Symantec IT Management Suite 8.0

IT Flexibility. User Freedom.

Data Sheet: Endpoint Management

Overview of Symantec IT Management Suite

Symantec™IT Management Suite enables IT administrators to securely manage the entire lifecycle of desktops, laptops, and servers across Windows, Mac, Linux, Unix, and virtual environments including deployment, asset management, and patch management to reduce costs and increase productivity.

IT Management Suite 8.0 brings significant new functionality and enhancements to this already feature rich solution. Before covering what's new in version 8.0, here's a quick overview of some of the key capabilities of IT Management Suite.

Deployment

Symantec IT Management Suite helps reduce the cost of deploying and managing servers, desktops, and laptops from a centralized location in your environment. The solution offers OS deployment, configuration, PC "personality" migration, and software deployment across hardware platforms and OS types to reduce end-user downtime and increase IT efficiency through automated, repeatable deployment processes.

For example, you can build a reference system with your standard OS and applications and then mass-deploy a hardware-independent image of the reference system to your new and existing systems. Because every system is unique, you can assign security IDs (SIDs) and configure user names, IP addresses, and other network settings. In addition to supporting a wide variety of hardware types, IT Management Suite also supports multiple operating systems, including Windows®, Mac OS X®, Linux®, and Unix®. Deploying servers, desktops, and laptops has never been easier.

Key Deployment features include:

- Scalable, enterprise deployment for desktops, laptops, and servers across Windows, Mac, Linux, and Unix
- Web console, well suited for distributed access and detailed security models
- Support for Windows PE and Linux pre-boot environments
- Support for hardware independent image deployments
- Hands-free migration
- Ability to configure new systems using imaging, scripting, or a combination of both

Asset Management

Before you can effectively manage and protect endpoints, you first need an accurate picture of the environment. What software and devices are being used, who is using them, how much do they cost, and do they have the latest patches and updates?

Symantec IT Management Suite discovers, inventories, and tracks all the hardware and software assets in your IT infrastructure and manages the relationships between them in the Configuration Management Database (CMDB). Armed with this information, your team can quickly identify problems, apply solutions, and document compliance.

You can also uncover savings opportunities through at-a-glance detailed reports that track software licenses owned versus licenses that are installed and used. This visibility makes it possible to identify unused licenses and assign them to others before buying more as well as improve forecasting and purchasing decisions.

Key Asset Management features include:

- Discover and manage software and devices

- Reduce costs by eliminating the purchase of unnecessary software and harvesting unused licenses
- Ensure software compliance and prepare for audits
- Manage inventory and plan for future needs
- Maximize the value of your IT assets

Patch Management

An effective patch management strategy is critical for distributing software updates and, more importantly, for detecting and remediating security vulnerabilities. Many successful attacks are perpetrated against previously known vulnerabilities in which a patch or secure configuration standard was already available from the software vendor. Patches are only effective if they have been deployed.

Symantec IT Management Suite centralizes and simplifies patch management. With this solution you can detect and repair security vulnerabilities for Windows, Mac, and Linux operating systems as well as Microsoft and over 50 non-Microsoft applications. Patch automation can further streamline the process to ensure patches are applied as quickly as possible. Real-time compliance and detailed reports help ensure smart, fast decisions can be made to keep endpoints protected and maximize productivity.

In addition, the Cloud-enabled management functionality in IT Management Suite ensures secure management of Windows and Mac users even when they are disconnected from the corporate network to ensure inventory, patches, software (including Symantec Endpoint Protection), and updates stay current on these machines. Cloud-enabled management utilizes an Internet gateway in the DMZ to provide certificate-based trusted communication over the Internet between remote clients distributed outside the firewall and the Symantec management server inside the corporate firewall. As a result, IT Management Suite is able to ensure that management is "always on" even when remote users are not connected through VPN.

Key Patch Management features include:

- Support for Windows, Mac, and Linux operating systems
- Support for 50+ non-Microsoft applications
- Support for remote and disconnected users
- Patch automation
- Complete audit trail and reporting

What's New in IT Management Suite 8.0?

IT Management Suite 8.0 introduces several new compelling features and enhancements including:

- Integration with Symantec Unified Endpoint Protection Cloud Service
- Expanded software license management capabilities and views
- FIPS 140-2 compliant
- Increased scalability by nearly double capacity
- UI improvements with search, filters, agent health, and more

Let's take a look at each of these in more detail.

