





DANIEL ILIES

Territory Manager South-East Europe





ABOUT LANDESK



 LANDESK



Delivering Value



LANDESK Quick Facts

- **1985–1991—LANSystems Inc. was founded**
 - NetPort, LANSpool, LANSpace, LANShell, LANSight and ReferencePoint
 - LANSystems introduces LANSchool (one of the industry's first automated desktop management solutions)
 - LANSystems introduces remote control capability
- **1991—Intel acquires LANSystems**
 - 1992— Intel is founding member of DMTF (LANDESK, as a software division of Intel, plays a key role)
 - 1993— Intel releases LANDESK Manager 1.0. IDC starts watching desktop management market and names LANDESK the category leader
 - 1996— Intel releases the “Wired for Management” Initiative (LANDESK again plays a key role)
 - 1996— Intel and IBM form the Advanced Manageability Alliance (LANDESK again plays a key role)
 - 1997— Intel releases LANDESK® Configuration Manager
 - **1999— Intel introduces the Preboot Execution Environment “PXE” (LANDESK plays a key role)**
 - 2001— LANDESK® solutions revolutionize large packet distribution with LANDESK® Targeted Multicast™ technology
 - During the Intel era LANDESK licensed significant technology (remote control, systems management functionality, and virus protection) to important industry players including Microsoft, Novell and Symantec

LANDESK Quick Facts (cont'd)

- **2002— LANDESK spins out of Intel and becomes stand-alone corporation**
- 2004— LANDESK provides convergence for systems and security management into a single fully integrated solution, all manageable within a single console and database
- **2006— Avocent acquires LANDESK**
- 2008 - Leading analyst firm Gartner Research places Avocent's LANDESK in the Leaders Quadrant of its PC Life Cycle Configuration Management Magic Quadrant.
- 2008 Avocent's LANDESK® Management Suite 8.8 named "Clear Choice Test" winner by Network World Magazine.
- 2009 - Leading analyst firm Gartner Research places Avocent's LANDESK in the Leaders Quadrant of its PC Life Cycle Configuration Management Magic Quadrant.
- **2009 – Avocent acquired by Emerson**
- **2013 – LANDESK Acquires Shavlik – VMware Security Team**

Delivering Business Value



Increase
Productivity

- **Children's Hospital of Philadelphia** (10k clients) desktop services unit reduced helpdesk calls by 50%.
- **Advocate Health Care** (27k clients) increased PC count from 4,500 to over 25,000, but are managed with less technical staff.
- **London Borough of Hillingdon** (pop. 250,000) doubled 1st line support resolution from 30% to 60%. 2nd and 3rd line team undertook strategic roles, saving \$100,000 annually in contractors. End user self-service decreased helpdesk volume by 5%.
- **American Modern Insurance** (2k clients) re-deployed over \$1m in FTE resources.



Reduce Risks

- **China Construction Bank** (210k clients) performs layered security with HIPS and patch management across their worldwide infrastructure.
- **Honeywell** (110k clients) centralized desktop management services, gaining control and achieving over 97% success in worldwide updates, lowering infrastructure demands from 263 servers to 25 servers.
- **Wawa** (580 locations) Delivers a secure file integrity monitoring system while providing best-practice auditing reports achieving PCI compliance.

