

HP Client Management Solutions Overview

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Introduction

HP provides a comprehensive portfolio of HP Client Management Solutions to help reduce the complexity and cost of managing commercial PCs throughout their lifecycle. This portfolio includes both HP and third-party client management software, HP/third-party jointly developed value-add solutions, and HP manageability tools and technology. This document provides an overview of these solutions for HP commercial desktop, workstation, and notebook PCs.

HP Client Management Solutions

The approach you take toward client manageability can affect the overall total cost of ownership(TCO) of your HP commercial PCs. HP Client Management Solutions can help you whatever your level of IT maturity – whether you are just beginning to address client manageability or are well on your way to implementing automated best practices. Our goal is to ensure HP commercial PCs are the best managed systems with leading client manageability products. We coordinate closely with leading client management software providers to qualify our commercial PCs with their products. We also work jointly with these providers to define and deliver solutions that extend the value of their products on HP commercial PCs. The HP Client Management Solutions portfolio offers a variety of solutions to meet a range of client management needs, including:

- HP Software Solutions
 - HP Client Automation Starter
 - HP Client Automation Standard
 - HP Client Automation Enterprise
- Microsoft Solutions
 - System Center Configuration Manager (SCCM)
 - HP Client Catalog for Microsoft System Center products
- HP Management Tools and Technology
 - HP Client Management Interface
 - HP SoftPaq Download Manager
 - HP System Software Manager

HP Software Solutions

Enterprise IT organizations must enable the right software and hardware configuration to be continuously available at all times and at low costs through efficient and cost-effective methods. Depending on the environment, requirements could range from focusing on ease-of-use and quick time-to-value to addressing strategic initiatives that transform the business and reap long-term benefits.

We recognize these challenges and offer a broad portfolio of products and solutions to address the entire spectrum of enterprise needs. HP Client Automation Starter is a free tool for HP PC hardware and Thin Client management in a low complexity environment that simplifies hardware management, hardware and software inventory and SoftPaq deployment. HP Client Automation Standard is HP's industry leading, easy-to-use PC management solution for low to medium complexity environments with hundreds or thousands of devices. By automating management of your client devices throughout their lifecycle you can improve availability, security and patch compliance. HP Client Automation Enterprise is a true desired state client management solution for highly complex and ever changing enterprise environments. By automating management across your physical or virtual client fleet from assessment to acquisition, deployment, management, and retirement you can improve availability, security, and

compliance. HP Client Automation Enterprise has unlimited scalability providing continuous policy enforcement, monitoring, alerting, remediation, and reporting on hardware, applications, and OS.

HP Client Automation provides the IT professional with:

- Integrated software management
 - Inventory collection accurately discovers and inventories installed hardware and software assets on managed devices
 - Operating system deployment and settings migration enables bare-metal deployment of operating systems and migration to new operating systems while preserving application and user settings
 - Patch management identifies and assesses vulnerabilities, deploys patches and performs continuous verification to protect PCs from security exposures
 - Software distribution (including updates) to locally and remotely connected end users
 - Software usage metering gives a clear view into the real-world usage patterns of every application in the environment
- Integrated hardware management
 - Remote control enables administrators to remotely troubleshoot PCs to resolve user problems and perform various power management operations
 - HP alert monitoring automatically flags disruptive occurrences on HP PCs for administrative action
 - HP hardware driver and BIOS revision feature constantly compares and updates your HP systems to the latest revisions available from HP
 - Integration with HP ProtectTools enables remote initialization of embedded TPM chips and distribution of HP ProtectTools management software
 - Free add-on support for Intel® Active Management Technology (iAMT) using HP Out-of-Band Management Console to discover and heal AMT-enabled PCs regardless of the state of the device, enabling the user to manage the PC even when the operating system is not running or the PC is turned off
- Quick time to value – installs in under an hour and provides out-of-the-box functionality for common management use cases
- Ease of use – designed for self-deployment and self-learning, and allows IT administration from an integrated Web-based console

HP Client Automation is offered in three editions: HP Client Automation Starter, HP Client Automation Standard and HP Client Automation Enterprise.