Integration with Symantec Unified Endpoint Protection

IT Management Suite 8.0 includes the ability to integrate with a new solution from Symantec called Unified Endpoint Protection Cloud Service (additional purchase) that simplifies the process of onboarding, managing and protecting users, data

and devices from the cloud. By connecting to Symantec Unified Endpoint Protection, ITMS administrators are now able to extend the visibility of their endpoints to include modern devices and operating systems including iOS and Android.
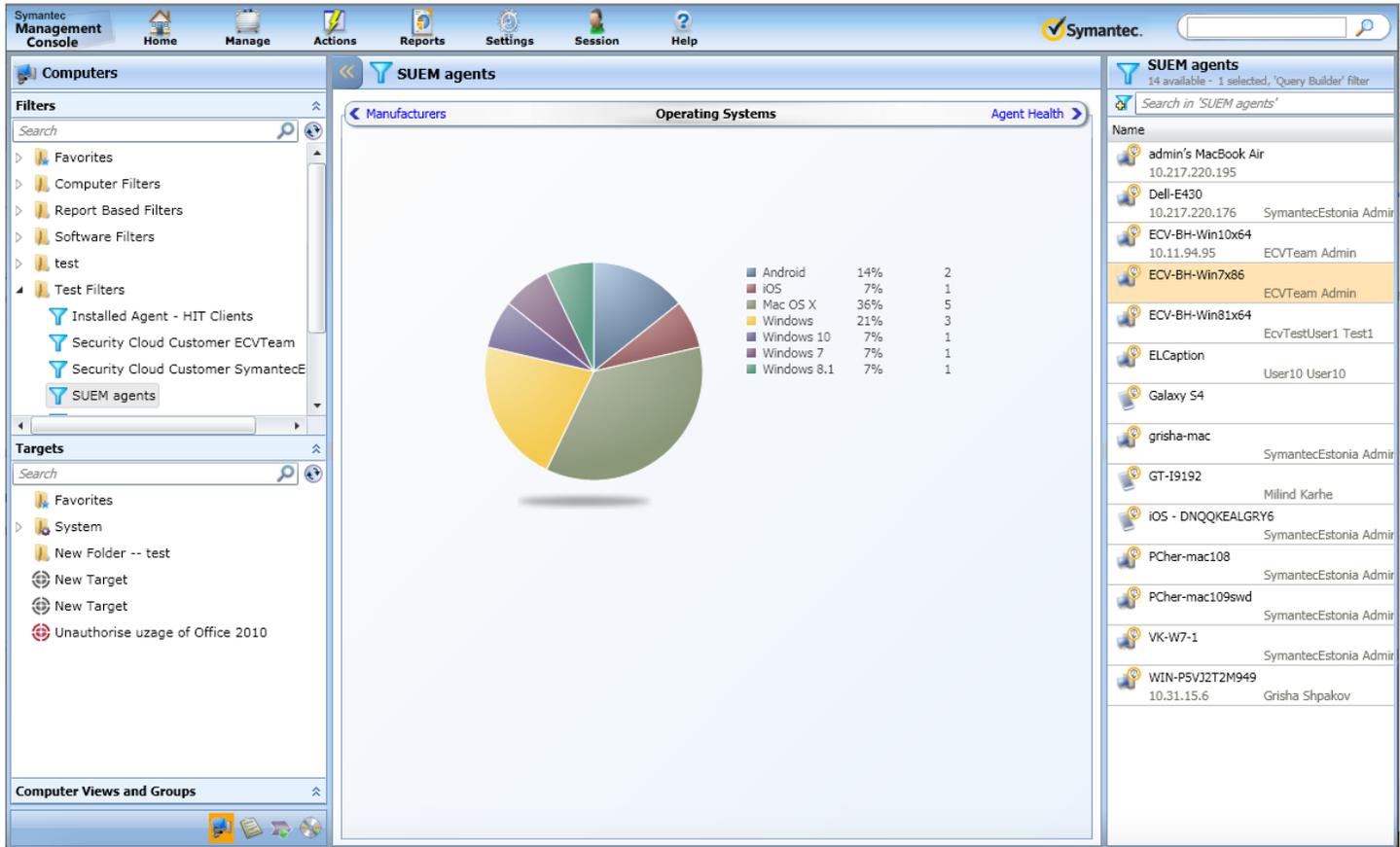
In addition, by using Unified Endpoint Protection together with ITMS, administrators are able to see the security status of all their modern devices alongside all their traditional devices in a single view . The security status tracked by Unified Endpoint Protection is also viewable within the ITMS console and indicates: not available, unenrolled, pending, inactive, at risk, compromised, and secure. For those endpoints requiring attention, the ITMS administrator can click on that endpoint and be taken directly to Unified Endpoint Protection console and take immediate action.

The integration with Unified Endpoint Protection also makes it much easier for ITMS administrators to support the growing trend and challenge of managing and supporting BYOD, contractors, and mobile devices. Employees and contractors can self-enroll their corporate or personal devices as a prerequisite to gaining access to corporate resources such as email, Wi-Fi, etc. This integration extends the visibility of IT Management Suite to devices that in many cases are not able to have an agent installed on them but are no less important in order to effectively manage and protect your environment.

IT Management Suite 8.0 combined with Unified Endpoint Protection makes it possible for administrators to provide a more user centric experience while gaining a unified view of all manageable devices whether modern, traditional, corporate managed, or BYOD.