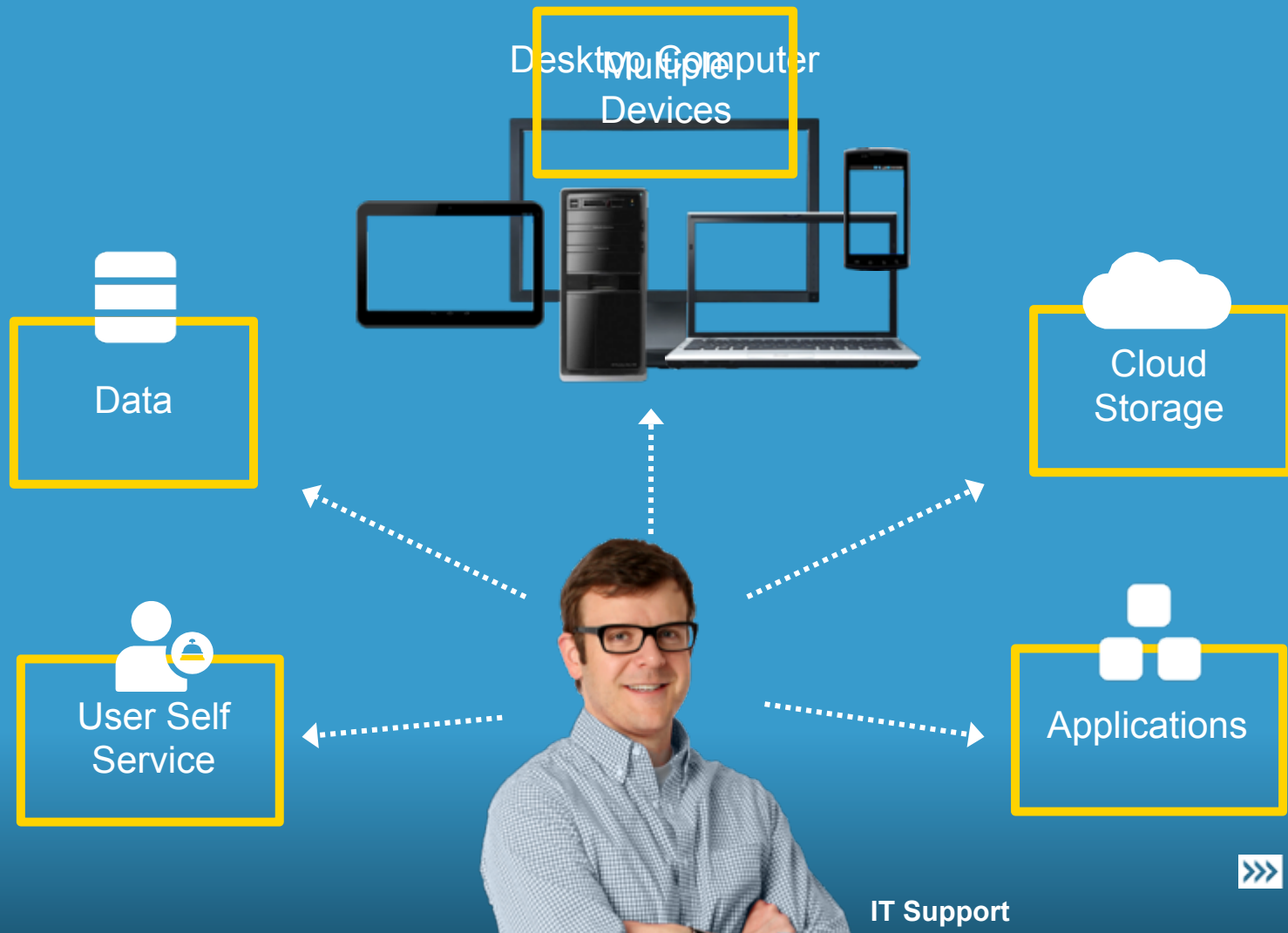


Reduce Costs

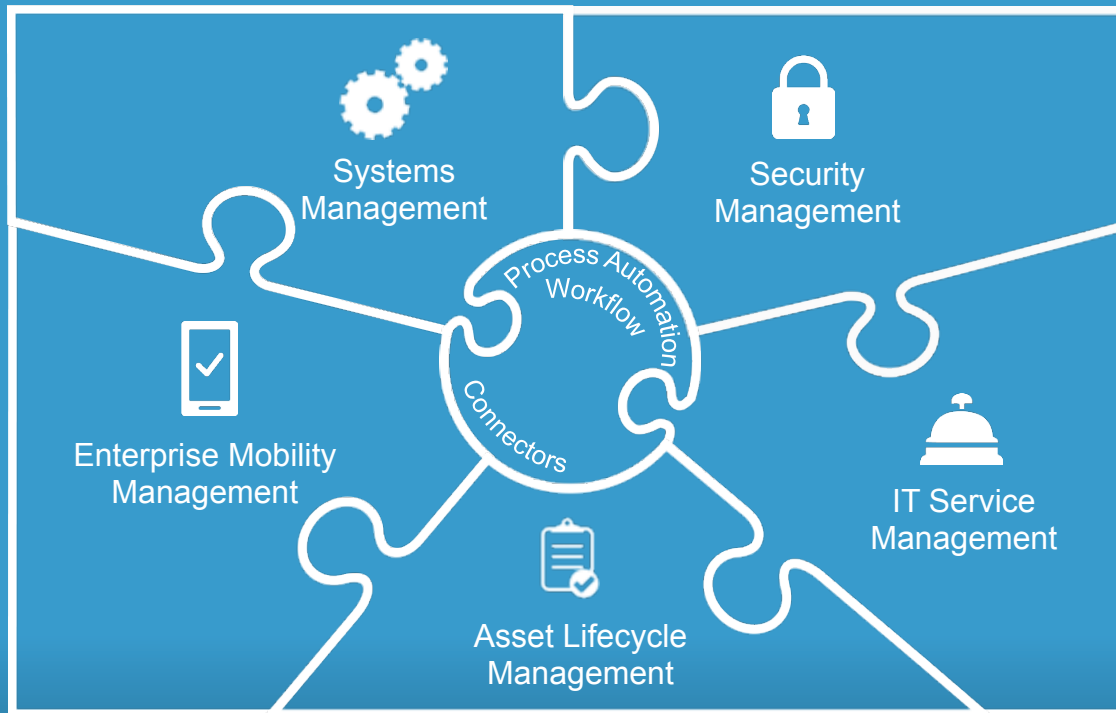
- **CEG** (14k clients) saved \$1m in their first year through software license reclamation.
- **DC Government** (15k clients) saves \$600k per year in energy costs using client power management.
- **BASF** (47k clients) uses systems lifecycle management and application virtualization to distribute 250,000 patches per month, managing 3,000 applications and 24,000 remote sessions per month



THE LANDESK VISION



LANDESK Total User Management



LANDESK Centers of Excellence



SYSTEMS MANAGEMENT

- Inventory Discovery
- Remote Control
- Workflow Automation
- Software Distribution
- OS Deployment
- Profile Migration
- Power Management
- Software License Mgmt
- Asset Mgmt
- HP & Lenovo HW Mgmt
- Win/Mac/Linux
- Exec. Dashboarding



SECURITY MANAGEMENT

- Patch Management
- Win, Mac, Linux
- 3rd Party Apps
- Server Patch
- Virtualization Patching
- Workflow Automation
- Anti-Spyware
- App Blacklisting
- App Whitelisting
- AV Management
- Software Firewall
- Compliance Auditing
- Exec. Dashboarding



SERVICE MANAGEMENT

- PinkVERIFY on 15 ITIL disciplines
- Workflow Automation
- Self-Service Request
- Service Catalog
- Incident Management
- Problem Management
- Change Management
- Federated CMDB
- Config. Management
- Knowledge Management
- Event Management
- Enterprise Integration
- Exec. Dashboarding



ASSET MANAGEMENT

- Discovery
- State Management
- Location Tracking
- SW License Detection
- SW License Use Tracking
- Workflow Automation
- Vendor Integration
- Warranty & Lease Mgmt
- Contract Management
- Barcoding / RFID
- Web Console
- SNMP Device Mgmt
- Exec. Dashboarding



