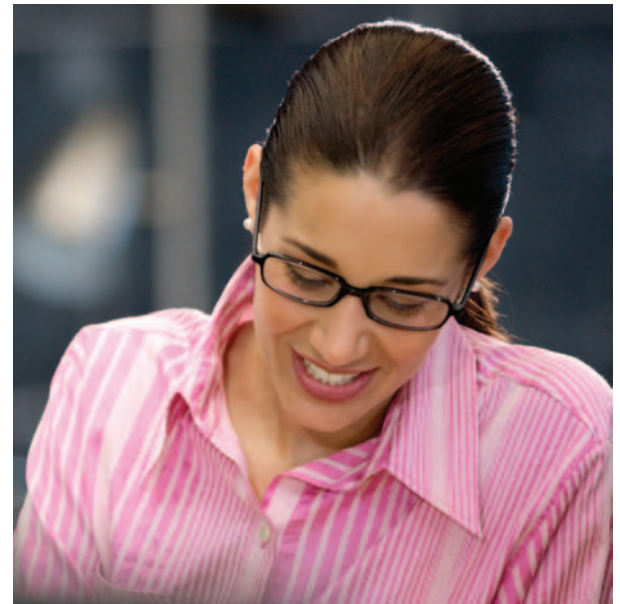# HP Client Management Solutions

Complete IT lifecycle management solutions that save time and lower operating costs

hp

Streamlining and optimizing your IT operations are crucial to significantly reducing the total ownership cost of IT assets.

Executive Summary

"Rising operational costs in the distributed enterprise are a critical issue and the ongoing management and maintenance of client systems is a major cost contributor…Client systems management tools are designed to help end user organizations reduce desktop and mobile support costs while increasing end user service levels and improving productivity."[1] When considering IT investment, it's easy to allow initial discounts and low prices to sway purchasing decisions. However, discounts and savings on hardware can be small when compared to the savings that can be made with the right ongoing tools, processes, support and services. HP has developed hardware, software, and services and worked closely with key partners to help customers save thousands of dollars on their IT investments through leading-edge management solutions. In addition to saving money, IT professionals are more productive and efficient — freeing valuable time to focus on their IT initiatives, rather than working to keep systems running.

1 The Forrester Wave™: Client Systems Management Tools, Q2 2005, April 20, 2005, Forrester Research, Inc.

hp invent ®

By using HP Client Management Solutions, IT departments can experience industry-leading integration of systems management capability not available with other vendor solutions.

HP Client Management Solutions

HP helps reduce the cost of owning and maintaining your PCs throughout the lifecycle through:

- Highly reliable platforms and integrated hardware management features including the HP Client Management Interface (HP CMI)

- Software offerings such as HP OpenView Client Configuration Manager, HP OpenView PC Configuration Management solutions, HP Client Foundation Suite, HP Client Premium Suite, and HP Client Manager

- Services like the TCO Snapshot Assessment, Desktop Solutions, Product Change Notification, and Smart Desktop Management Services.

HP Client Management Solutions help reinforce our commitment to automating the dynamic link between business and IT through integrating people, process, and technology.

Simplify the complex task of managing your PC environment. Through the combination of hardware, software, and services, HP Client Management Solutions takes a holisitic approach to ensuring your end users experience seamless service events, at the same time allowing your IT department to focus on business-critical needs and initiatives.

Benefits of HP Client Management Solutions

The management, maintenance, and protection of client systems and their data throughout the lifecycle is a major component of rising operational costs. Contributing factors include limited IT budgets and resources, complex and costly IT infrastructure, different levels of maturity of IT processes and people, and evolving business and end user requirements.

HP Client Management Solutions address these challenges in several ways.

Do more with the IT resources already in place
- Fewer images to manage frees up your IT resources to focus on IT initiatives.

- Automated hardware & software inventory and automated image deployment makes it no longer necessary to send people to each client.

- Automated "personality" migration reduces end user set up time when hardware is refreshed.

- Automated software configuration management gives greater configuration control, increases accuracy, and speeds configuration changes.

