

Novell® ZENworks®

Novell Taiwan

Anderson.Lee



Novell.

N

Business Challenges



IT environments are diverse and complex



Increasing service demands are outstripping IT budgets



Must cut costs without diminishing quality of service



Increasing audit, regulatory and compliance scrutiny



Mergers, acquisitions and globalization are adding to complexity



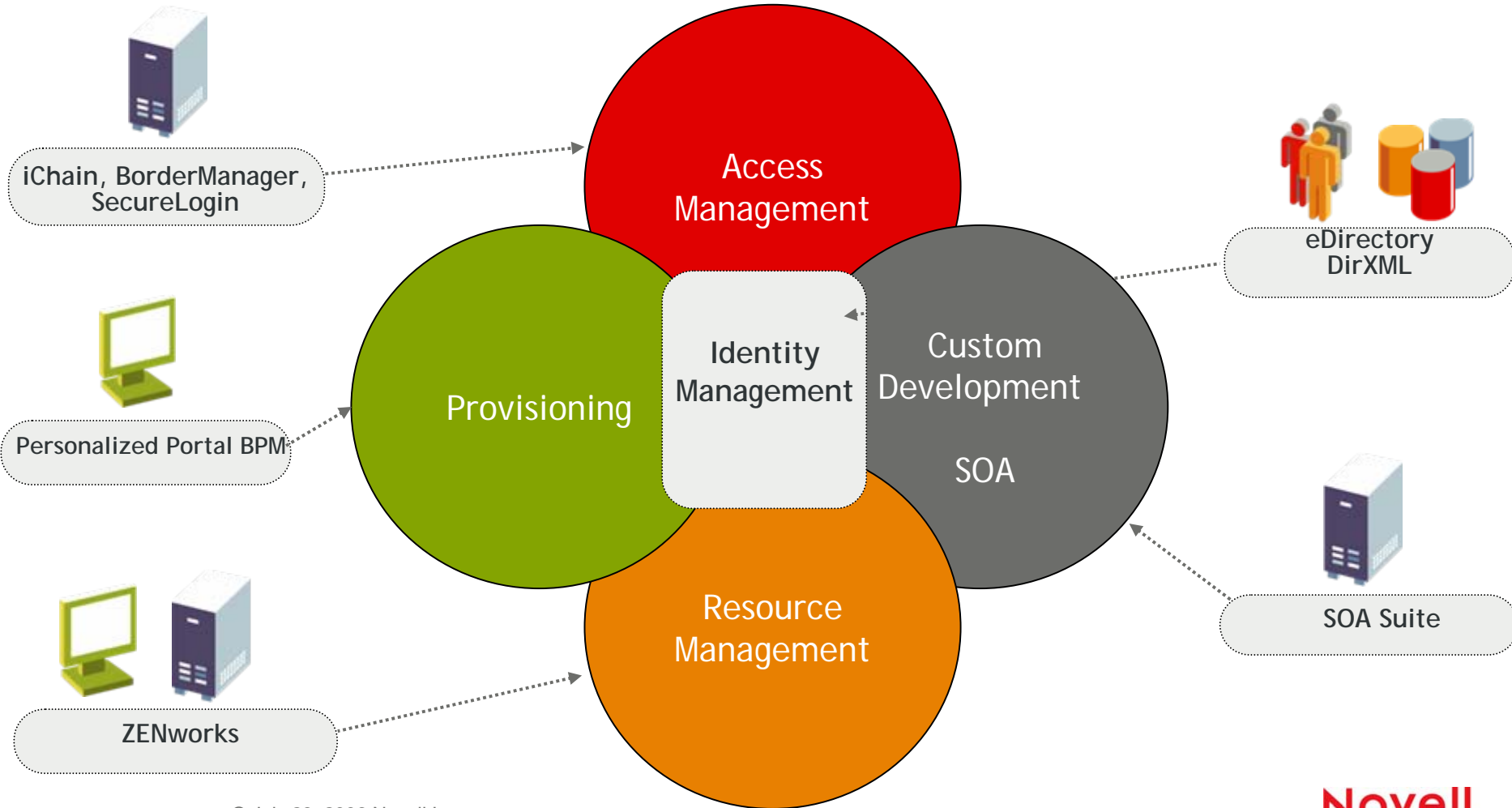
Aligning IT resources and business priorities is difficult