MOBILITY MANAGEMENT

- BYOD Management
- Discovery
- iOS/Droid/Blackberry
- Device Blocking
- Policy Enforcement
- Device Provisioning
- Device Wipe
- App Advertisement
- Location Tracking
- Voice Enablement
- Terminal Svc. Client



LANDESK

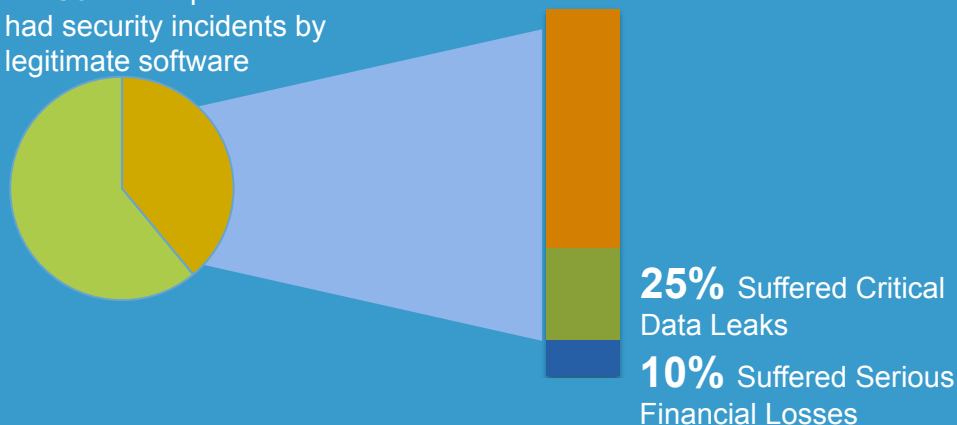
Why?

- Bare Metal Provisioning
- LD-SD -> Inventory -> Remote Desktop
- Remote Desktop to non-MS Systems, based on HTML5
- Consistent policy per user
- Intelligence – LDDA – for (non-) agent systems
- Printer / Network Equipment Monitoring / Management
- Mobility: MDM and BYOD (agentless vendor / OS agnostic)
- Analytical Patch Management

VULNERABILITY MANAGEMENT & COMPLIANCE

“Good” software gone bad¹

39% of companies have had security incidents by legitimate software

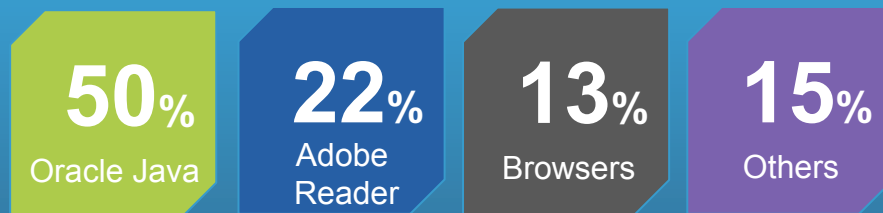


Go **Beyond** OS Updates

86% of Vulnerabilities are in third party applications.³

84% of Vulnerabilities in Software have a Patch Available.³

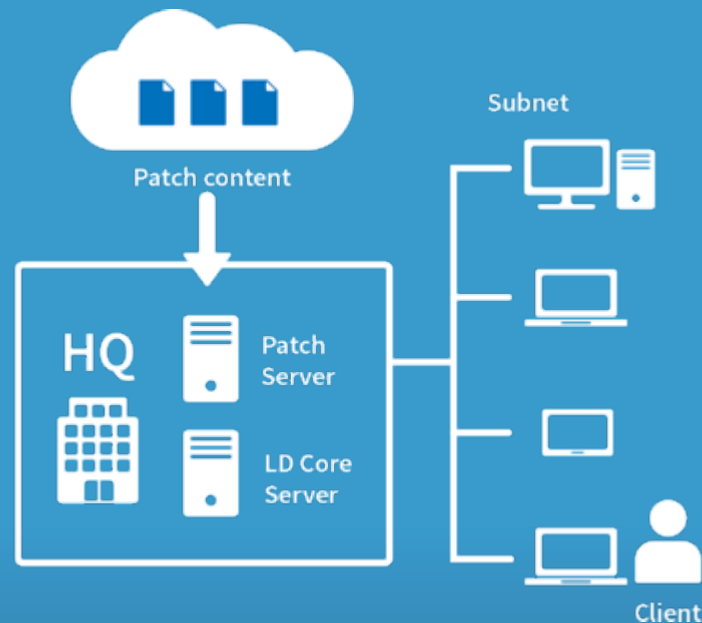
Focus Your Application Patch Strategy On² :



Application Vulnerabilities

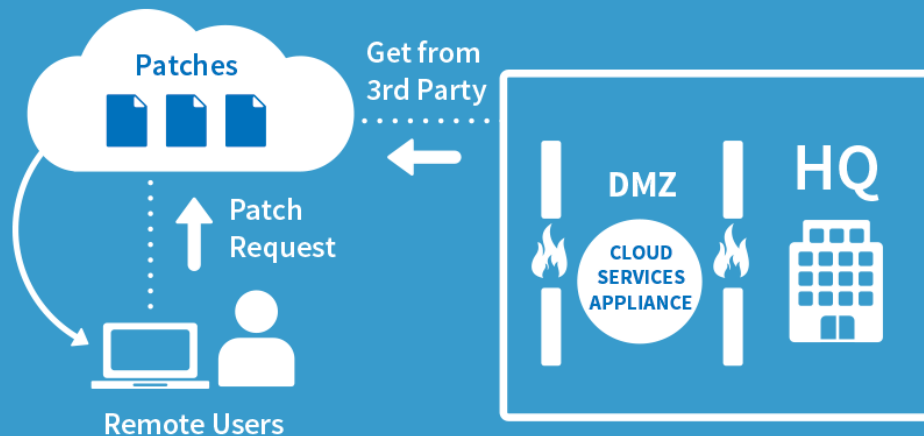
Patch Management

- **Heterogeneity in OS Patching**
 - Patch Windows, Mac, Linux Devices
- **Application Patching**
 - Patch third-party vulnerability content including Adobe, Apple, Java and others
- **Remediation**
 - Not only see the vulnerabilities on your network but remediate these vulnerabilities.