- Quality, reliability, and serviceability are designed into HP hardware, reducing downtime and the need for maintenance.

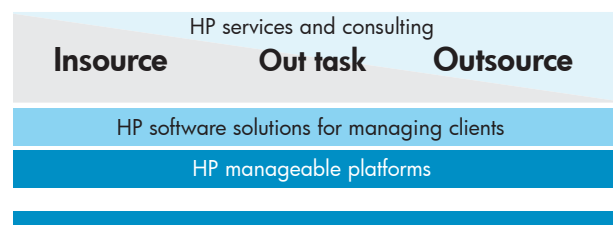**Reduce complexity in your IT infrastructure**
- Client management tasks (including update and patch management and data backup and recovery) are automated so that they are performed the same way every time.

- Standardization means there are fewer images to manage.

- A single database with Web-accessible reports provides consistent, comprehensive client information for planning and ongoing management.

- Client management IT resources can be implemented and enhanced after initial needs are met and mastered (automated).

- HP can help you implement an IT sourcing model that fits your organization's environment.

Address evolving business and end user requirements and reduce risk
- IT assets can be quickly reconfigured based on changing business and end user needs.

- Regularly scheduled inventory of hardware & software assets simplifies identification of lost or missing items.

- Regularly scheduled backups of end user data help reduce the risk of data loss.

HP Client Management Solutions

Reduced cost of owning and maintaining PCs
Simplified lifecycle management

HP services and consulting

Insource   **Out task**   **Outsource**

HP software solutions for managing clients

HP manageable platforms

Software components of HP Client Management Solutions

HP solutions focus on business needs in critical IT lifecycle areas:

- **HP platform management** — Proactively respond to hardware and software changes, alerts, and manage updates to system hardware and software.

- **Deployment & Migration** — Manage the end-to-end software deployment and migration process.

- **Inventory & Asset management** — Keep track of hardware and software in your environment.

- **Help desk & problem resolution** — Resolve customer issues and streamline your help desk.

- **Risk reduction** — Back up and recover important data, and ensure the latest security patches are installed.

- **Connectors** — Integrate with enterprise systems management solutions.

Regardless of the size and complexity of your IT environment, the flexible options of HP Client Management Solutions fit your requirements by offering both stand-alone solutions and integrated suites. Whether you need to address a single service event or a system-wide update, you can manage hardware and software from a single, Web-based console to address the complete IT lifecycle.

The approach your organization takes to client manageability can affect your overall total cost of ownership (TCO). With policy-based management practices, continuous management solutions such as HP OpenView PC Configuration Management deliver the maximum TCO in your client management environment. Task-based management solutions such as HP OpenView Client Configuration Manager and the Altiris-based management solutions reduce your TCO over manual client management processes, but still require administrative action to manage your IT environment.

TCO

.... Manual

– – – Task-based solutions

——— Continuous management

(y-axis) **Administrative Costs**

(x-axis) **Complexity of manageability**
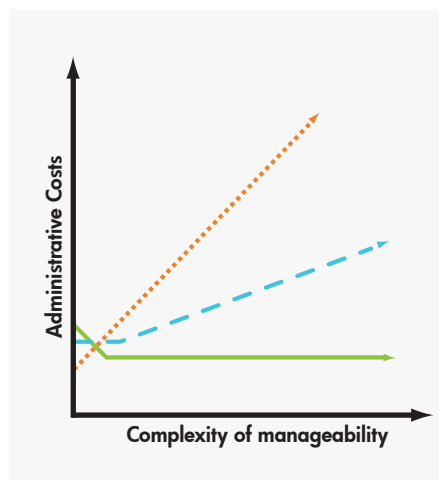
HP OpenView PC Configuration Management solutions

The HP OpenView PC Configuration Management solution enables administrators to inventory, deploy, patch, and continuously manage software and content across heterogeneous client platforms. These solutions provide continuous lifecycle management of software and settings to help ensure that each computing device is maintained in the right configuration to support the business.