Need to strengthen security



Novell Identity-Driven Products Strategy





Resource Management with ZENworks®

Managing the Diverse Enterprise

Maintaining Resource Integrity security • recovery • uptime

Managing Mobility productivity • security • cost

Simplifying OS Migration cost • productivity • time



Novell Resource Management

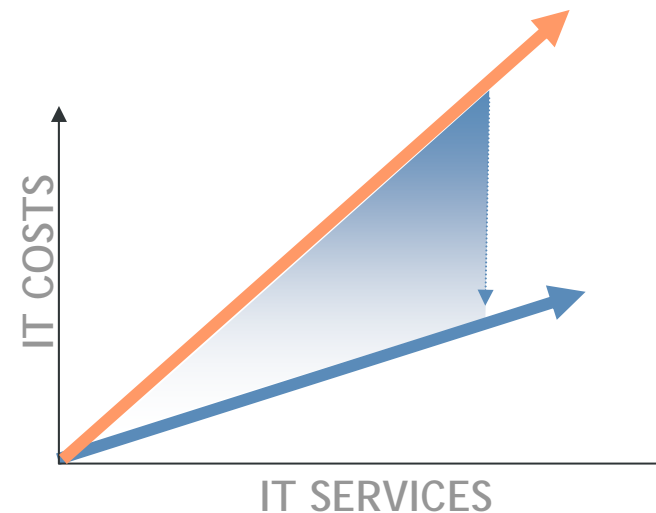
..... Reduce management costs

..... Improve user & staff productivity

..... Ensure security

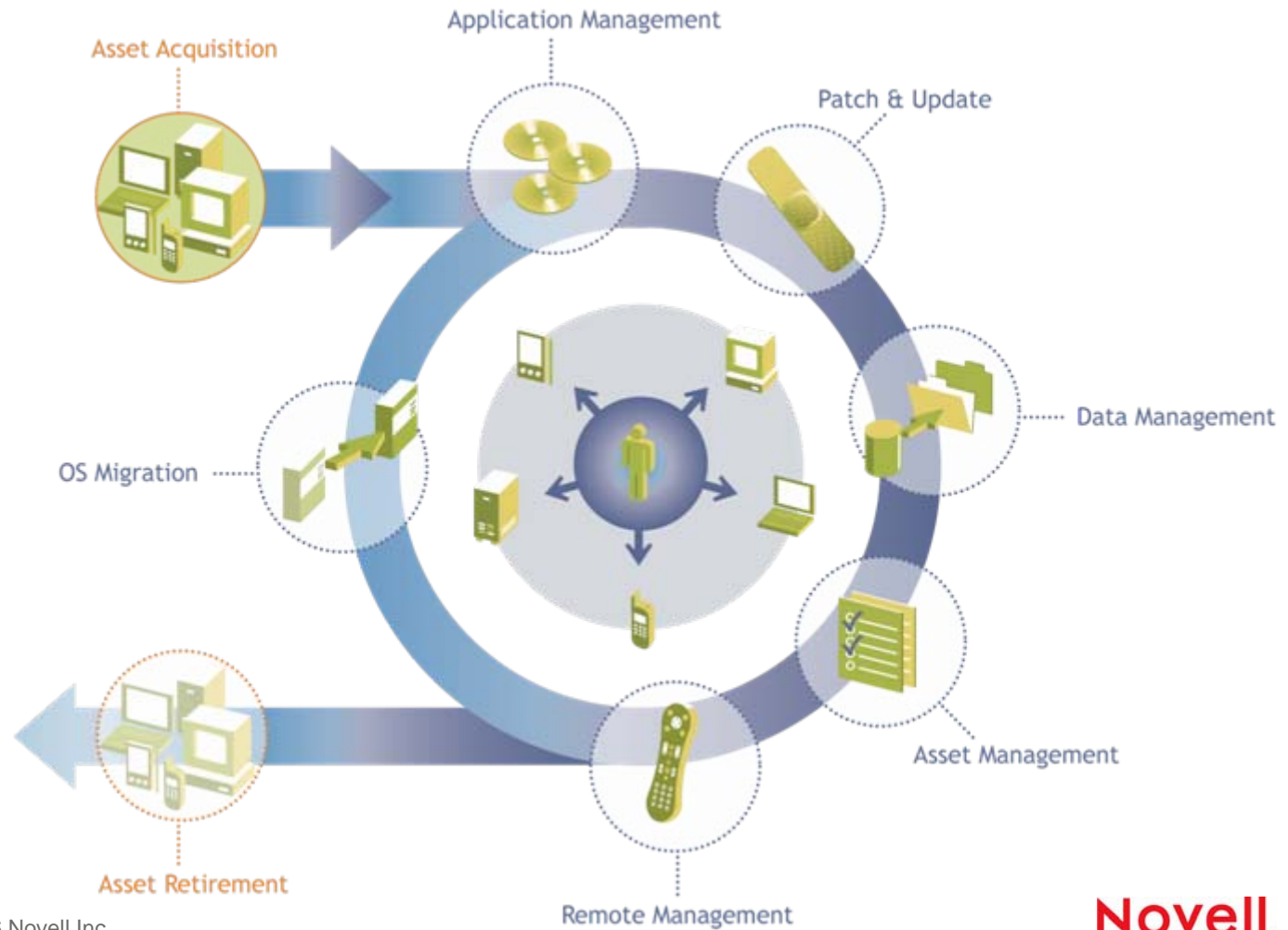
..... Ensure business continuity

..... Optimize resource value



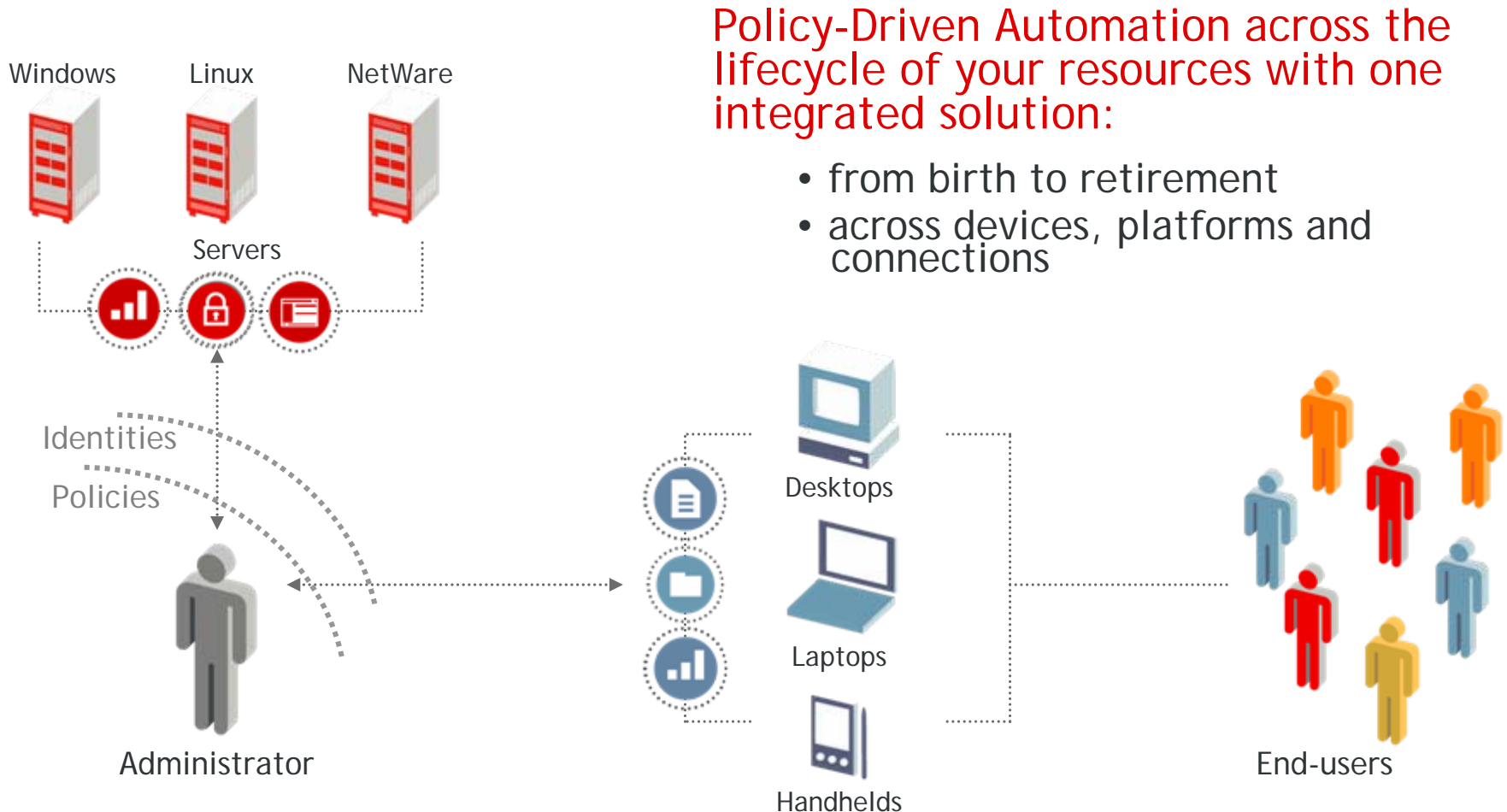


Complete IT Lifecycle Management





Novell ZENworks



N

Resource Management by the Numbers



Over 40 million ZENworks users