HP Client Automation Starter

HP Client Automation Starter is a free product for managing HP desktops, notebooks and workstations. It provides hardware and software inventory, HP alert monitoring, HP BIOS and driver updates, integration with HP ProtectTools, and add-on support for Intel AMT. The Basic Edition also supports deployment and management of HP Thin Clients.

HP Client Automation Standard

HP Client Automation Standard is available for purchase. It includes all functionality provided in Basic Edition and adds Windows deployment and migration, patch management capabilities, software distribution and software usage metering for HP Thin Clients. HP Client Automation Standard provides administrators with out-of-the-box functionality for hardware and software management. HP Client Automation Standard is a task-based management solution for Microsoft® Windows® and HP Thin Client environments that is easy to use and quick to deploy, while providing a strong foundation for future requirements.

HP Client Automation Enterprise

HP Client Automation Enterprise continuously monitors and manages complex, distributed, and changing IT environments. This suite of enterprise-class products based on a single, policy-driven architecture is recommended for companies anticipating significant growth or with a high degree of changes in the IT environment, such as combining disparate IT infrastructures because of a new corporate standard, merger or acquisition. With continuous configuration management, HP customers report dramatic savings in IT costs, accelerated time-to-market for software and content, and increased user productivity and satisfaction.

HP Client Automation Enterprise enables administrators to inventory, deploy, patch, and continuously manage software and content across heterogeneous hardware and OS platforms. With the HP Client Automation Enterprise, the IT professional can:

- Automate the entire lifecycle management process from discovery, deployment, and ongoing management through migration and retirement
- Automatically deploy and continuously manage an entire software stack (operating systems, applications, patches, settings, and content) to a desired state
- Manage software on virtually any device, including desktops and notebooks, in a heterogeneous or standalone infrastructure
- Manage software on most operating systems

Table 1 summarizes the features offered in HP Client Automation.

Table 1. HP Client Automation Starter, Standard, and Enterprise comparison

HP Client Automation	Starter	Standard	Enterprise
Policy-based, continuous desired-state automation			X
Task-based automation		X	X
Hardware and software inventory reports	X	X	X
Software distribution	Thin Clients only	X	X
OS Security Patch management, continuous verification & repair		X	X
OS image deployment & user settings backup & migration	Thin Clients only	X	X
Software Usage metering		X	X
BIOS Management, ProtectTools for embedded security	X	X	X
HP SoftPaq acquisition and deployment	X	X	X
Schedule power functions and remotely control devices	X	X	X
Real time HP hardware alerts (SMART Drives, CMI)	X	X	X
HP managed Thin Client OS platforms supported: Windows XPe, MS WES, CE, HP ThinPro, Debian Linux	X	X	X
Operational dashboards		X	X

HP Client Automation	Starter	Standard	Enterprise
Security & Compliance Manager			X
Integration w/ HP Asset Manager, Service Desk & Operations Orchestration			X
HP Essentials Network Integration (subscription service)			X
Application Management Profiles (AMP)			X
Scalability (devices)	Approx. 10,000/console	Approx. 10,000/console	Scales to over 100,000
Client OS Platforms supported (desktops, notebooks, workstations, blades)	Windows	Windows	Windows, Linux
Migration path to HPCA Enterprise	X	X	X

HP provides an upgrade path between Client Automation solutions. Your company can start using the free HP Client Automation Starter to manage your HP commercial PCs without incurring additional software costs. You can then upgrade and take advantage of all the software management features of HP Client Automation Standard by purchasing and installing a new license key. For companies wanting to move from HP Client Automation Standard to the full HP Client Automation Enterprise, the existing infrastructure, agents, collected data and acquired software patches are all preserved between the products. For many companies, it makes good sense to take charge of their environments first with HP Client Automation Standard or Starter as a step toward implementing the broader HP Client Automation Enterprise. For more information on HP Client Automation go to <http://www.hp.com/go/clientautomation>.