HP OpenView PC Configuration Management solution enables IT professionals to:

- **Automate the entire software lifecycle management process** — from discovery, deployment, and ongoing management through migration and retirement.

- **Automatically deploy and continuously manage the entire software stack to a desired state** — operating systems, applications, patches, settings, and content.

- **Manage software on virtually any device** — desktops, laptops, servers, handhelds, ATMs, and point-of-sale devices — in a heterogeneous or standalone infrastructure.

- **Manage software on virtually any OS** — Microsoft® Windows®, UNIX, Linux.

- Provide continuous management by monitoring and adjusting to changes in policy.

- Manage software on virtually any scale, complexity, or any rate of change.

Through continuous configuration management HP customers report dramatic IT cost savings, accelerated time-to-market for software and content, as well as increased user productivity and satisfaction.

HP OpenView Client Configuration Manager

HP OpenView Client Configuration Manager solves the immediate PC software configuration management needs of enterprises while providing a strong foundation for future requirements.

HP OpenView Client Configuration Manager provides IT administrators with a reliable, easy-to-use and quick-to-deploy client configuration management solution. HP OpenView Client Configuration Manager provides out-of-the-box functionality for hardware and software inventory, software deployment, patch management and reporting from an integrated Web-based console.

Key features and benefits

- Integrated software management
  - Inventory collection — Accurately inventories installed hardware and software assets on managed devices.

  - Security patch management — Identifies and assesses vulnerabilities, deploys patches and performs continuous verification to protect PCs from security exposures.

  - Software distribution — Distributes software and updates to locally and/or remotely connected end users.

  - Integrated Web-based reporting for inventory, vulnerability assessment and software/patch management.

- Quick time to value — Installs in under an hour and provides out-of-the-box functionality for common management use cases.

- Ease of use — Enables administration from an integrated Web-based console, and is designed for self-deployment and self-learning.

Part of the HP OpenView PC Configuration Management Solution family, the HP Client Configuration Manager provides the foundation for you to grow, evolve and adapt to changing software configuration management needs with minimal risk. It provides an 'on ramp' to becoming an Adaptive Enterprise by providing an upgrade path to the HP OpenView Configuration Management solutions and protects customer investment in product implementation.

HP OpenView Client Configuration Manager and HP OpenView PC Configuration Management solutions are an integrated part of the HP OpenView portfolio. Visit the HP website www.managementsoftware.hp.com/solutions/pc/index.html to view multimedia demos and for more information.

Summary of HP Client Management Software offerings

	HP Client Foundation and Premium Suites	HP OpenView PC Configuration Management	HP OpenView Client Configuration Manager
Technology	Altiris task-based automation	Radia continuous management	Radia task-based automation
Availability	Now	Now	Now
HP Hardware & BIOS management	✔ (HP Client Manager)		
Hardware & software inventory	✔	✔	✔
Software distribution & patch management	✔	✔	✔
Inventory-based targeting	✔	✔	✔
OS image deployment	✔	✔	
User settings migration	✔	✔	
Remote control	✔	✔	
Software usage metering	✔	✔	
Tiered infrastructure	✔	✔	
Migration path to Radia continuous management			✔
Policy-based solution		✔	
Desired State		✔	
Help Desk functionality	Altiris expansion	OpenView expansion	OpenView expansion
Asset Management	Altiris expansion		
Network backup/recovery	Altiris expansion		

HP Client Suites

HP now offers two client management suites as part of the HP Client Management Solutions.

HP Client Foundation Suite

The HP Client Foundation Suite (HP CFS) is designed for organizations wanting essential client management functionality. It combines:

- HP Client Manager

- HP Systems Insight Manager Connector

- Altiris Migration Suite (includes Altiris Inventory and Deployment Solutions)

- Altiris Local Recovery Pro

- A QuickStart page and many predefined reports to provide essential out-of-the box client management functionality with quick time-to-value.