Patch Management– Remote Users

- Using the Cloud Services Appliance (CSA) patch users regardless of their location.
- The CSA ensures the user's devices are updated with the latest definition files.
- Conserve corporate bandwidth by having your clients download patches directly from 3rd party patch servers.



LANDESK Security Suite



“LANDESK provides me the tools and technologies I need to secure and manage my IT environment in a way that saves me time and money, while allowing me to focus on other important projects...”



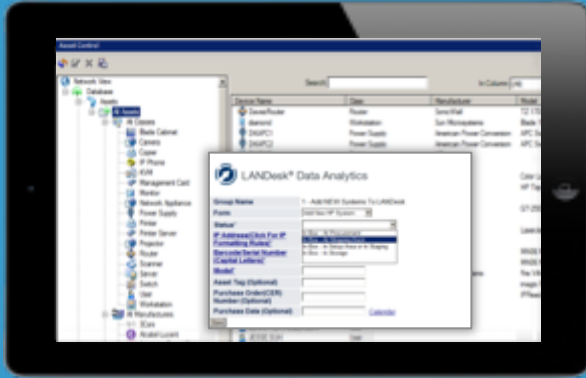
- Macintosh/Windows/Linux / Unix Support
 - FileVault/Bitlocker Status and Inventory
- Active Directory and Directory Services Integration
- *Patch Management
 - Operating Systems And Over 50+ 3rd Party Applications
 - Maintenance Windows
- Application Control
 - Whitelisting and Blacklisting
 - Cloud Based File Reputation
- Connection Control Manager
 - Drives, Modems, USB, Comm Ports, Bluetooth, Etc...
 - Encrypt Remote Media
- Spyware Blocking and Removal





LANDESK DATA ANALYTICS

LANDESK Data Analytics



“We can determine at a glance which machines will need to be replaced or upgraded, and build those costs almost to the penny into our budgets. It would take 4 additional technicians to manually do what each of our 4 support people can now do with LANDESK. That’s ... an annual savings of \$224,000 in salaries and benefits alone.”

– Gregory Pentz, Sun National Bank



- Aggregate Vendor, Reseller and Manufacturer Data
- Share Analytical IT Data for Processes and Decision Making
- Control Software Licenses
 - Drive down costs
 - Negotiate licensing more effectively
 - Track SaaS and VDI usage
- Manage Hardware Lifecycles
 - Agentless infrastructure
 - See printer and asset status
 - Locate and map printers and other assets

LANDESK Data Analytics

- System Warranties
- Inventory Printers, Copiers, Network Gear, IP Phones, Etc...
- Import/Export Info Between Applications
- Gather PO and Purchase Info
- Normalize Vendors/Application Names
- Which Software I Have To Pay For
- EULA Awareness
- Approved Software Lists
- Update Active Directory
- Pull In My Reseller Info Automatically
- Tell How Many Pages I Have Printed
- VDI Software Licensing
- Fill In SCCM's Gaps



Discovery and Inventory Challenges:

- I have all this data, but no way to see or report what we have

LANDESK Solution:

- Discover all software and software licenses
- Base IT decisions on accurate information about the environment



Purchase Data Challenges:

- We don't have people to input all the information from each asset purchase

LANDESK Solution:

- Know everything about purchases
- Automatically import vendor and warranty data
- Automate data manipulation for better reporting – normalization, standardization, calculations...



Software License Challenges:

- What do we own? We also need to know if something comes on the network.

LANDESK Solution:

- Reconcile installs with entitlements; handle the exceptions (especially installed, but not entitled)
- Be prepared for an audit: Move from defense (you prove compliance) to offense (they prove violation)



Purchase Data Challenges:

- We don't have people to input all the information from each asset purchase

LANDESK Solution:

- Know everything about purchases
- Automatically import vendor and warranty data
- Automate data manipulation for better reporting – normalization, standardization, calculations...



User-Related Hardware Challenges:

- I'd like to know the status for hardware like printers
- We've lost leased assets before and had to pay a heavy price for

LANDESK Solution:

- See printer and asset status like ink and toner levels, plus number of pages printed
- Track and located leased assets and integrate with asset tracking through barcode scanning



