recovery Services

Dell offers a comprehensive set of services that helps automate the deployment and management of commercial laptops and desktops and enables you to securely dispose of outdated or retired assets. The modular services include:

- **Deployment Services** - End-to-end deployment services designed to simplify and accelerate the customization and utilization of your new systems. Dell Deployment Services include everything from order consolidation to coordination of deployment resources.
- **Managed Deployment** - Services for customers who need a complete, end-to-end deployment solution. Managed deployments are useful within complex logistical environments which require a single point of contact.
- **Hardware Customization (CFI)** - Services to help accelerate your system deployments. Dell can perform a range of services such as custom configuration, consolidation and integration in our factory so that you can deploy your systems right out of the box.
- **ImageDirect** - A web-based, hosted image management service that enables you to easily create, manage and load custom images for Dell commercial client systems.
- **Application Management** – A suite of services designed to help organizations by offering a streamlined, holistic approach to critical application management tasks.
- **Asset Recovery Services** - Safe and environmentally-appropriate disposal solutions for outdated or end-of-life IT assets. This service includes transportation, flexible logistics, equipment processing, detailed data security and environmental reports at an affordable price.