HP Client Premium Suite

HP Client Premium Suite (HP CPS) is designed for organizations wanting full client hardware and software lifecycle management from a single, Web-based management console. It combines:
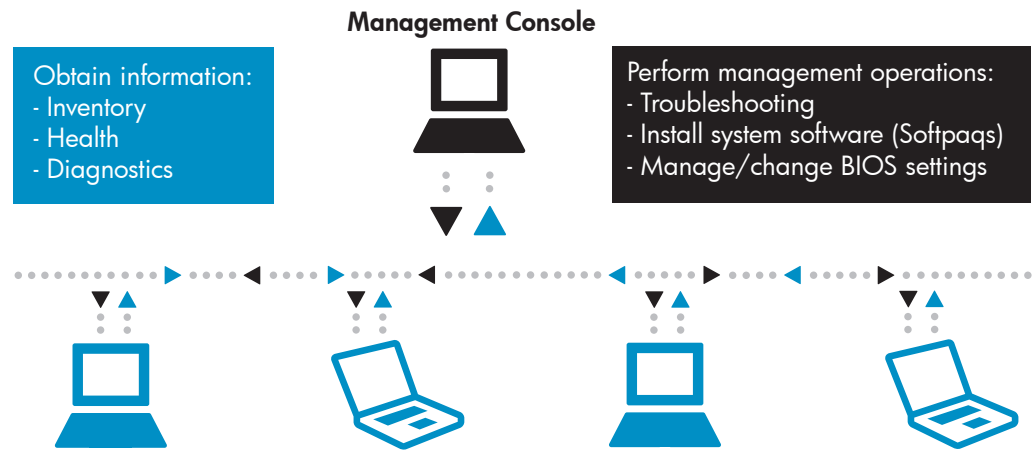
- HP Client Manager

- HP Systems Insight Manager Connector

- HP OpenView Connector

- Altiris Client Management Suite Level 1 (includes Altiris Inventory, Deployment, Software Delivery, Patch Management, Application Metering, Application Management and Carbon Copy Solutions)

- Altiris Local Recovery Pro

- Altiris Connector Solution

- A QuickStart page and many predefined reports provide a fast-track to full client hardware and software lifecycle management.

HP Client Foundation Suite, HP Client Premium Suite, and HP Client Manager plug into Adaptive Management with HP Systems Insight Manager Connector and the HP OpenView Connector. Visit the HP website www.hp.com/go/easydeploy to view multimedia demos and for more information.

Summary of key HP Client Suite offerings

HP and Altiris product	Description/components	Availability by suite	
		HP CFS	HP CPS
QuickStart page	The starting point for configuring and using HP Client Suites, allows easy access to administrative and management tasks.	✔	✔
HP Client Manager	A free solution that enables centralized hardware management of HP and Compaq client computers from a Web browser.	✔	✔
HP Systems Insight Manager Connector	Consolidates deployment and management of HP clients and servers within a single HP Systems Insight Manager console.	✔	✔
Altiris Local Recovery Pro	Provides data and file system protection to guard against potentially disastrous data loss or to recover a corrupted system.	✔	✔
HP OpenView Connector	Provides inventory, event forwarding, and menu integration with HP OpenView.		✔
Altiris Connector Solution	Integrates Altiris solutions with organizational data from HR, finance, and other critical business systems.		✔
Altiris Migration Suite	Includes Altiris Inventory and Deployment Solutions.	✔	
Altiris Client Management Suite Level 1	Includes Altiris Inventory, Deployment, Software Delivery, Patch Management, Application Metering, Application Management, and Carbon Copy Solutions.		✔

Management Console

Obtain information:
- Inventory
- Health
- Diagnostics

Perform management operations:
- Troubleshooting
- Install system software (Softpaqs)
- Manage/change BIOS settings

HP Client Manager

A FREE solution, HP Client Manager provides centralized hardware management for HP business desktops, notebooks, and workstations from a Web-based console. HP Client Manager is included in both the HP Client Premium Suite and the HP Client Foundation suite. Features of HP Client Manager include:

- **Hardware inventory for asset management**
  – value-added HP and Compaq specific information
  – capture in-depth information for HP client computers
  – capture basic information of non-HP client computers
  – information gathered automatically at scheduled times