Over 1 million managed Linux systems

Average 500,000 new users a quarter

More than 30,000 customers worldwide

60% of all new ZENworks deployments are on Windows-centric networks

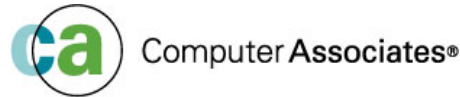
N

Who is using Novell ZENworks? a small sample



N

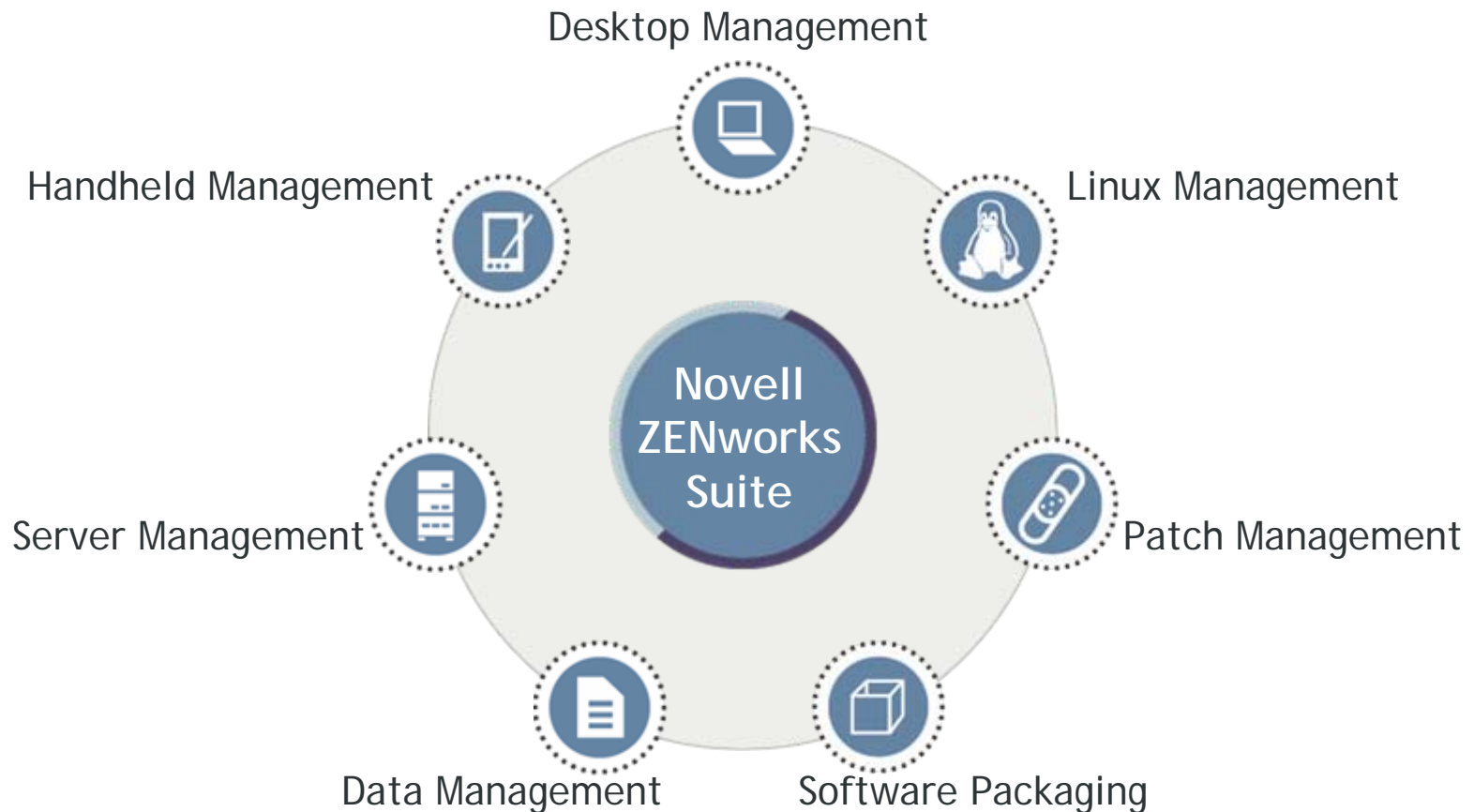
Expanding Partnerships





Novell ZENworks 7 Suite

Complete IT resource management for enterprise-wide efficiency





ZENworks 7

Runs in your diverse environment



ZENworks 7 delivers support for your back-end infrastructure running on:

- Novell Open Enterprise Server
 - NetWare kernel
 - Linux Kernel
- SUSE LINUX Enterprise Server 9

Add this to existing support for Windows 2000, 2003 and NetWare environments

ZENworks=truly cross platform enterprise management!