Microsoft Solutions

Microsoft System Center Configuration Manager

Microsoft System Center Configuration Manager enables customers to reduce the day-to-day operational costs of managing Windows, as well as enable their business to move more quickly by integrating these core disciplines into a single solution. This solution delivers enterprise-class software distribution and asset management through comprehensive inventory analysis, operating system and software distribution, software usage tracking, and reporting. For more information on Microsoft System Center Configuration Manager go to <http://www.microsoft.com/systemcenter/configmgr/default.aspx>.

HP Client Catalog for Microsoft System Center products

The HP Client Catalog for Microsoft System Center products automates the acquisition and deployment of HP software updates (SoftPaqs) to HP commercial PCs in a Microsoft System Center environment. The catalog file contains detailed platform information on HP commercial desktops, notebooks and workstations. It can be used in conjunction with the custom inventory and update features of Microsoft System Center to provide automated driver and patch updates to managed HP Clients. For more information on HP Client Catalog for Microsoft System Center go to www.hp.com/go/easydeploy/.

HP Management Tools and Technology

HP Client Management Interface

HP Client Management Interface (HP CMI) allows you to manage your PCs regardless of what systems management software is installed. With HP CMI, new HP business computers seamlessly integrate into

your managed IT environment. 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 CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools. HP CMI is based on industry standards including Microsoft Windows Management Interface (MS WMI), Web Based Enterprise Management (WBEM), System Management BIOS (SMBIOS), and Advanced Configuration and Power Interface (ACPI). The IT administrator can access the HP Client Management Interface by writing simple scripts and integrating those scripts to the management solution of their choice. The 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, BIOS, and 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 in real time to the system management console, application, or local client computer when triggered by hardware events
- Manage system BIOS settings — Perform F10 setup 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

Refer to the white paper provided with the HP CMI Software Provider SoftPaq for information on developing scripts to interface with the HP Client Management Interface.

HP SoftPaq Download Manager

HP SoftPaq Download Manager is a free, easy-to-use interface for locating and downloading software updates for the HP commercial client PC models in your environment from the HP Support and Drivers website. By specifying your models, operating system, and language, you can quickly locate, sort, and select the SoftPaqs you need. To download HP SoftPaq Download Manager go to www.hp.com/go/sdm.

HP System Software Manager

HP System Software Manager (HP SSM) automates remote deployment of device drivers and BIOS updates for your networked HP commercial PCs. When HP SSM runs, it silently determines the revision levels of drivers and BIOS installed on each networked client system and compares this inventory against system SoftPaqs (compressed software files) that have been tested and stored in a central file store. HP SSM then automatically updates any down-revision system software on the networked PCs to the later levels available in the file store. Since HP SSM only allows distribution of SoftPaq updates to the correct client system models, administrators can confidently and efficiently use HP SSM to keep system software updated.

Available as a free download, HP SSM integrates with enterprise software distribution tools such as HP Configuration Management Solution and Microsoft Systems Center Configuration Manager. Using SSM, you can distribute customer-created or third-party updates that have been packaged in the SSM format. HP SSM may be downloaded at no charge from www.hp.com/go/ssm.

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 product families, or multiple generations of the same product family

- simplifies deployment for customers using multiple HP 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

You can use HP Factory Express customization services to deploy a single custom image across multiple platforms before your systems leave the factory. Image Development services provide a flexible framework that can be leveraged to meet your specific needs, from the simple loading of your custom image at HP factories to complete lifecycle image management by HP engineers. HP also provides a dedicated program manager as a single point of contact to further simplify the customization process. For more information on HP Factory Express visit www.hp.com/go/factory-express.

HP End-user Workplace Solutions - Desktop Solutions

HP Desktop Solutions help you tighten control over procurement and asset management, speed and simplify deployment, keep pace with fast-changing technology, maximize user satisfaction and productivity, and free scarce technical expertise to focus on your core business initiatives.