- **PC health monitoring and hardware alarm notification**
  – alerts and warnings affecting drives, memory, hood lock, battery, thermal changes and "walking assets" such as new or missing PCs, memory, battery, disk drives, CPUs, and monitors
  – automatic notification of changes in the IT environment
  – create "policies" to automate management tasks when triggered by a notification
  – tight integration with HP Instant Support tools (Diagnostics, System Health Scan, Active Chat, and Knowledge base)

- **Diagnostics for remote troubleshooting**
  – potential hard drive failures
  – memory, removable media, ports, keyboards, mice, USB, NIC
  – faulty batteries

- **Change BIOS/security settings from the Management Console**
  – set BIOS/security passwords
  – change boot order
  – many other BIOS settings

- **SoftPaq acquisition and deployment**
  – identify specific updates available from www.hp.com based on a system health scan
  – create collections of systems needing updates
  – automatically acquire needed updates (Softpaqs) from HP
  – schedule and deploy HP-specific drivers and update applications with SoftPaq Advertisement Wizard
  – ROM BIOS flashing

- **Web-accessible reporting**
  – many pre-configured reports with drill-down capability by double clicking on a chart Reports include:
    - number of computers of a specific model or type — such as dc7600, nc6230, xw8200 or Desktop, Notebook, Workstation
    - HP and Compaq hardware asset inventory
    - SoftPaq deployment status
    - clients not responding
    - systems with alerts and warnings- easily created custom reports
    - a choice of chart or table types
    - ability to copy, paste, and e-mail reports

Visit the HP website at www.hp.com/go/easydeploy to view multimedia demos and for more information.

Altiris Connector for HP System Insight Manager

HP Systems Insight Manager (SIM) provides a single tool for managing all HP server platforms systems running Windows, Linux, and HP-UX. The essential capabilities of the core software can also be extended for a wider range of device management with various plug-ins and connectors. With the HP SIM Connector, co-developed with Altiris, customers can now access HP Client Manager and Altiris management functions from the familiarity of their SIM console. Capabilities include delivery of HP SoftPaqs to keep HP client hardware system software current, visibility to inventory and diagnostics reports, and access to world-class deployment tools for both servers and clients.

Altiris Connector for HP OpenView

HP OpenView is a portfolio of service-driven management solutions for the enterprise. By anticipating hardware and software problems before they occur across the network, HP OpenView optimizes system performance and availability. Using the HP OpenView Connector, all alerts from HP Client Foundation Suite and HP Client Premium Suite can be forwarded to the HP OpenView console to allow tracking and resolution of issues with devices and applications. The HP OpenView Connector also monitors client computers. You can launch Resource Explorer that is part of HP CFS and HP CPS to get detailed information about a device, or easily switch to other solutions within the suites for resolving problems through the integrated menu in HP OpenView.

Hardware components of HP Client Management Solutions

If your client computers are not available, your end users are not productive and your IT staff is engaged in "break-fix" activity instead of focusing on other IT initiatives. HP products are designed with quality and reliability in mind to help you keep your IT department running smoothly and your employees working. Best-in-class serviceability makes upgrades and service intuitive, fast, and easy.

Quality

- Functional Testing — keyboard keys are tapped 20 million times and notebooks are opened and closed thousands of times to test functionality and design

- Operational and Non-Operational Climatics Testing — tests using temperature, humidity, salt, fog and pressure (altitude).

- Electromagnetic testing

- Operational Shock and Vibration Testing

- HP notebooks feature:
  - a magnesium casing which is scratch and dent resistant for increased reliability for mobile environments. Lexan hard coated film in-mold lamination provides further resistance to scratches

  - HP Panel Protection System helps prevent scuffs and scratches to the screen

  - HP Mobile Data Protection System helps protect the hard drive from shock and vibration which helps reduce the risk of data corruption

  - HP spill-resistant keyboard with Mylar film.