Expanded Software License Management Capabilities

IT Management Suite 8.0 also builds upon its already robust software license management capabilities by adding support for per user, per CPU, and per processor licensing models as well as expanded support for device based licensing to include site

and enterprise definitions. In addition, a new view has been added that provides a comprehensive look at everything going on from a license compliance standpoint. This view shows license gaps, underutilization, and unauthorized use and the data presented is actionable right there on the screen providing a very quick way to uncover savings opportunities, reclaim unused software licenses, and ensure compliance.

FIPS 140-2 Compliant

The Federal Information Processing Standard (FIPS) is a U.S. government computer security standard used to accredit cryptographic modules. IT Management Suite 8.0 is FIPS 140-2 compliant and uses validated encryption algorithms and libraries to strengthen its data security posture. While being FIPS compliant specifically addresses the requirements for government agencies for secure communications, all customers benefit from these updates. IT Management Suite 8.0 will also run out-of-the-box on Windows servers that have FIPS enabled. Secure migration from previous versions of IT Management Suite to version 8.0 is supported by encrypting CMDB data to be FIPS compliant.

Increased Scalability

ITMS Management Suite 8.0 offers improved scalability at approximately double the capacity for a single server over the previous version (7.6) and increased hierarchy performance from 1x6x20 to 1x6x35. These improvements translate to a faster and more responsive console and can reduce the cost and complexity of your infrastructure.

UI Improvements

IT Management Suite 8.0 includes several UI improvements including the addition of user information for easy user-based searching and filtering, hundreds of powerful new filter criteria in filter builder views, enhanced software license compliance

view with built-in filters to identify software license gaps, underutilization, and unauthorized use, agent plug-in version details for agent health view, a new internet-based help system, and much more.

Summary

Managing an IT environment in today's world continues to become more complex. We have a wider range of devices and operating systems and users needing to be productive from any location using any device. Gone are the days where we have a defined perimeter and the ability to put an agent on every device. This requires IT to have greater flexibility to manage and protect their environment and users to have greater freedom to choose the devices and software they use to do their job. Symantec IT Management Suite 8.0 is all about **IT flexibility** and **user freedom**. IT Administrators have the additional visibility needed to securely and effectively manage the diverse devices and software in their environment and users have more freedom to choose where and how they work.

Try it now for FREE

Try IT Management Suite by downloading a free 30-day trial today:

http://www.symantec.com/it-management-suite/trialware

System Requirements

For complete details on platform and OS support, please review the Platform Support Matrix.

Management Server

- NET Framework 4.5.1 or above
- Internet Explorer 10 or 11
- SQL Server 2008 SP2 or above, SQL Server 2012 or SQL Server 2014
- Windows Server 2008 R2 or Windows Server 2012 R2

Site Server

- Windows XP SP3 or later (Package Server), Vista SP2 or later, 7, 8, 8.1 x64/x86, 10 (Remote Monitoring Service not supported on desktop operating systems)
- Windows Server 2008, 2008 R2, 2012, 2012 R2
- Windows IIS
- Microsoft .NET 4.5.1 or above

Workflow Server

- Windows Server 2008 R2 SP1 or Windows Server 2012 R2, SP2
- SQL Server 2008 SP2 or above, SQL Server 2012, SP2 or SQL Server 2014
- Windows IIS
- Microsoft .NET 4.5.1 or above

Windows Agent

- Windows XP SP3 or later x64/x86
- Windows Vista SP2 or later x64/x86
- Windows 7 x64/x86
- Windows 8/8.1 x64/x86
- Windows 10

- Windows Server 2003 SP2 or later
- Windows Server 2003 SP2 or later
- Windows Server 2008 or later
- Windows Server 2012 or later

Mac Agent

- OS X 10.9, 10.10, 10.11
- OS X Server 10.9, 10.10, 10.11

Linux Agent

- Red Hat Enterprise Linux WS\ES\AS 5.10 x64/x86, 6 x64/x86, 7, 7.1
- SUSE Linux Enterprise Desktop 10 x64/x86, 11 x64/x86, 12 x64/x86
- SUSE Linux Enterprise Server 10 x64/x86, 11 x64/x86
- VMware ESX Server 4.0 (Agentless), 5.0 (Agentless), 6.0 (Agentless)

UNIX Agent

- IBM AIX 6.1, 7.1
- Oracle Solaris 10 (SPARC/x86/x64), 11
- HP-UX 11i v3 (PA-RISC /IA-64)

More Information

Visit our website

http://enterprise.symantec.com

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Call toll-free 1 (800) 745 6054

To speak with a Product Specialist outside the U.S.

For specific country offices and contact numbers, please visit our website.

About Symantec

Symantec Corporation (NASDAQ: SYMC) is the global leader in cybersecurity. Operating one of the world's largest cyber intelligence networks, we see more threats, and protect more customers from the next generation of attacks. We help companies, governments and individuals secure their most important data wherever it lives.

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