

A strategic approach to managing mission-critical client devices

GAIN INSIGHT INTO ASSETS, AUTOMATE MANAGEMENT AND REDUCE RISKS AND COSTS

BUSINESS CHALLENGE

IT-Client devices – from desktops and laptops to PDAs and other mobile devices – are critical for employees to perform their jobs effectively and deliver value to the business. Yet, managing this diverse and constantly changing array of client technology assets is a significant challenge for IT. Day-to-day management activities are often handled manually or by disparate one-way point solutions and consume an inordinate amount of time. Upgrading laptops, installing patches and troubleshooting user issues leave little time for proactive management and value-add activities. Moreover, manual processes often lead to an infrastructure that is inconsistent, making it even more difficult to manage and support the IT-client environment going forward.

Unfortunately, failure to accurately track and proactively manage your IT-client assets can have far-reaching consequences. Consider the risk of software audits. Violation of your licensing agreements can have serious regulatory and financial repercussions for your business. Conversely, some businesses are over-licensed and are paying thousands of dollars in unnecessary license fees.

With limited insight into your entire asset base, you not only risk breach of compliance, but you're likely wasting time and resources. Planning effectively for technology upgrades and rollouts is nearly impossible without an accurate handle on your current infrastructure. If you're unable to determine the precise number of assets you maintain, your ability to negotiate with vendors from a position of strength is jeopardized. Employees' downloading of unauthorized devices and software can breed viruses and create risk. And without question, time-consuming manual processes and management of multiple point solutions take staff away from other value-add activities.

To optimize service, ensure compliance and reduce costs, today's IT organizations need full visibility into their IT-client environments and a way to automate these tasks to ensure both consistency and availability of devices. With 20 years of experience optimizing IT management, Rolta TUSC and CA are poised to help.



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SOLUTION OVERVIEW

A Platinum-level CA partner with more than 20 years of experience, Rolta TUSC helps you eliminate the complexity of managing your IT-client resources by integrating a fully-automated and comprehensive device management solution into your environment.

CA's Client Management solution consolidates IT asset management functions into a simplified unified architecture, providing you with full visibility into your entire IT asset base – including desktops, laptops, mobile devices, PDAs and more. Not only can you discover and inventory your IT assets, but the solution provides a means for automated software delivery, remote desktop control, patch research and management, desktop migration and much more.

To ensure the solution fully meets your needs, Rolta TUSC provides end-to-end services around CA Enterprise IT Management solutions, from initial assessment through integration and workflow automation. Our consultants have experience implementing and integrating the solution across a variety of industry, operating and technology environments, helping to ensure rapid ROI.

BENEFITS

- **Increase IT efficiency** — Through automation of repetitive day-to-day processes you can re-deploy staff to other value-add activities. Ensure staffing needs remain static even as your infrastructure grows
- **Improve service delivery** — A 360-degree view of your client assets combined with automation helps you manage the myriad of changes, patches and updates your organization requires seamlessly. The business benefits from fewer errors and greater consistency
- **Mitigate risk** — Knowing when and where applications and software are deployed reduces operational risks associated with software compliance and vulnerabilities from unauthorized devices
- **Reduce operating costs** — Proactively identify cost-cutting opportunities and avoid unnecessary expenditures

TESTIMONIALS

"Rolta's outstanding efforts, diligence, and professional skills are noted to be exceptional and we do not hesitate to request their assistance on future upcoming projects at Santa Clara Valley Health & Hospital Systems."

— Chief System Administrator

"In summary, the Rolta resources have proven to be a highly competent extension of CA's technical team, and were a significant factor in the project's success."

— Security Division

"Your expert knowledge and ability to help the client understand and use the solutions are resulting in the client getting tangible value from the products and services. Keep up the good work."

— CA Project Manager BSO

ABOUT Rolta TUSC

A Platinum-level CA partner, Rolta TUSC provides end-to-end services including solution architecture, customization, integration and expert implementation of CA solutions. In addition, we provide expert functional and technical solutions in the areas of Oracle E-Business Suite Consulting, Business Intelligence / Data Warehousing, Project Management and Implementation Support, Custom Development (includes Fusion Middleware), Oracle DBA and Database Services, Managed Services for Remote DBA and E-Business Suite Support, Oracle Software Licensing, and Oracle Training & Mentoring.



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SOLUTION DETAILS

Rolta TUSC expertly integrates an CA EITM technology into your environment, helping you develop a targeted, strategic approach to managing client devices throughout your business. Key features of the solution include:

Asset Inventory and Discovery – Discover, document, and track desktop and server assets to maintain an accurate inventory along with their configuration and configuration history. Intelligent software usage monitoring ensures compliance with licensing requirements.

Asset Intelligence – A summary-level dashboard view of asset profiles, trends and analytics helps you quickly identify risks, improve decision-making and identify opportunities for cost savings.

Software Delivery – Maintain consistency, currency and control of the operating environment by automating the deployment and implementation of patches and updates across multiple platforms and locations. Unlike many systems that only "push" information, CA EITM technology also identifies and troubleshoots issues that may arise during installation.

Remote Desktop Control – IT administrators can securely access, control, view, manage and modify remote desktop and mobile systems.

Patch Research and Management – Interrogate DMS inventory of software releases to update or patch and automatically download and apply a patch.

Desktop Migration – Migrate unique end-user settings efficiently for one or hundreds of PCs.

Throughout implementation, Rolta TUSC provides value-add services including workflow automation and identifying the most valuable reporting for your unique business needs.

As client devices continue to consume a significant portion of your IT environment, it's imperative to ensure reliable identification and administration of these mission-critical assets. Rolta TUSC and CA stand ready to help you mitigate risk, improve efficiency and standardization, and take back control.

FOR MORE INFORMATION

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