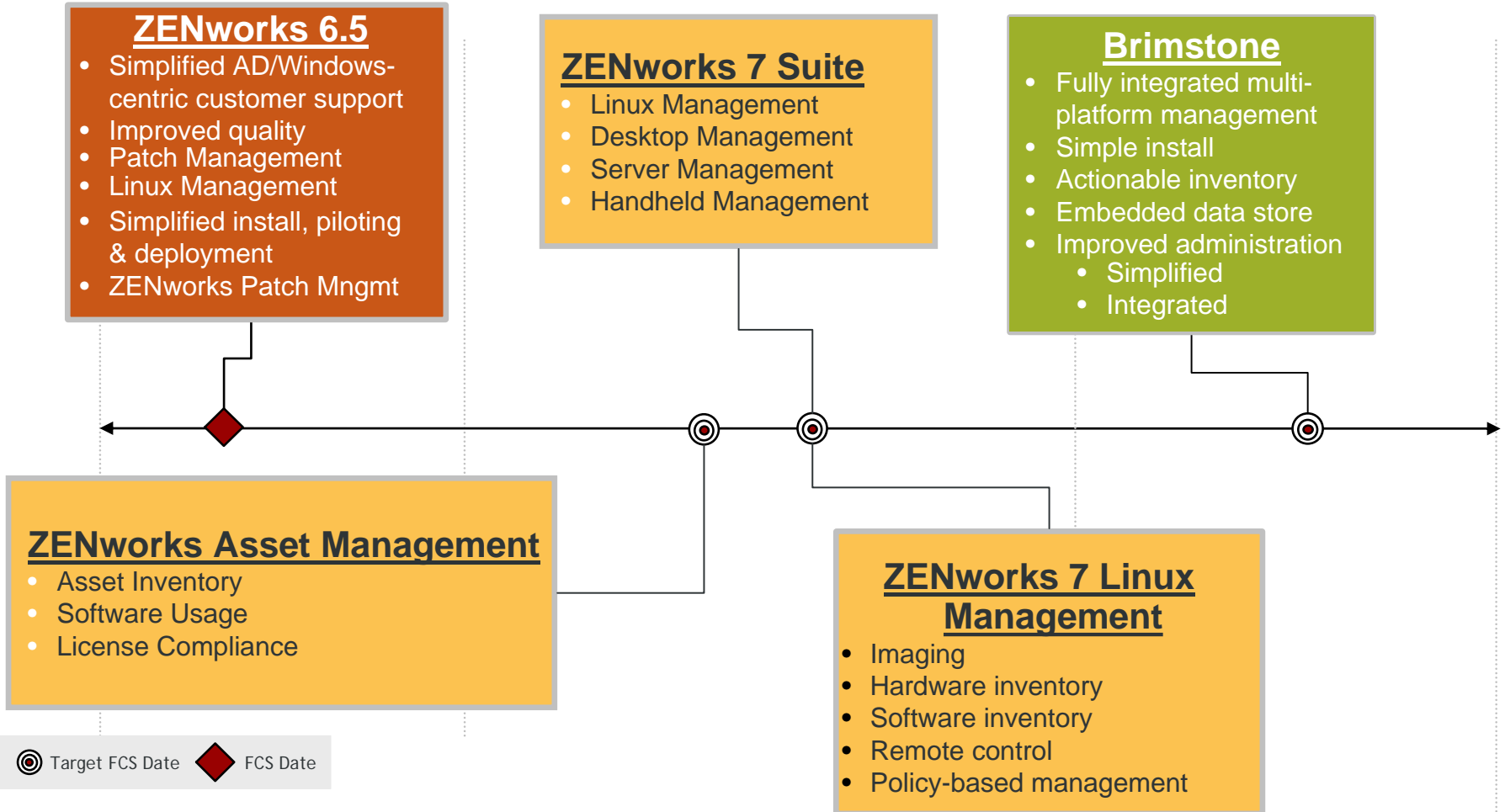
N

What's New in ZENworks 7

- Runs on your choice of server platforms: NetWare, Windows and Linux.
- Manages NetWare, Windows 2003, Novell OES, SUSE, and Red Hat 3 & 4.
- Full lifecycle management of Linux devices: imaging, configuration, lockdown, remote management and asset management.
- Policies for Linux management including: browser and email configuration as well as configuration file policies
- ZENworks Control Center's task-based interface makes management simple.
- Support of Citrix Secure Gateway and management of Metaframe Presentation server
- Secure handheld remote control to resolve issues and access point failover
- Handheld file retrieval on schedule for file backup and application support



Novell Resource Management Roadmap



◎ Target FCS Date ◆ FCS Date



Complete IT Resource Management Solution

Novell ZENworks