Reliability

- Hardware and pre-installed software changes are minimized over the lifecycle of the product, reducing the need to re-qualify products frequently and enabling flexible rollouts, which saves you both time and money.

- High quality, reliable PCs result in fewer failures and less downtime.

Servicability

- HP desktops and workstations feature tool-less access to the internal components providing for ease of expansion with available slots and drive bays.

Software image compatibility

One of the design benefits of many HP desktop and notebook products is that HP carefully engineers the software image to be compatible across the various hardware form factors within a product series. Maintaining a single image within a product series provides unprecedented IT simplicity, manageability, benefit of ownership and investment protection. A single image:

- simplifies customer's pre-install qualification process when buying multiple HP Compaq product families, or multiple generations of the same product family

- simplifies deployment for customers using multiple HP Compaq product families

- enables IT managers to have a single image to maintain as changes are implemented

- allows the same customer-created image to be used within the client environment across multiple releases of a single HP product family.

HP Client Management Solutions help simplify the complex task of managing your PC environment.

HP Client Management Interface

Regardless of the system management tools your IT department uses, managing both your hardware and software assets is important to keeping your IT costs low and your business agile.

With the HP Client Management Interface (HP CMI), new HP business computers seamlessly integrate into your managed IT environment. HP CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools (including Microsoft Systems Management Server, IBM Tivoli Software, and HP OpenView) and custom in-house developed management applications. Using HP CMI, systems management tools and applications can request in-depth client inventory, receive health status information, and manage system BIOS settings by communicating directly with the client computer, reducing the need for agent or connector software to achieve integration.

HP Client Management Interface is based on industry standards that include Microsoft Windows Management Interface (MS WMI), Web Based Enterprise Management (WBEM), System Management BIOS (SMBIOS), and Advanced Configuration and Power Interface (ACPI). HP CMI is a foundation technology utilized in HP Client Management Solutions. With HP CMI, HP gives you flexibility in choosing how you manage your HP client computers.

HP Client Management Interface used in conjunction with system management software can:

• **Request in-depth client inventory information** — Capture detailed information about the processors, hard drives, memory and BIOS, including sensor information (such as fan speed, voltage, and temperature).

• **Receive health status information** — Subscribe for a wide range of client hardware alerts (such as over-temperature, fan stall, and hardware configuration changes) to be sent to the system management console, application, or to the local client computer. Alerts are sent real-time when triggered by hardware events.

• **Manage system BIOS settings** — Perform "F10" key functions including setting and changing the BIOS passwords and computer boot order remotely from your system management console on any or all of your client systems without having to visit each machine.

Visit the HP website at www.hp.com/go/easydeploy for more information and availability by platform.

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Services components of HP Client Management Solutions

If you need specific support expertise for any of the four individual product lifecycle phases — planning, deploying, managing, or transitioning — HP Desktop Solutions offer a variety of individual services you can tailor and customize to your IT needs.

• **Planning Solutions** enable you to create a proactive end-user client device strategy based on your unique business requirements.

– **Total Cost of Ownership Snapshot** — perform a high level evaluation of current expenses and best practices and determine ways to reduce costs and improve IT efficiency. For more information visit www.hp.com/go/tco.

– **Active Savings** — identify older desktop systems and get a better understanding of ongoing desktop support costs on Microsoft Windows 95, Windows 98 and Windows NT 4.0 systems using two different methods. For more information visit www.instantsupport.asiapac.hp.com/astco/ActiveSavings.asp.

– **Gartner Total Cost of Ownership Assessment** — in-depth study of your IT costs and processes and specific recommendations on how to lower TCO through people, process, and technology improvements.

– **HP Factory Express Services** — help accelerate deployment right on the manufacturing floor by implementing physical and CMOS asset tagging, image development, loading, testing and management, custom packaging, additional hardware installation, and application loading. For more information visit www.hp.com/go/factory-express.

• **Deployment Solutions** allow you to seamlessly automate the deployment and integration of your complex, multivendor end-user environment while controlling and reducing any manual labor and associated costs.