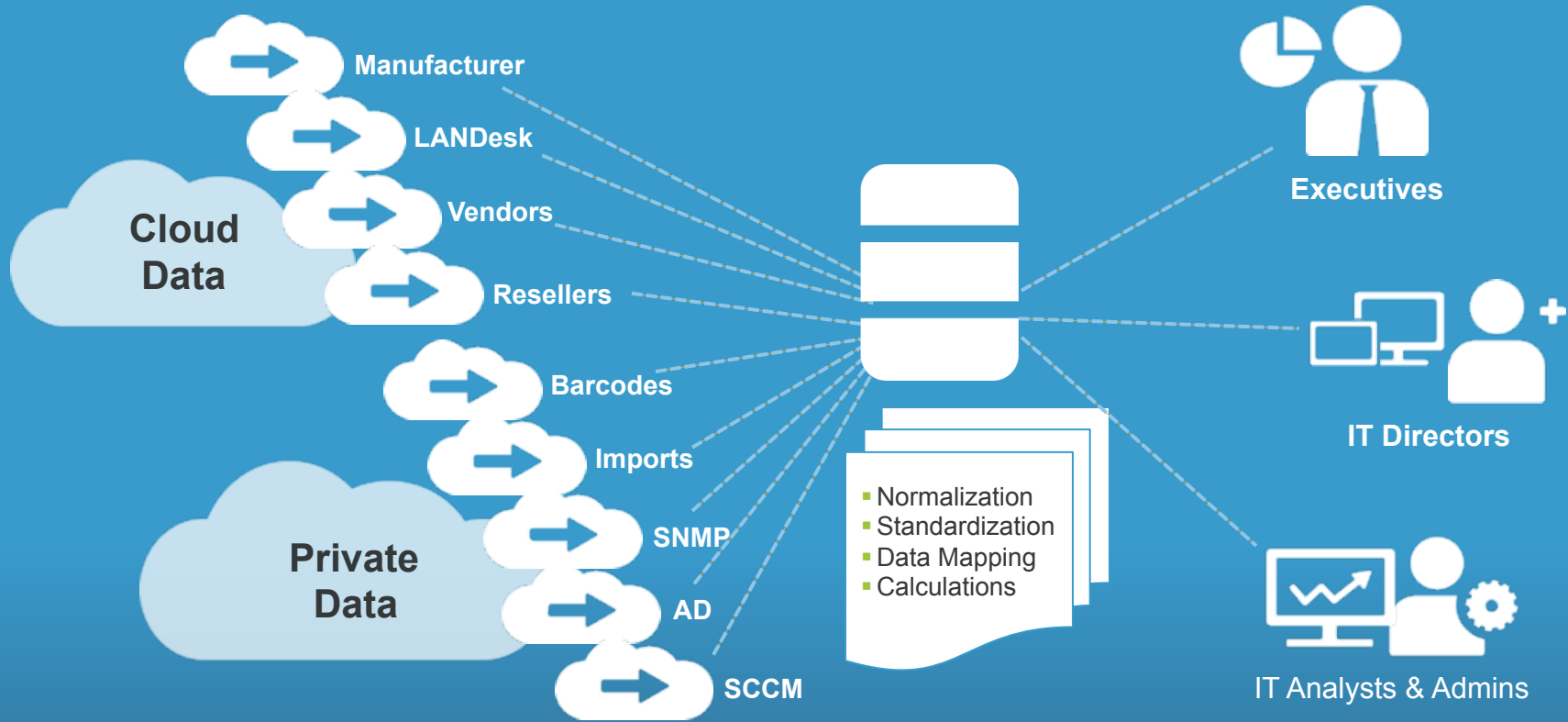
Visibility Challenges:

- Need to know when to replace assets

LANDESK Solution:

- Track warranty information to know when to retire and replace assets
- See the relationships among hardware, software, contracts, users and organizational units to enable comprehensive asset reporting
- Track lifecycle states for each managed asset and use state changes to trigger automated workflows

How It Works – Data Analytics



Cloud Aggregators:

- **Reseller** — Costs, Number of licenses, PO#
- **Vendor** — EULA, Versions, Packaging (Single or Suite)
- **Assigned Owner** — AD
- **LANDesk** — Effective Licensing

Beginning of Life

Benefits:

More robust data = all the data you need to control your software licenses

Data:



Cloud Aggregators:

Reseller — Purchasing
Vendor — EULA
Scanned — Shipping
Scanned — Receiving Dock

Beginning of Life

Benefits:

More and clearer data =
more confidence, more
savings, more efficient IT

Data:

Analysis &
Report:



Upgrade:

☐

Record Creation Date	11/5/2012 2:41:47 PM
Scan Type	Barcode
Serial Number	FZ585Q1
Server Type	
Status	Loading Dock
Status Date	11/5/2012 2:41:47 PM
System OEM Name	



LANDESK Mobility Manager



LANDESK Mobility Manager



“LANDESK allows us to easily control and secure our data and ensure our devices are inventoried and protected. The solution is absolutely a mission-critical tool for us.”



- iOS, Android, Windows Phone 8, Blackberry support
- Management Suite integration
- Emphasis on Mobile Security
- LANDESK Portal app
- Simplified device management
- Enhanced Mobile Application Management



Mobile User IT Profile

Operation Task Worker



Corporate Owned



Business Concern:
Productivity

Customer Task Worker



Corporate Owned



Business Concern:
Productivity &
Security



Knowledge Worker



Corporate and/or
User Owned



Business Concern:
Security

Mobile Device Management (MDM)



***Vision:* Enable secure enterprise access for all major mobile phone, tablet, and laptop devices**

- Device Configuration
- Security Compliance and control
- Integrated with broader IT tools
 - Desktop Management
 - Service Desk
 - Endpoint Security
- SaaS and On-premise delivery
- End-user portal for all devices to:
 - Apps: Access corporate developed and/or approved
 - Content: Single stop for secure access to corporate content
 - Service: self-service portal for all, not just mobile service needs

BYOD - LetMobile

BYOD the New User Landscape

“70% of mobile professionals will conduct their work on personal smart devices by 2018”