Novell resource management solutions provide an effective way to manage your existing infrastructure, while:

- Lowering IT costs
- Eliminating administrator effort
- Optimizing the value of your existing resources

ZENworks Asset Management

N

Overall business & IT challenges



- Greater regulatory compliance risks
- Consistent demands to reduce cost
- Increased service level requirements
- Expanding security threats
- Continued merger and acquisition activity

N

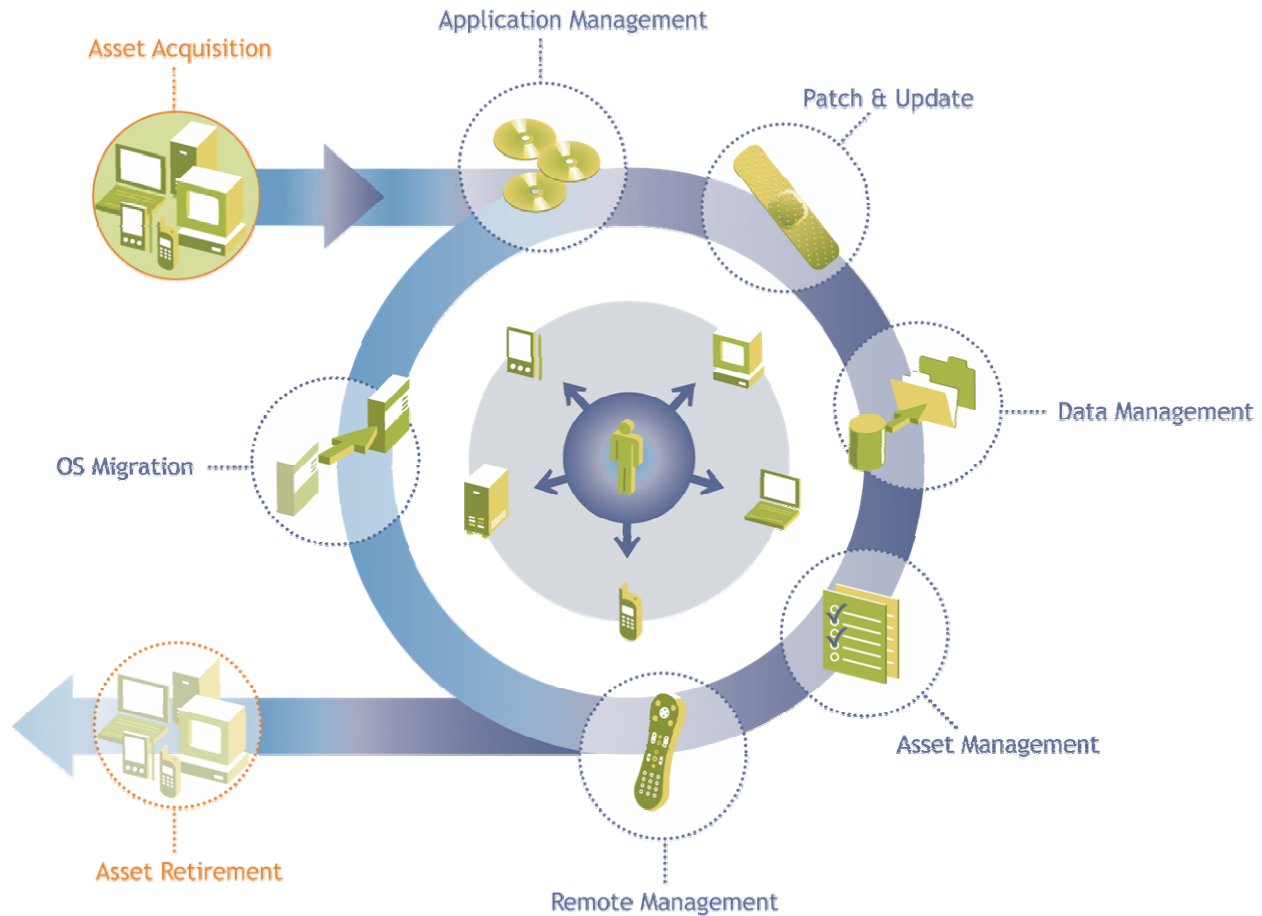
Gartner's take on audit trends

"Your risk of being audited by a software company has never been greater, given the large number of vendors active in the market today, the decrease in new license revenue, and vendors' need to find additional sources of revenue. **Noncompliance with software usage rights can be extremely costly, with penalties exceeding \$100,000, and also can result in negative publicity for your company.**"