HP Desktop Management

HP Desktop Management services support the complete lifecycle management of your desktop and mobile device environments, from assessment and procurement through to deployment, installation, inventory tracking, and technology refresh. HP Desktop Management services also support standard warranty service and add-on coverage, software licensing management, software packaging, and distribution.

HP Services professionals help build more secure network access to your corporate network for desktops, notebook pcs, and mobile devices. We'll also tailor levels of security to your unique requirements, incorporating anti-virus management, personal firewall management, and workstation backup. Our modular approach to solution architecture allows us to customize and combine key elements to implement the Desktop Management Services that meet your specific needs and grow easily as your needs change.

HP Managed Deployment

HP Managed Deployment service provides customers with project management capabilities designed to reduce the time and money required for deployment in complex, multi-vendor, and global environments. The Managed Deployment service is based on a project plan, usually an asset refresh scenario, managed by HP's Project Office.

HP Managed Deployment service provides many optional features that accommodate customer specific needs. These features include:

- loading customer-selected software applications
- erasure of customer sensitive data from old assets
- removal or disposal of old assets
- data migration
- training of end-users regarding the capabilities and function of new assets
- other flexible, low-cost capabilities

HP Managed Deployment service provides you with a full suite of procurement options that range from low-cost procurement operations with designated customer representatives to a full-blown procurement portal available to all employees in your business. Services include hardware and software

procurement from HP or other vendors. The service also provides for leased equipment options, managed either directly or as part of a hardware/services bundle.

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 backup 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 www.hp.com/go/carepack for more information.

Questions and Answers

Q. How do the HP Client Management Solutions integrate with other HP and third-party enterprise tools that I'm using?

A. HP Client Management Interface communicates directly with the client computer to request in-depth client inventory, receive health status information, and manage system BIOS setting. HP CMI provides an interface that simplifies the integration of HP business computers with popular industry system management tools (including Altiris Client Management Solutions, Microsoft® Systems Center Products, IBM Tivoli Software, and HP OpenView Operations) and custom in-house developed management applications. HP CMI is available on select new HP business desktop, notebook and workstation models. An HP CMI Software Provider SoftPaq is also available for legacy models and may be downloaded from www.hp.com.

Q. How can I evaluate the HP Client Management Solutions?

A. The following solutions are available for free with your purchase of HP client systems:

- HP Client Management Interface – Available on select new HP commercial desktop, notebook and workstation models introduced after June 2005. An HP CMI Software Provider SoftPaq is also available for legacy models and may be downloaded from www.hp.com. For more information and product and operating system availability visit www.hp.com/go/easydeploy.
- HP Client Automation– Available for HP commercial desktop, notebook, workstation, and thin client models. To download HP Client Automation visit <http://www.hp.com/go/clientautomation>.
- HP SoftPaq Download Manager, HP System Software Manager, and HP Client Catalog for Microsoft System Center Products – Available for HP commercial desktop, notebook, and workstation models. To download these products visit: www.hp.com/go/sdm.

Q. How do I purchase the HP Client Management Solutions?

A. Contact your HP representative to purchase licenses for HP Client Management Solutions.

Conclusion

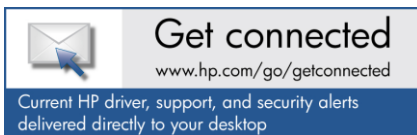
HP offers a portfolio of HP Client Management Solutions that address the broad range of client management requirements. HP offers extensive training and services expertise available from the HP

Services organization. The combination of HP Client Management Solutions and services capability provides the best choice for customers trying to reduce the cost and complexity of managing client systems.

For more information

To learn more about HP Client Management Solutions, contact your local HP sales representative or visit our website at www.hp.com/go/easydeploy.

To learn more about HP systems for large business, visit our website at www.hp.com/go/enterprise.



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