Gartner



Inbound

- Authorization, access control
- Monitoring, auditing
- Profiling



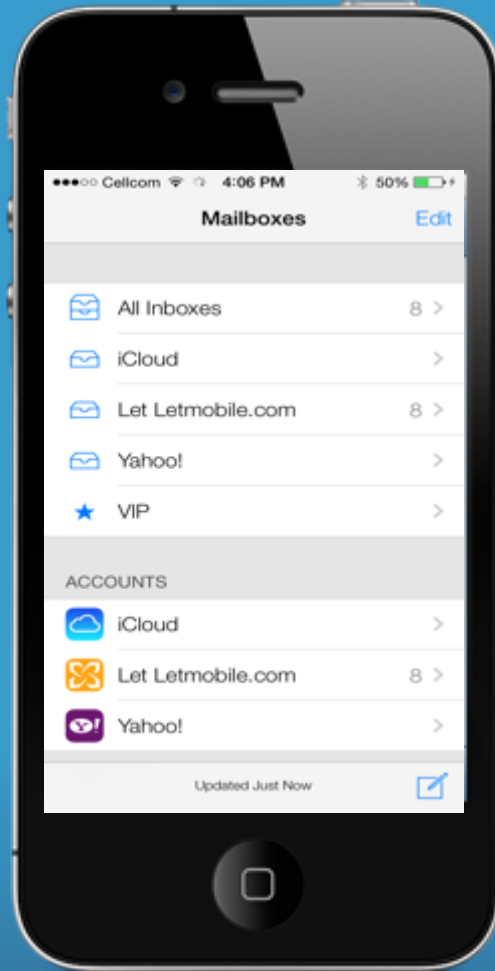
Outbound

- Credentials not stored on the device
- Apply DLP rules in real-time
- Apply access control policies in real time





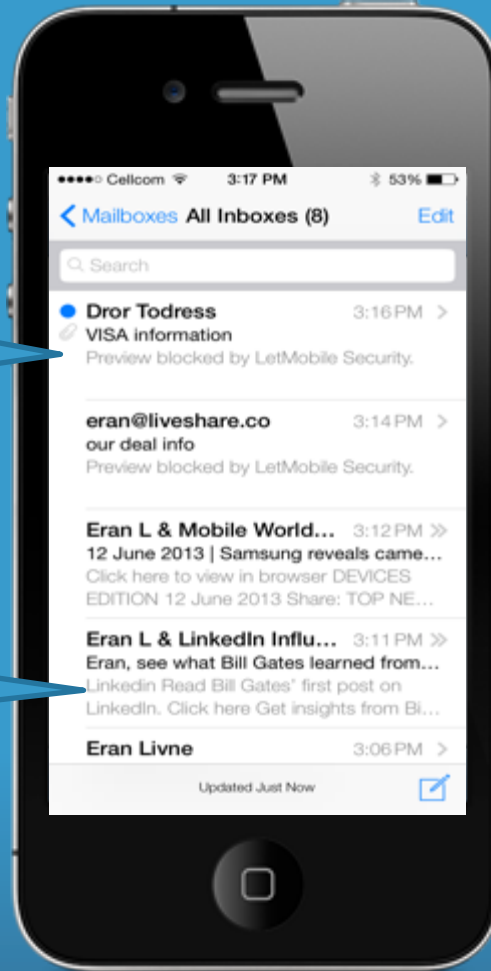
How Does it Work



Native Mail Client

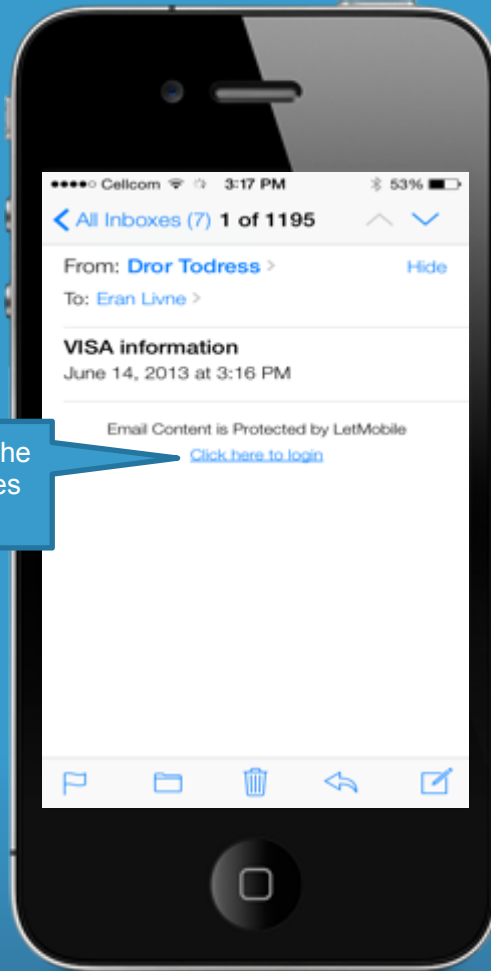
Corporate email
Content protected -
not stored on device

Private email
Content is not protected by
LetMobile



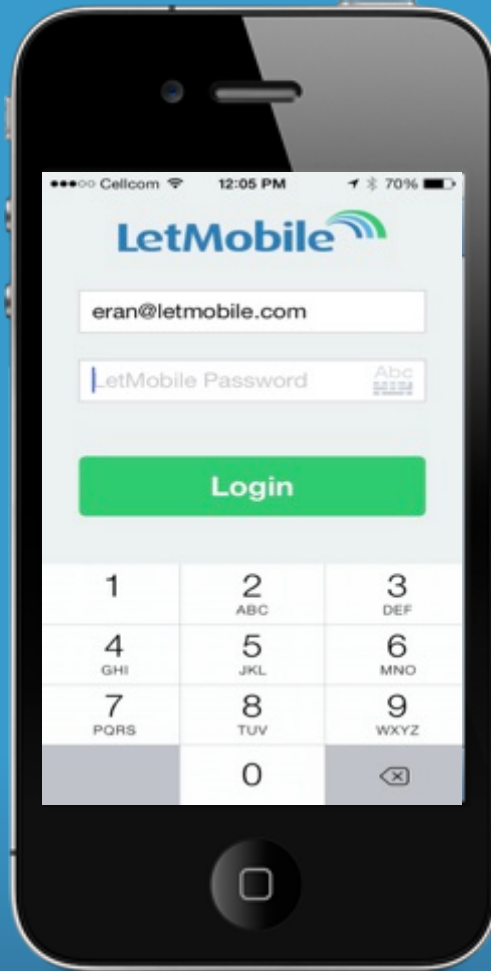
Unified
Email View

LetMobile server detects that the user is not in session— requires authentication