-Gartner Research, "Software License Compliance Remains a Problem for Many Companies" by Patricia Adams. March 2005

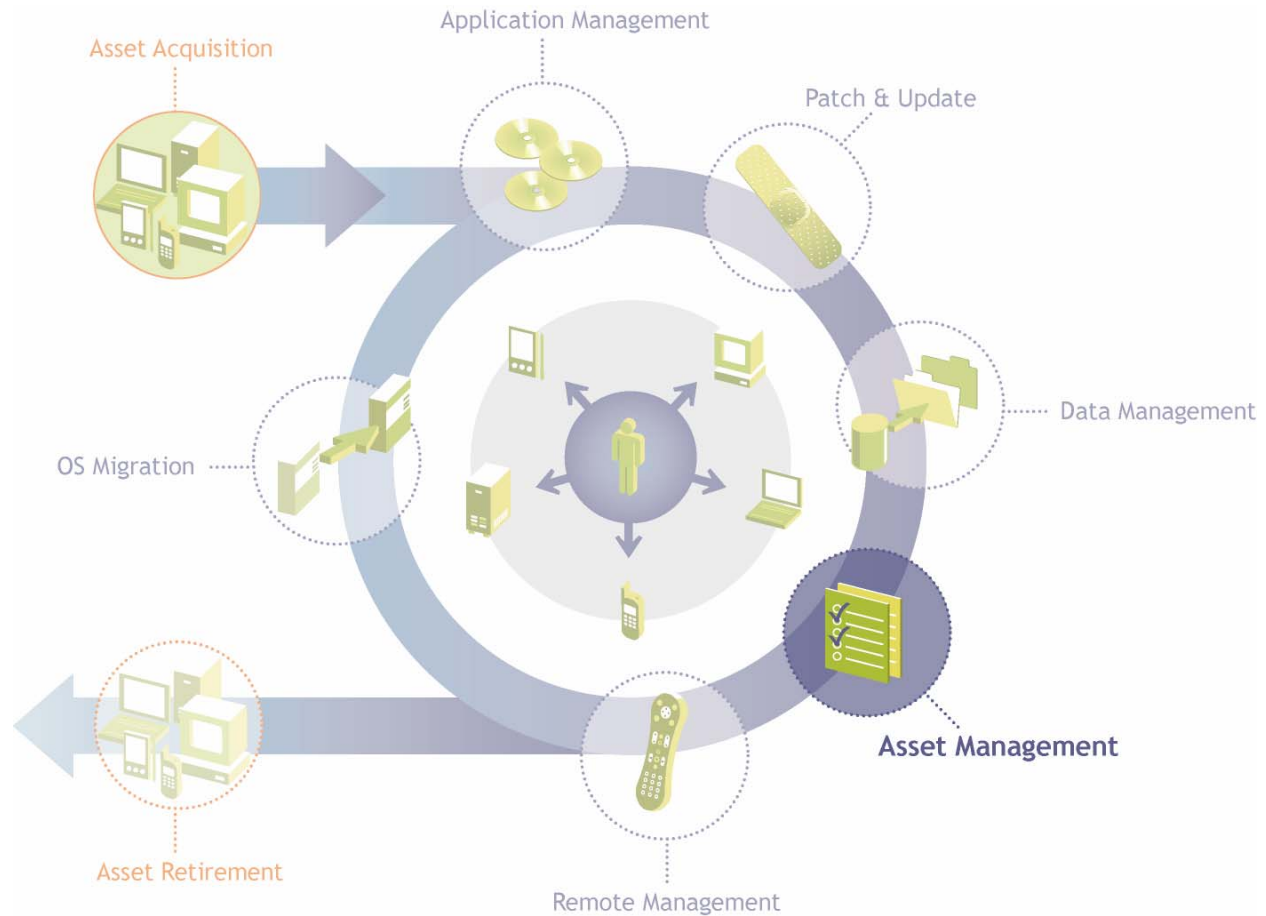


Resource Management Lifecycle





Resource Management Lifecycle





Introducing the all new... ZENworks® Asset Management



Asset Inventory

- Hardware inventory
- Software inventory
- Network discovery



Software Compliance

- License tracking
- License view of software inventory
- Reconciliation and compliance status
- License allocation
- Software standards management



Software usage

- Monitoring
- Trend reporting



Asset Inventory

Solving IT challenges



Actionable
inventory for:

- Informed planning and budgeting
- Better help desk support
- Improved lease tracking
- Faster OS and app migrations
- Effective asset redeployment



Asset Inventory

Feature overview



- Discovery of software/servers/PCs/network devices
- Extensive Knowledgebase approach
- Scalable architecture
- Configuration history tracking
- Extensible database - user-defined fields
- Scan-on-demand
- Client push utility
- Web-based reports
- Alerts



Asset Inventory Knowledgebase



Based on a simple question:

What information do IT managers need—and how will they use it?

