

# BMC Client Management

Control costs, reduce risk, and ensure compliance with automated IT endpoint management

## PRODUCT DESCRIPTION

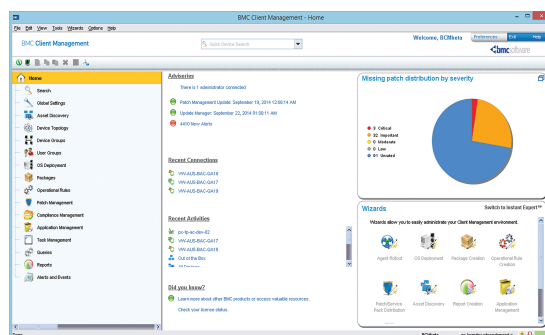
Automating client management helps organizations control costs, maintain compliance, and reduce data and financial risks. From device acquisition to disposal, Client Management provides an accurate view of hardware installations, ensures device adherence to organizational and industry policies, and supports systems and software currency.

## BUSINESS CHALLENGE

As businesses continue to grow and merge, IT organizations continually find themselves **facing the increasingly difficult task of accurately managing their technology assets**. Common challenges include discovering and tracking hardware and software (often with de-centralized purchasing and end-user deployments) and ensuring software licenses are maximized. IT may also struggle with maintaining current patches and reducing potential vulnerabilities, supporting the service desk with troubleshooting, and integrating to reduce escalations.

## BMC SOLUTION

Client Management delivers complete desktop and laptop management, helping organizations **control hardware and software costs, avoid audit failure, and reduce the likelihood of data loss**. From the time a device is acquired, Client Management deploys the proper OS and software specific to the device and the user, ensures organizational and industry policy compliance, and keeps patches up to date until the device is retired. Out-of-the-box ITSM integrations enable the service desk to respond to end-user issues quickly and efficiently with automatically populated device data, the ability to make changes without escalation, and one-click remote capabilities.



## KEY FEATURES

Get intuitive, simple, and complete client inventory and management.

- Inventory your IT assets – **know what you own** and exactly how those assets are being used
- Ensure your **devices are current, secure and compliant** with your IT policies
- **Remotely access all of your devices** – even those not connected via VPN
- Provide pre-approved **self-service for software downloads, common actions, and quick links** with MyApps
- Integrate client data with your **BMC IT Service Desk**

## KEY BENEFITS

- **Reduce patch time by 30%** through set-it-and-forget-it automation
- **Reduce time to deploy** operating systems and applications **as much as 86%**
- Reduce **post-PC-migration service desk calls by 80%** with integrated profile migrations
- **Realize 100% ROI** of your BMC Client Management investment **within 24 months** simply leveraging **power management**

- ◀ Quickly navigate with the left menu bar and leverage the integrated wizards to complete common tasks.

## PRODUCT DETAILS

**Discovery and inventory:** Automate inventory tracking to help guide investment decisions, reduce manual processes, and maintain compliance for physical and virtual devices

**OS and application deployment:** Centralize and automate system deployment or migration—with no configuration—for minimal disruption

**Software license management:** Reduce costly audit failures by understanding software license usage

**Patch management:** Centrally assess, manage, deploy, and report on patches to ensure that systems are secure and that the integrity of your business is never compromised

**Event management:** Extend monitoring and custom alerting capabilities to proactively track, manage, and automate remediation when key infrastructure events occur

**Policy compliance:** Ensure devices adhere to regulatory, industry, and corporate policies and provide reports to satisfy audit requests (SCAP 1.2 compliant certified by the National Institute of Standards and Technology)

**Device security:** View, control, monitor, and update all major anti-virus and anti-spyware software from a single source

**Remote management:** Securely manage routine desktop management tasks with administrators being able to detect, diagnose, and resolve PC issues without leaving their desk


**Power management:** Lower energy bills and reduce the environmental footprint associated with PC energy consumption


**Device management:** Centrally define and enforce your device usage policies, control upload and download activity, log peripheral device events for proactive response, and audit any unwanted activity

**MyApps:** Put pre-approved software and access requests in the hands of the end user without going to any websites or submitting helpdesk forms

## FOR MORE INFORMATION

To learn more about BMC Client Management, please [contact sales@rightstar.com](mailto:contact_sales@rightstar.com)



 Set up repeatable actions, tasks, or reports with built-in, intuitive schedulers.

**BMC delivers software solutions that help IT transform digital enterprises for the ultimate competitive business advantage.**

From mainframe to cloud to mobile, we pair high-speed digital innovation with robust IT industrialization—allowing our customers to provide amazing user experiences with optimized IT performance, cost, compliance, and productivity. We believe :

- Technology is the heart of every business
- IT drives business to the digital age

**BMC – Bring IT to Life**



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