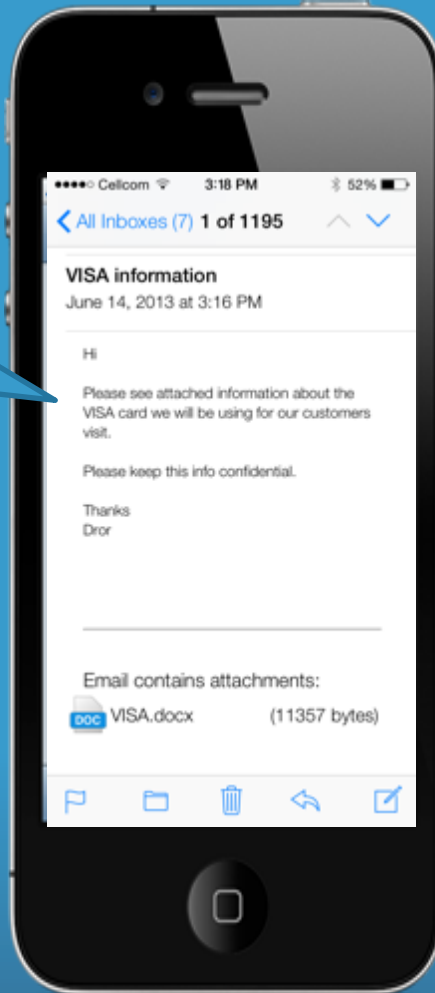
Corporate Email
Content is Locked

Password policy is
configurable



...Redirected to
LetMobile app
to authenticate

“Project” the content
from the LetMobile
server – content not
stored on the device



Back to the native
Email app –
Read email

- Attachment not stored on the device
- Viewed and protected by LetMobile
- No “Save as...” or “Open with...”
- DLP rules applied in real time



Corporate Credentials

- Stored on the device
- Sent over the wire
- Can be **easily** stolen
- Even if sent over SSL

Secure Mobile Folder

- Allow “Save as...” to a personal virtual drive
- All files saved on server not on device



Offline Access

- Airplane mode
- Hybrid mode
- Secure container per email
- Bypass



Mobile DLP

Real Time DLP Decision



Mobile DLP

- Content based
- Context based
- Geo location based



Web Console

Self Service Portal



My Devices | Support | Logout

My Devices

Add New Device



iPad
Manage

Last Connected
9:13 AM Dec 18 2011



iPhone
Manage

Last Connected
12:53 PM Dec 25 2011

My Devices | Support | Logout

ice

Last Connected
10:05 AM Jan 30 2012

Your corporate password has changed. Please update the password on your mobile device.

Update

Remote Logout
Log out your device remotely even if the device is not in your immediate possession

Logout

Remove Device
Remove your device from the LetMobile service if you need to re-register it

