

## PC Management

No one would question the assertion that today, well conceived PC networks are indispensable for organizations and businesses of all sizes and types everywhere in the world. The continuous improvements being made in hardware and software technology enable enterprises to regularly deploy and enhance more and more powerful applications to support their mission, deliver value and compete. An increasing number of these applications are web enabled; seamlessly integrating complex ecosystems of product and service providers with their suppliers, partners, and customers; helping all to meet increasing market demands and support stakeholders around the clock and around the globe.

The accelerating pace of all these new capabilities has outstripped the ability of organizations to keep up. Top management and their corresponding IT leadership teams are under increasing pressure to ensure rapid, on-time deployment, reliability and availability of PC networks that support the organization's operational processes. Trouble is the fragmented state of the PC management market, rather than providing a solution is, in fact, contributing to the problem. Today organizations attempting to find solutions to manage their PC assets are faced with choosing from thousands of products from hundreds of vendors, each product addressing a particular problem, and then hoping to integrate them into a workable solution to manage their PC infrastructure.

Even in the most robust economic climates this is beyond the means of only a very few organizations. The current worldwide economy increases the pressure across the board and is particularly difficult for entities with limited human and financial resources. The market needs a new solution, one that takes a holistic approach to the challenges associated with provisioning, deploying, managing and maintaining a PC infrastructure capable of adapting to the constantly changing demands of the organization and leveraging advances in technology in a non disruptive and productive way.

## PC Management Considerations

When it comes to keeping an organization's PC networks up to date, the majority of IT managers are faced with a common set of challenges. Among these are keeping up with the constantly changing needs of end users, timely deployment of hardware and software to meet these requirements, maintaining security and managing the budget and resources necessary to keep the system operating seamlessly.

Providing the right hardware and software for the many different types of users and functions within an organization requires the ability to initially provision and keep users current as their needs evolve without hampering their ability to perform their required duties. This necessitates a process, enabled by workflow, which is in concert with not just the changes needed by end users but their schedules as well. This workflow must provide the communications and control needed to understand the individual needs of each

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user/function/department and implement changes (from a single upgrade or patch to an entire migration) on a continuous basis in accord with end users schedules.

Finding the right point between locking down the infrastructure, thereby creating an unworkable end user environment, and simply leaving users to their own devices, an approach not advocated by anyone, is the key to unlocking the challenges of PC management. When viewed in its entirety the solution becomes one of a PC management process using best practices, related software to perform all required tasks and a work flow system to tie it all together. Such a solution provides the high level of productivity demanded to execute all required tasks on time to meet all organizational needs, i.e. operations, end users, asset management, financial reporting, etc. with an affordable investment in qualified IT staff.

## Introducing SysDesk

**SysDesk** is this solution; an integrated suite of products, which addresses the entire challenge of establishing, managing and upgrading PC infrastructures. Consisting of fourteen (14) different modules, **SysDesk** was architected and designed for the sole purpose of providing a holistic solution to the problem of managing PC networks. Each integrated module, used independently performs a required function(s). Modules can be grouped into logical business problem solution sets to focus on selected operational or PC management needs. And when used in together as a suite, organizations now have a single complete answer to their PC management needs in one solution.

## Key features

**SysDesk** combines an ITIL based workflow methodology for PC management with an integrated suite of products at low cost. This affords IT executives and managers a unique opportunity to take control of PC management, address long standing issues, improve end user satisfaction and put their enterprises in a position to be more competitive no matter what the mission.

## Availability

**SysDesk** is offered as an in house solution or as a service.

- **In house:** Used in house it provides PC administrators with a single integrated set of tools to once and for all become the responsive proactive service team they wish to be; to proactively lead their end users in leveraging advances in PC technology in support of the business vs. the reactive approach all too often the norm today, to realize significant increases in productivity as the tasks associated with integrating disparate products are eliminated and scheduling and communications are flawlessly handled by the system.
- **As a service (SaaS):** All the capabilities and benefits of the in house solution are also available as a service. SaaS customers initially access some or all of the **SysDesk** modules according to their needs via the Internet using a standard browser to download the **SysDesk** plug-in. Once downloaded the **SysDesk** application plug-in

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automatically and seamlessly manages the service delivery between the SiNETiS service center and the SaaS customer. Organizations selecting the SaaS option pay a monthly fee based on the number of PCs in their network with every module available. This has the additional advantage of conserving capital. Additional modules may be added or discontinued as required.

## SysDesk solutions

### Deployment (initial provisioning)

Deployment for new PCs is provided by combining the capabilities of several **SysDesk** Suite modules: **SysInstall**, **SysPackage**, and **SysConsole**. Whether a brand new bare metal machine or redeployed PCs, these modules easily enable the initial provisioning of PCs for end users.