– **Managed Deployment Services** — a single source for procuring and managing new technology in complex multivendor or global environments.

– **Image Management Services** — customize global hardware and software, using images installed during manufacturing to help deploy PCs and simplify their management throughout their lifecycle.

– **Installation and Integration Services** — includes software installation, data transfer, image creation, recovery, duplication, hardware integration, and more.

• **Management Services** help keep your IT service and support environment running smoothly and efficiently by decreasing the need for in-house support and improving service to end users.

– **HP Care Pack Services** — consistent level of support for virtually all PCs, workstations, laptops, and printers in more than 160 countries around the world.

– **Proactive Change Notification** — alerts you to any hardware, software, or firmware upgrades to HP client hardware — up to 60 days in advance. To sign up for this free service, visit www.hp.com/united-states/subscribe.

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HP continues to deliver on its commitment to provide easy-to-use, innovative solutions that help reduce system ownership costs and simplify the business of IT.

• **Transition Services** keep your IT department on top of evolving market and technology changes with fewer disruptions to your business and your end users.

– **IMACD (Installation, Move, Add, Change, and Disposal)** — seamlessly cover the full range of product location and configuration issues, including installation and verification of HP and third-party products, software loading, relocation, addition of new accessories, reconfiguration, and de-installation.

– **Asset Recovery Services** — includes ownership relief, replacement schedules, and reduced disposal expenses to help reduce hardware costs.

– **Equipment Buy Back Services** — obtain the highest possible prices for your outdated client devices, which are then disposed of without harm to the environment.

– **Leasing and Financing Services** — a variety of acquisition options that preserve your capital, allow you to trade in your old equipment for new, and keep you ahead of changing technology requirements.

Visit the HP website at www.hp.com/hps/desktop for more information.

HP Smart Desktop Management Service

The HP Smart Desktop Management Service is designed specifically to help you protect multivendor networked PCs with one integrated, affordable off-the-shelf solution that is easy to buy and easy to use. The service is sold as a one-year HP Care Pack Service, and includes data back-up and restore, desktop security powered by Symantec, patch management, health checks, and more. Features include:

• **Smart Desktop Support** that includes Deep Scan, Patch Management, and Software Rollback plus Self-Help, online Active Chat, and technical Help Desk support.

• **Smart Desktop Data Protection** for remote backup and retrieval of critical data via offsite storage.

• **Smart Desktop Security powered by Symantec** to provide antivirus, firewall, spyware, worm, and Trojan horse protection.

Visit the HP website at http://www.hp.com/sbso/services/smart_desktop.html for more information.

What's special about the HP Client Management Solutions?

- **Lower total cost of ownership (TCO)** — Streamlining and consolidating costs is an ongoing challenge for IT managers. Studies confirm that the cost of managing PCs continues to rise. HP Client Management Solutions offer an effective way to identify problem areas within IT operations, automate existing processes, and help reduce ownership costs.

- **Increase IT staff productivity** — HP Client Management Solutions are highly automated for ease-of-use and enable a "hands off" environment that eliminates the need to physically visit each client device. These solutions also leverage a core set of built-in features, including a Web-based console and help desk, handheld interface support, Web reports, and notification policies. The automated notification feature helps detect errors as they occur, and alert IT staff by e-mail or a Web page for immediate resolution. These capabilities help boost the efficiency and productivity of the IT staff, enabling them to re-focus on critical IT initiatives.

- **Address the complete IT lifecycle** — HP delivers a cohesive set of solutions that span the entire IT lifecycle. HP Client Management Solutions combine HP hardware management technology with other solutions under a single architecture that allows them to work individually or in suites. This modularity gives you the flexibility to choose the exact solutions you need.

- **Remote management** — HP Client Management Solutions offer access and operation at your convenience. You can access your installed applications using only a Web browser. All solutions feature Web-based reports, which offer the ability to clone and customize pre-packaged reports without programming and to create custom report views, which control access to published reports. The Altiris Web-based escalation help desk also supports a wireless handheld interface so managers can track problems at their convenience.

