

# DELL CLIENT MANAGER™

**COMPREHENSIVE DESKTOP AND NOTEBOOK MANAGEMENT**



## **SIMPLIFIED ADMINISTRATION**

Dell Client Manager helps make Dell OptiPlex™ desktops, Latitude™ notebooks and Dell Precision™ workstations one of the easiest and most cost-effective client systems that you can own.

The purpose of Dell Client Manager is simple: arm IT professionals with centralized, remote control and automate common tasks associated with owning client systems. The results are powerful: far fewer desk-side visits and repetitive tasks, greater visibility and control of client inventory and usage, and improved consistency and compliance in the way client systems are configured. Organizations with as few as 50 Dell client systems can benefit, and larger organizations or organizations with distributed workforces can experience even greater advantages from centralized, automated client management.

## **CENTRALIZED AND AUTOMATED**

IT professionals know from experience that managing each computer system by hand can be a never-ending task, making it difficult to find enough time to focus attention on projects that add value to your company or organization. If you have few or no reporting capabilities, keep inventory in a manual database, or load software from CDs, you'll be thrilled with the benefits of centralized, automated management, which include:

- Generating a detailed, accurate, real-time inventory of every PC on your network.
- Monitoring your license usage so you stay in compliance and don't purchase more than you need.
- Rolling out new applications in days or hours instead of weeks or months.
- Standardizing the software packaging, delivery, and installation processes so that everything is uniform and therefore much easier to manage and support.
- Performing a virtually hands-free OS migration across the network.

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"The IT staff benefits the most. Every day they see how it saves them time, which saves the company money. In the past, we've had to put six or seven technicians on a plane to visit several locations each over two or three days' time to fix a problem that one technician can now resolve from his PC."

— KEVIN SIMMONS, DIRECTOR OF IT SUPPORT, SKYWEST AIRLINES  
MARCH 2005

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## **UNIFIED, EXPANDABLE ARCHITECTURE**

Dell Client Manager provides three levels of capability to fit the varying needs and types of organizations. Each level—Standard, Plus, and Altiris® Management Suite™ for Dell Clients (MSDC)—builds on the previous level; each simply "snaps" additional management capability into the Dell Client Manager unified management architecture, adhering to and leveraging the same familiar interface, the same database and same management agent. With Dell Client Manager, you outfit yourself with sufficient capability to produce the outcomes you want in the near term and easily adopt additional capability—and the associated benefits when you're ready to take the next step. Adopting and deriving the benefits of centralized, automated client management has never been easier or more straightforward.

“Each new solution we try adds value. Altiris [the provider of the Dell Client Manager unified management architecture] is an important part of the equation as we strive to meet our number one goal of transforming the IT organization into a proactive and strategic group that can help drive Merrick’s business forward.”

— GREG MORRISSEY, IT MANAGER, MERRICK & CO.,  
OCTOBER 2006

## DELL AND ALTIRIS: MAKING DELL PCS EASY AND COST-EFFECTIVE TO OWN

Dell Client Manager is the result of two best-in-class companies combining their expertise to deliver a comprehensive management solution for efficiency-minded IT organizations such as HealthNow, New York. HealthNow connects its headquarters and five remote locations with an enterprise Ethernet network running 250+ Dell servers and a mix of 2,300 Windows workstations and notebooks (Dell OptiPlex and Dell Latitude). HealthNow chose to standardize on the Dell platform to reduce its support costs, streamline processes, and improve the financial aspects of its three-year-lease hardware rotation.

According to Donald J. Rowland, SR Technical Support at HealthNow, the combined Dell and Altiris platforms have a big impact on simplifying desktop support throughout the company. “Both products are truly the best in their respective markets, and both are the only products that have been able to meet our needs. When we learned that there was a partnership between the two, the choice was obvious. Now we have a standard hardware platform, a software solution to manage it, and the two are designed with each other in mind. That is the key. There are plenty of products on the market, but few are made to integrate seamlessly. When the leaders of two markets work together, the customer always benefits.”

For more information about these Dell Client Manager solutions or remote management topics, visit the Dell OpenManage website at <http://www.dell.com/openmanage> or talk with your Dell account representative.

“I’ve got to hand it to Dell for bringing Altiris to our company. Dell has always treated us very well systemwise, and the recommended Altiris solutions have really saved us.”

— TONY BRINDISI, DESKTOP AND SERVER HELP DESK MANAGER, CABELA’S  
MARCH 2006

Choosing the Right Dell Client Manager Solution	Standard	Plus	MSDC
<b>CENTRALIZED HARDWARE MANAGEMENT</b>			
Identify, inventory, and add computers to the pool of managed resources	•	•	•
Configure or update the BIOS of multiple computers simultaneously	•	•	•
Monitor the health of key computers	•	•	•
<b>CENTRALIZED HARDWARE AND SOFTWARE MANAGEMENT</b>			
Migrate users to a new computer or OS		•	•
Image new computers or re-image existing computers		•	•
Create, distribute and install software packages		•	•
Scan computers for detailed operating system and application information		•	•
<b>ADVANCED CENTRALIZED HARDWARE AND SOFTWARE MANAGEMENT</b>			
Ensure compliance with published security patches			•
Track the distribution and usage of software licenses			•
Establish and enforce system configuration and software usage policies			•
Take control of a remote computer on a WAN			•

**ALTIRIS**  
NOW PART OF SYMANTEC

SIMPLIFY MANAGEMENT AT [DELL.COM/OpenManage](http://DELL.COM/OpenManage)



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