**SysPackage** is used to configure software packages to meet end user needs for both local and remote deployment of applications. It creates automatic installation scripts, even including mouse clicks. **SysPackage** makes installing new applications or upgrading existing software easy saving huge amounts of time for end users and PC administrators, while helping to ensure the PC infrastructure is up to date. **SysPackage** also creates packages using Microsoft .msi format if preferred.

**SysInstall** creates "N" number of master deployment images to establish the software configuration stacks required to support the various end user configurations in the organization. Once established these masters make managing the network easy as changes made to them are replicated across the appropriate end user machines. The generic masters created by **SysInstall** run on any model or make of PC (Dell, HP, laptop)

### Migration

**SysDesk** provides a simple yet comprehensive solution for the migration of some or all of an organization's PCs for both software only (OS and/or applications) and full hardware/software replacement. The modules recommended for migration are: **SysDesk**, **SysInvent**, **SysAudit**, **SysInstall**, **SysPackage**, **SysPath**, **SysConsole**, **SysLicense**, **SysAsset**, **SysQuery**, and **SysCopy**.-

The migration process is initiated and managed by using the workflow capabilities provided to establish user requirements, schedules/resources and communications with all stakeholders. Once this is done the process can be completed in two steps.

Step one: Take an inventory and complete an audit of PC resources. These can be realized very quickly and provides exact detail on the hardware and software configuration of each device on the network. This helps prioritize which computers need replacement by identifying the most obsolete. The software audit delivers information on which software is actually used; valuable for both optimizing the migration process and reducing costs.

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Step two: Following the pre-established schedule deploy the planned upgrades on each device for either software only or full hardware/software replacement.

A software only upgrade, without replacement of the computer, includes installation of the operating system and application software updates while preserving all data and user preferences, i.e. My Favorites. The data files are not modified. This method does not require manipulation of files. The installation on each computer takes between 30 and 60 minutes, depending on the software configuration and may be done in parallel or executed realized remotely (if activated by Wake On Lan).

A complete hardware/software replacement requires backup and restoration of the data files. The installation takes about an hour and cannot be done in parallel. This process involves close planning and collaboration with end users and is greatly facilitated by the workflow and planning methodology included with [SysDesk](#). In fact with [SysDesk](#) users are able to drive the process by establishing the migration Schedule to suit their business needs and scheduling the technical resources as required. The SiNETiS solution makes migration less disruptive to end users and saves many hours for both end users and PC administrators. For example, when a new PC arrives using [SysCopy](#) IT can backup all end user data from the old PC to the server, while the users continue to work on their old PCs. When the new PC is ready to be deployed, again using [SysCopy](#) either the user or IT updates the new PC with any changes made during the time the new PC was being set up. This approach can easily save an hour or more per end user per migration and is much less disruptive to business operations than other more cumbersome approaches.

In all cases, the SiNETiS process is independent of the hardware configuration, within limits of the drivers installed. With the ability to take a complete inventory, drivers can be taken into account in advance. Nevertheless, a missing driver will not cause an installation problem; the installation will continue and a missing driver can be installed later if necessary.

SiNETiS takes the pain out of the migration process as it provides all the tools and workflow required to get the job done on a continuous basis. Users benefit as they gain control over the process and are assured they have the business tools required when they are needed. Beleaguered PC staffs benefit from increased productivity as they are relieved of non productive integration tasks and able to use their time to support the migration.

## Asset Management

Comprehensive, current and timely asset information is required for both proper management of the installed base and business and financial management and reporting. Providing the right software for the right users under the optimum licensing program and lowest cost can only be achieved with current asset information. [SysAudit](#) and [SysInvent](#) provide the required capabilities to establish and maintain this data and to establish and maintain control over PC assets. Using these in conjunction with [SysLicense](#) ensures software license compliance, which is essential to realizing the maximum return on the software licensing investment.

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## PC infrastructure management and monitoring

**SysDesk** provides a comprehensive set of management functions to assist Systems administrators every day. A variety of modules are available for this purpose including **SysCopy**, **SysLicense**, **SysWarning** and **SysAsset**.

Data backup and recovery is provided via the **SysCopy** module. It can be invoked at the beginning or end of a session and provides three ways to back up files to enable PC migration and management solutions

Full license management and compliance reporting for all license types is offered by **SysLicense**.

**SysWarning** is a security module that monitors both servers and PCs. It can watch a number of dynamic variables, such as available disk space, or an event log and send alerts to the console or via email.