- **Mobile user support** — Features to support mobile users and remote clients are designed into the HP Client Management Solutions. Inventory data can be gathered by several methods — intranet page or e-mail for mobile users, and even by diskette for completely remote clients. Software delivery features provided for mobile users include bandwidth throttling, checkpoint restart, and delta package distribution.

- **Scalable** — Thanks to the seamless integration of HP Client Management Solutions and their reliance on leading-edge technologies such as Structured Query Language (SQL) and Extensible Markup Language (XML), you can attain maximum scalability across a variety of platforms and environments. Scalability extends, not only across hardware devices, but also across the organization — allowing you to manage any size of installation from a single workgroup or department to an entire enterprise.

- **HP and Altiris supported** — HP Client Management Solutions are backed by the award-winning service and support provided by HP- and Altiris-trained professionals who are ready to provide customer service and support at the local level. The HP Services organization has proven expertise in implementing both HP OpenView and Altiris solutions for customers around the globe to achieve a quick return on their investment. Toll-free telephone and online support are also available twenty- four hours a day.

Customer quotes

Triple-S

"The Altiris/HP alliance has been very beneficial for us. For example, our outside contract service costs dropped dramatically initially and continued to drop after that. We keep discovering more features that keep saving us time and money."

Victor Rivera
Technical Support Manager

Edward Jones

"Although we're a private company, we deal with critical financial data everyday and thus hold ourselves to the highest standards when it comes to protecting the functionality and integrity of our systems. HP automation supplies an added point of control to our IT management processes and are an integral part of our compliance efforts."

Rich Malone
CIO

Deakin University

"Security on the desktop is no longer an issue for us … any attempts at nefarious activities have been unsuccessful since we have been using HP OpenView Configuration Management solutions."

Craig Warren
Operational Service Provision Manager

*These customers' results depended upon their unique business and IT environments, the way they used HP products and services and other factors. These results may not be typical; your results may vary.
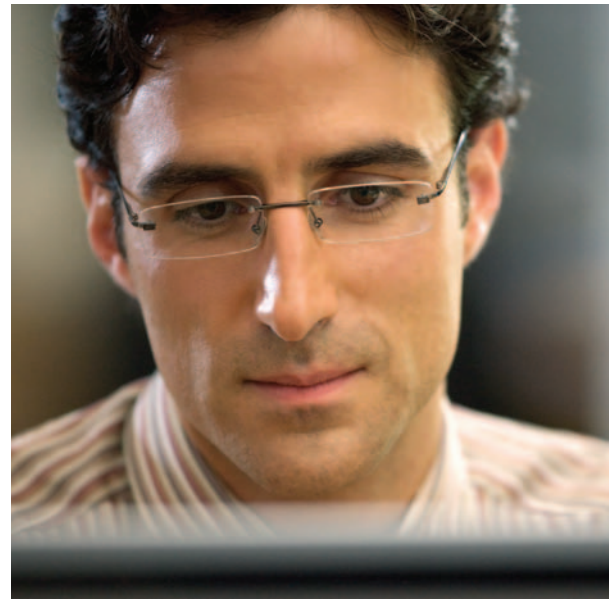
Conclusion

HP continues to deliver on its commitment to provide easy-to-use, innovative solutions that help reduce system ownership costs and simplify the business of IT. These tools simplify day-to-day IT management for commercial, educational, and government organizations. With these solutions, you can manage your organization from a single, Web-based console to address the complete IT lifecycle.

Complex tasks. Simple solutions.

For more information

To learn more about the HP and Altiris solutions, contact your HP representative or visit these online resources:

HP Client Management Solutions:
www.hp.com/go/easydeploy

HP Desktop Solutions:
www.hp.com/go/lifecyclesolutions

TCO Snapshot Assessment:
www.hp.com/go/tco

HP OpenView PC Configuration Management
www.managementsoftware.hp.com/solutions/pc/index.html

Altiris, Inc. partner site:
www.altiris.com/partners/alliances/hp/

For more information about HP products and services, visit www.hp.com

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