- Built and maintained by Novell Technology Analyst
- Foundation for providing actionable inventory
- 65,000+ products (multiple versions and models)
- ZENworks Recognition Technology
- Suite/suite component relationships defined
- Licensing data coded for software products
- Updates posted to web site monthly (PRUs)

N

Asset Inventory

Key software data points



- Normalized manufacturer, product, edition, version
- Suites/suite components
- Category/subcategory
- Service packs/releases
- OS hotfixes
- Serial numbers
- Virus definitions/engines
- Run-time versus full version distinction
- Language editions
- Locally-defined products (e.g. in-house applications)



Asset Inventory

Key hardware data points



- Normalized manufacturer, product, model
- Serial number
- Processor
- Physical drives
- Logical Drives
- Network drives
- Memory
- Network information (e.g. MAC, IP)
- User

N

Asset Inventory

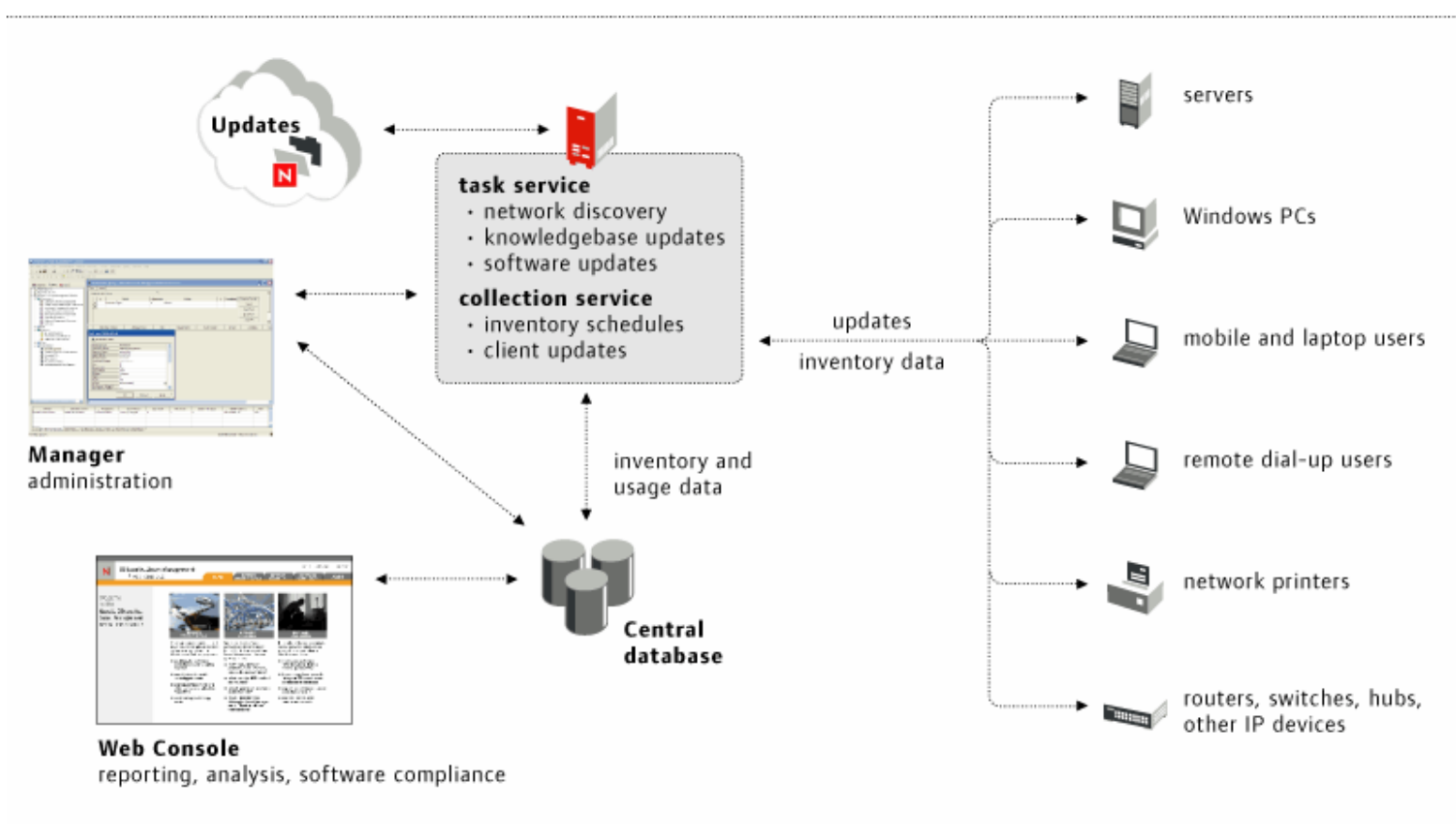
Key network device data points



- Normalized manufacturer, product, model
- Hubs, routers, switches, printers, other IP devices
- Type
- Serial number
- Network information
- Firmware
- Printer details (e.g. pages printed, toner levels)
- ZENworks Asset Management client software



Architecture



N

Product environment



- Client based for managed devices
- Client-less for network discovery
- Platform support
 - Windows desktop/server
 - NetWare®
- Database support
 - Oracle
 - Microsoft SQL/MSDE
- Windows console
- Web reporting backend (Apache Tomcat)

N

Software Compliance and Software Usage Solving IT challenges



Reduce non-compliance risk/costs

- Track licensing details
- Demonstrate proof-of ownership
- Implement ongoing compliance program



Reduce software expenses

- Re-allocate unused licenses
- Negotiate better deals with vendors
- Avoid maintenance costs
- Redirect resources engaged in manual process

N

Software Usage key features



- Monitors all recognized applications/user-defined
- Measures total run time and active window time
- Includes local and server-based application usage
- Attributes usage to workstation and user
- Conducts passive monitoring (no license servers)