**SysAsset** is an asset lifecycle management module to aid in dealing with initial provisioning and ongoing management of PC assets including hardware devices, license agreements and supplies within an enterprise. It creates a repository of asset information for use by PC administrators, purchasing, finance and end users to get up to date information on asset status or for reporting and planning needs. For example, verifying receipt of a PC, determining PC or other asset assignments, etc. **SysAsset** can also be customized to integrate with purchasing and financial applications.

	Asset Management	Deployment	Migration	PC Management	System Monitoring
<b>SysInvent</b>	■		■		
<b>SysAudit</b>	■		■		
<b>SysDesk</b>			■	■	
<b>SysLicense</b>			■	■	
<b>SysAsset</b>			■	■	
<b>SysQuery</b>			■		
<b>SysCopy</b>			■		
<b>SysInstall</b>		■	■		
<b>SysPackage</b>		■	■		
<b>SysPath</b>		■	■		
<b>SysConsole</b>		■	■		
<b>SysRemote</b>		■	■		
<b>PlugAndPrint</b>			■		
<b>SysWarning</b>					■

### SysDesk

Provides automatic PC upgrade and version management and includes ITIL based work flow capability for users' meeting management, functional schedules, and operational schedules. It facilitates the replacement of PCs and complies with ITIL Release Management process.

Key features include:

- Application multi-site, multi-schedules, multi-users, multi-technicians
- Management of PC users' activities
- Appointment scheduler for each user as planned by the technicians
- Receipt of changes by the user
- Status with follow up screens
- Management of authorized software, and the management of their installation
- Installation statistics on the machines

### SysInvent

Provides a complete inventory of the entire site for Windows 95, 98, Me, NT4, 2000, XP, and Vista. The following information is gathered for each PC:

- Operating systems, disk space, networks, printers, peripherals, registers
- Software installed on the PC, versions, paths
- WMI (Windows Management Interface) on XP 2000. WMI gives precise information about the PC's internal configuration (memory slots, BIOS, ports of communications, etc.)

### SysAudit

Software that tracks the usage of the software being used by individual users; tracks and reports the date and the duration of use for each user. A consolidation of the individual audits provides and records information about the most frequently used software.

### SysInstall

Is a program that provides automatic installation of operating systems and application programs on machines running Windows, Windows Vista, Windows XP, Windows 2000 and Windows Server 2003. The Master Installation Module can also install programs on PCs that have not been loaded before, i.e., a bare metal or factory installed PC. [SysInstall](#) works with any model, make or configuration and also provides disk imaging

### SysPackage

Provides for the configuration and customization of applications to be deployed (both local and remote deployment). It creates automatic installation scripts at a detail level relieving administrators of many time consuming tasks. Output in Microsoft .msi format is fully supported. This module works with the [SysInstall](#) module.

Designed to provide remote deployment of software, **SysConsole** uses WOL (Wake on LAN). A standard domain or Active Directory is used to store and manage the target list of computers for remote deployment.

## SysPatch

A solution that addresses the need to regularly and automatically install patches from a source of approved patches. In addition to information about the source this product provides both pre and post requisites, a tremendous time saver for PC administrators.

## SysRemote

Is a remote control solution; providing for operation of PC(s) from a remote location by an authorized PC administrator. It performs its functions automatically and does not require the installation of a permanent agent on the remote PC; it installs and uninstalls through remote operation.

## SysCopy

A module that provides for the backup capabilities and functions required to support PC management. Oriented for PCs rather than servers, **SysCopy** is designed for use by end users as well as PC administrators. This ease of use capability can increase data security by making backup procedures simpler. It also saves a lot of time during migrations and makes them less disruptive. This module can be installed upon opening or closing a session. **SysCopy** supports three types of backup; Synchronous mode provides bi-directional updates, in Mirror mode identical backup including deleted files, is provided and with Copy mode only updated and newly created files are copied.

## SysWarning

A security module designed to watch the status of the servers and PCs, i.e. event log and services. It identifies the presence of the selected servers, watches the capacity of disk space, watches any remote operation (standard or specific), posts errors in the log, and checks print jobs alerting when there's a print threshold. This Module sends alerts to a console and by email if requested.

## SysAsset

Is an asset management module which provides a data base of PC, license and other asset information to support multiple requirements and functions within an organization.

## SysLicense

A module to provide license management with a "native" graphic web interface supporting multiple sites. It encompasses the following features:

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- Listing of the site licenses (classic, multiple, in token, etc. – expired - settled/non settled)
- Management of version levels and valid software licenses (edition, name of the publisher, name of the software, the version, etc.)
- Location of the licenses and their support material

## SysQuery

Offers the ability to request specific fields from databases and to format and report the results. All modules benefit from this capability.

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