Remove

Find Device
Locate your lost or stolen device on a Google map

Find

Manage Device

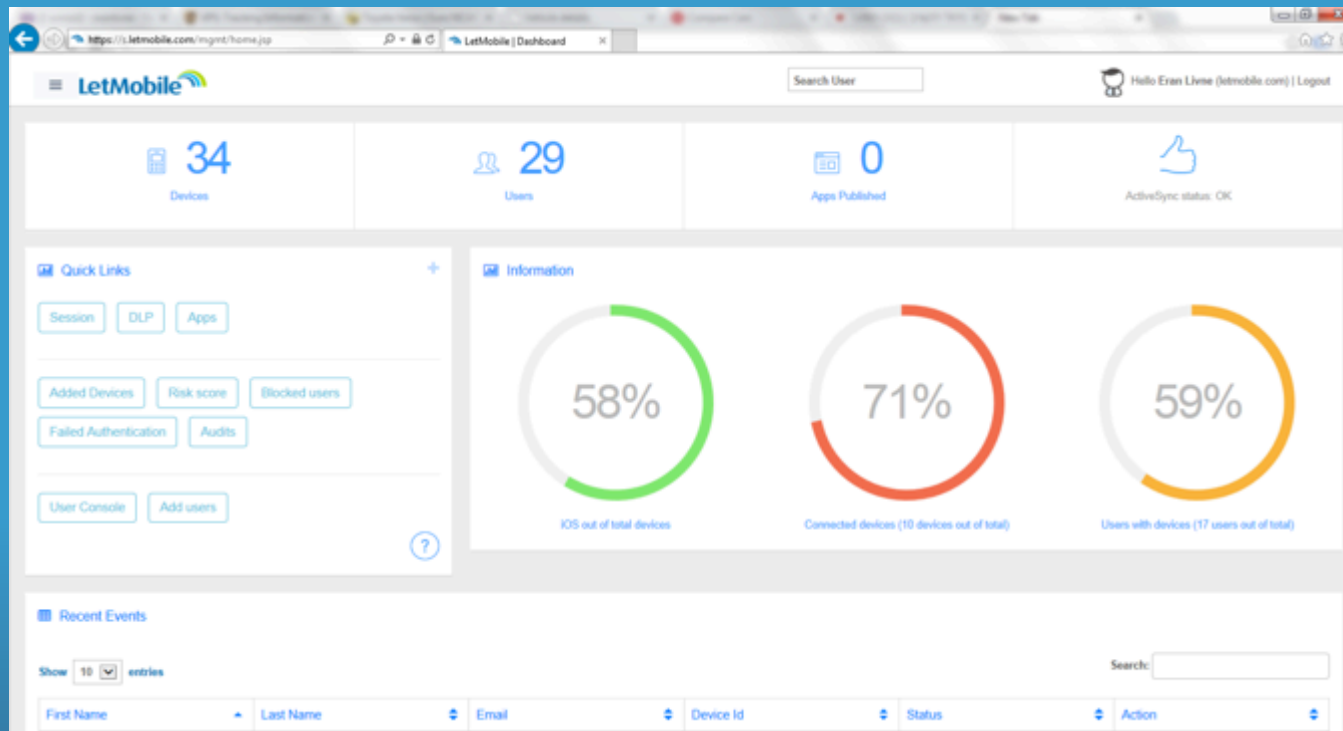


iPad
Apple iPad2

Last Connected
24 May 2011 9:56 AM



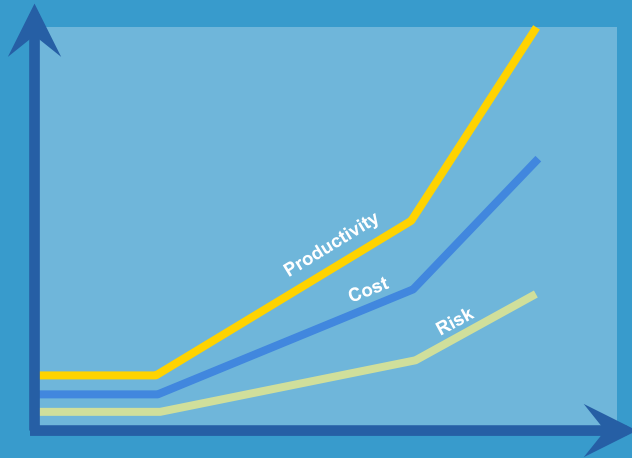
Administrator Console





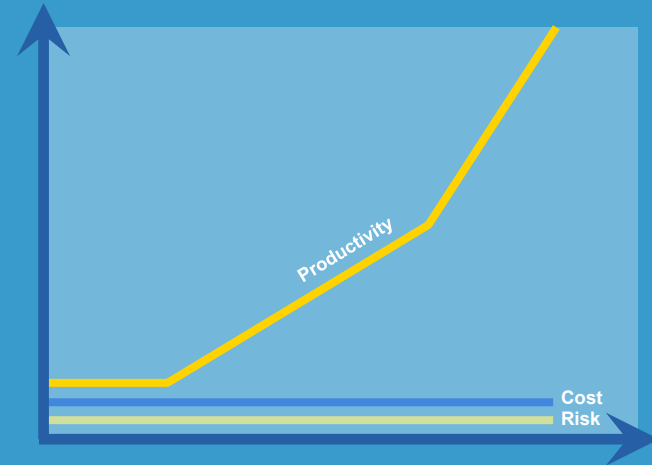
TOTAL USER MANAGEMENT

Why Focus On The User?



Device-Based Management

- Avg # of devices per worker is now 2.93
- Increase in management cost
- Higher risk of losing critical data
- Increase in service/support cost and resources
- Licensed Software for Devices unplanned
- 64% of workers use personal devices at work
- Users Taxing IT by driving their wants



User-Oriented IT

- License User vs. Devices = Lowers Cost
- One solution to manage all devices
- Service moves more to user self-service
- Users are productive no matter where they work
- Increase productivity, lower cost and risk
- Provide users with options and deliver IT control
- Embrace productivity and maintain policy



SYSTEMS MANAGEMENT

- Inventory Discovery
- Remote Control
- Workflow Automation
- Software Distribution
- OS Deployment
- Profile Migration
- Power Management
- Software License Mgmt
- Asset Mgmt
- HP & Lenovo HW Mgmt
- Win/Mac/Linux
- Exec. Dashboarding



SECURITY MANAGEMENT

- Patch Management
 - Win, Mac, Linux
 - 3rd Party Apps
- Server Patch
- Virtualization Patching
- Workflow Automation
- Anti-Spyware
- App Blacklisting
- App Whitelisting
- AV Management
- Software Firewall
- Compliance Auditing
- Exec. Dashboarding



MOBILITY MANAGEMENT

- BYOD Management
- Discovery
- iOS/Droid/Blackberry
- Device Blocking
- Policy Enforcement
- Device Provisioning
- Device Wipe
- App Advertisement
- Location Tracking
- Voice Enablement
- Terminal Svc. Client



ASSET MANAGEMENT

- Discovery
- State Management
- Location Tracking
- SW License Detection
- SW License Use Tracking
- Workflow Automation
- Vendor Integration
- Warranty & Lease Mgmt
- Contract Management
- Barcoding / RFID
- Web Console
- SNMP Device Mgmt
- Exec. Dashboarding



SERVICE MANAGEMENT

- PinkVERIFY on 15 ITIL disciplines
- Workflow Automation
- Self-Service Request
- Service Catalog
- Incident Management
- Problem Management
- Change Management
- Federated CMDB
- Config. Management
- Knowledge Management
- Event Management
- Enterprise Integration
- Exec. Dashboarding



LICENSED BY EMPLOYEE



LICENSED BY EMPLOYEE



LICENSED BY EMPLOYEE



LICENSED BY EMPLOYEE



LICENSED BY EMPLOYEE

SECURE USER MANAGEMENT

TOTAL USER MANAGEMENT



Q&A



THANK YOU