N

Software Compliance key features

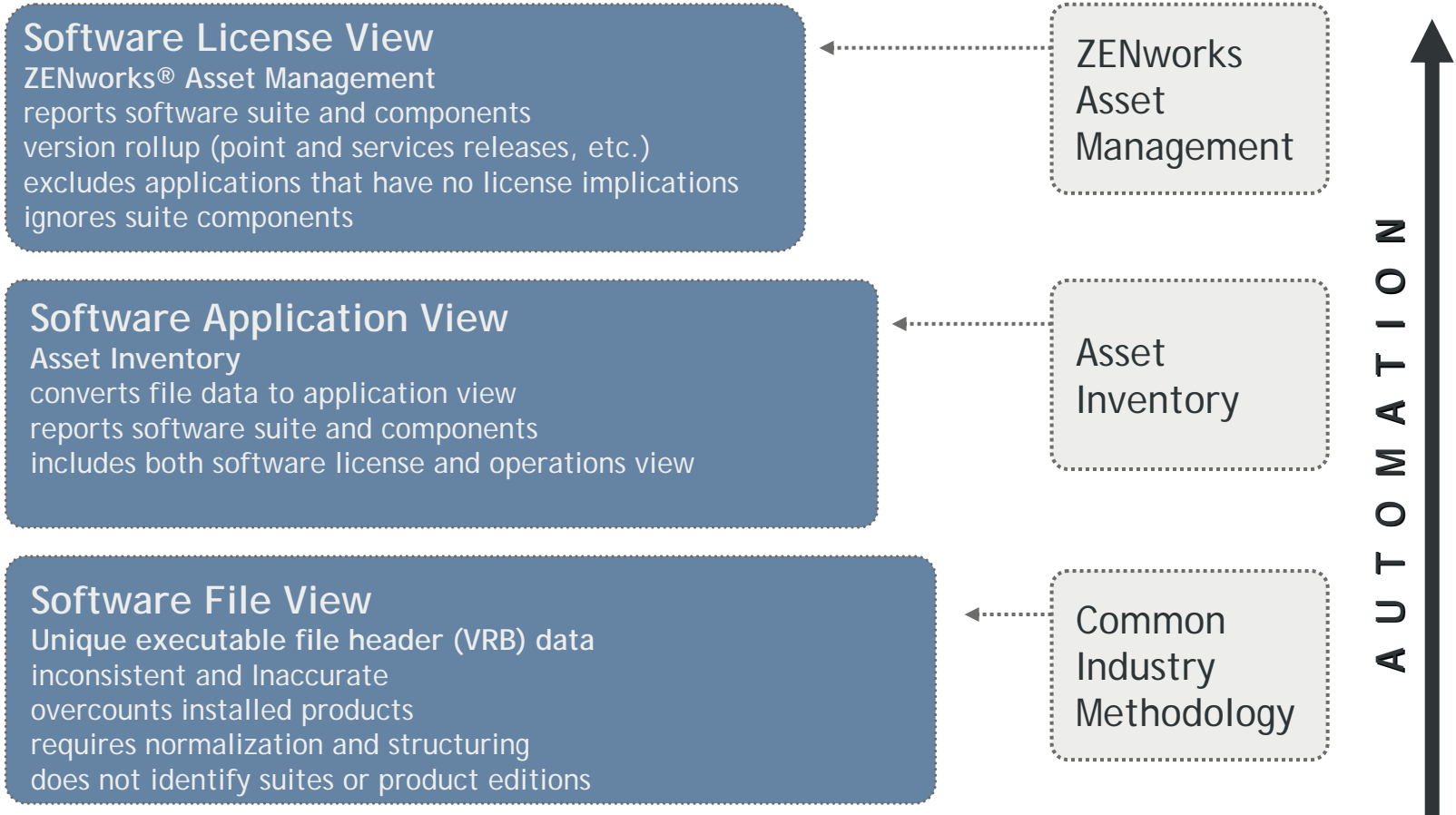


- License tracking
- Flexible import for purchase transactions
- Reseller connectors (SHI and Softchoice)
- License view of software inventory
- Reconciliation and compliance status
- License allocation
- Software standards management



License view of software inventory

License coding in Knowledgebase



N

Examples of license view

Roll up point releases

Adobe Acrobat 6.0
Acrobat 6.0.5

Adobe Acrobat
6.0

Exclude non-relevant applications

Adobe Acrobat Reader
Microsoft Media Player
Microsoft Internet Explorer

Not reported in
License View

Ignore suite components

Microsoft Office 2000 Professional
Excel 2000 — SR-1, SR-2...
PowerPoint 2000 — SR-1, SR-2...
Word 2000 — SR-1, SR-2...
Access 2000 — SR-1, SR-2...
Publisher 2000 — SR-1, SR-2...
Outlook 2000 — SR-1, SR-2...

Office 2000
Professional



ZENworks Asset Management Summary

Compliance is now an "A" priority

Control culture is required

Cost containment underpins all decisions

ZENworks Asset Management addresses these
challenges

Success Stories

N

Customer Success: City of Amsterdam

“ We did an extensive evaluation and Novell ZENworks was the best option for us. No other tool would allow us to do the same kind of imaging and application distribution in our Windows environment. It fits our business perfectly,” said Marcel Tieman, Department City of Amsterdam.

1 Business Issue	2 Novell Solution	3 Result
<ul style="list-style-type: none">• Need a way to quickly distribute applications to 300 workstations• Challenged with having to send IT teams on the road to update systems• Looking for asset management solution for hardware and software inventory	<ul style="list-style-type: none">• Novell ZENworks• Remote Control• Asset Management• Application distribution	<ul style="list-style-type: none">• Quickly distribute applications in days, rather than weeks, reducing administration time by nearly 70 percent• Reduced and simplified its helpdesk calls• Anticipates that ZENworks will pay for itself in about 24 months

Novell®