



Altiris® 6

Real-Time System Manager Solution™

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 IMMEDIATE PROBLEM RESOLUTION AND COMPUTER MANAGEMENT FROM ANYWHERE

BENEFITS

- > Administer remote computers from virtually anywhere
- > Provides quick graphical summary
- > Uses the Windows security already in place in your organization
- > Common user interface with other Altiris solutions minimizes training
- > Reduces help desk call duration and speeds problem resolution
- > Integrates with Altiris Helpdesk Solution™
- > Supports Intel vPro technology
- > Reduces susceptibility to end-user tampering
- > Supports ASF

Altiris® Real-Time System Manager Solution™ software reduces the need of desktide visits for common hardware and OS-related problems. The solution allows administrators and help desk technicians to manage remote computers using Intel® Active Management technology (Intel® AMT), Alert Standard Format (ASF), and Windows Management Instrumentation (WMI) technologies through a Web browser. It provides detailed real-time information about the health and status of a remote computer, and allows those with appropriate permissions to perform administrative tasks such as running an application, rebooting the computer, resetting a password, running a traceroute, performing a port check, and more.

GET ACCURATE, REAL-TIME INFORMATION

In most help desk environments, technicians must resolve problems based on data that can be several hours or even days old. However, many problems that require a call to the help desk are the result of a condition that has only recently materialized. Real-Time System Manager Solution allows your help desk workers to view the health and status of a remote computer in real time, giving them a powerful edge in today's ever-changing IT environment.

REDUCE HELP DESK CALL DURATION

Industry research indicates that a typical call to the help desk requires help desk workers to spend almost 50 percent of their time gathering detailed information about a caller's environment. Asking the caller to determine how much drive space is available, which processes are running, or which BIOS revision they are using can be a daunting, time-consuming task, yet this information is vital to resolving incidents quickly. Real-Time System Manager Solution provides your help desk workers with quick, easy access to this information remotely. For example, the reigning king of calls to the help desk remains the password reset. Real-Time System Manager Solution allows you to reset passwords for domain accounts as well as local computer accounts in real time with the click of a mouse.

LEVERAGE THE POWER OF MICROSOFT WMI

Real-Time System Manager Solution is designed for enterprises that want to reduce the cost and complexity of managing their computer infrastructure by maximizing the value provided by the Microsoft® Windows Management Instrumentation (WMI) architecture. By organizing the information and functionality already available on nearly every Windows computer and making it easily accessible, Real-Time System Manager Solution can help your

organization realize significant savings through reduced incident resolution time, reduced downtime, and higher IT staff productivity.

SUPPORT FOR INTEL vPRO TECHNOLOGY

Real-Time System Manager Solution supports Intel vPro® technology-based systems, which include Intel AMT. The solution reduces costly desktide visits and allows you to:

- > Access accurate hardware inventory, regardless of OS state
- > Securely power up/down and reboot computers from remote management console
- > Enter remote system's BIOS from management console
- > Remotely repair computers even when OS is down or locked
- > Stop spread of malware by locking down network access to and from affected computer
- > Use proactive alerting

Now you can better discover, heal, and protect your networked computing assets. Whether a user's operating system is out-of-band—be it down, locked or off—your IT organization and help desk can still securely view inventory and perform remote remediation in a heterogeneous environment *and* significantly reduce desktide visits.

UNPRECEDENTED CONVENIENCE

Put an end to running around the data center trying to determine which keyboard and monitor are connected to which server. Eliminate trips across the corporate campus to reboot a computer or restart a service that has stopped. Real-Time System Manager Solution allows you to perform these tasks as well as network diagnostics without an agent and remotely—all from the convenience of a Web browser.



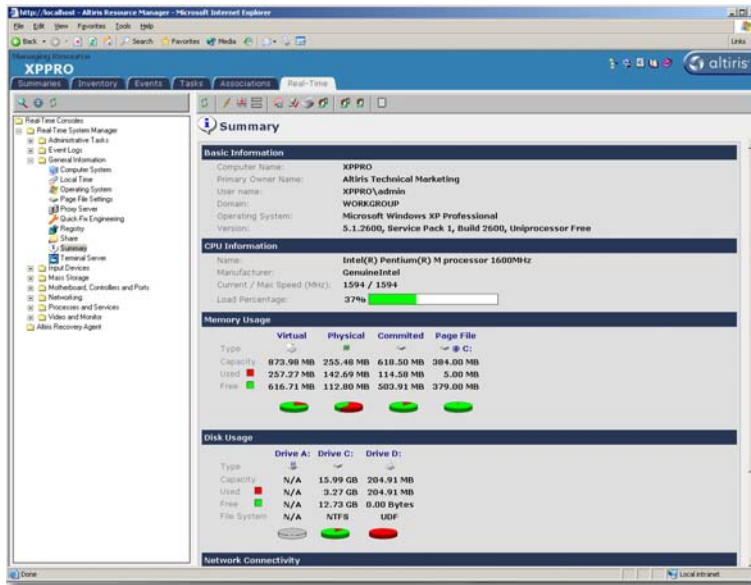
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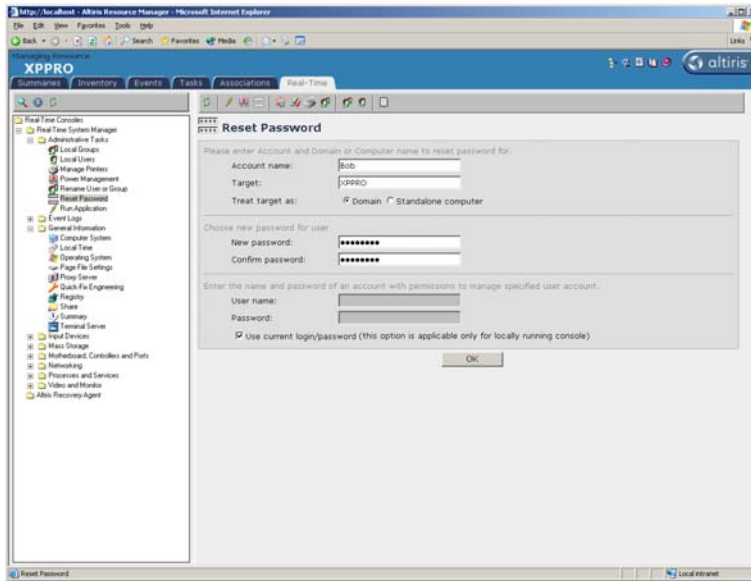
“We believe the combination of Altiris and Intel technologies will allow us to be more proactive with inventories, backups, and remote diagnostics—not to mention giving us the critical benefit of updating security software anytime.”

—BOB IRWIN
CIO

Robert Wood Johnson
Altiris / Intel Success Brief
September 2006



With Real-Time System Manager Solution you can instantly view vital statistics and operational parameters of computers in real time.



Real-Time System Manager Solution includes powerful diagnostic and security tools such as resetting passwords.

TRY REAL-TIME SYSTEM MANAGER SOLUTION FOR FREE!

Download a free 30-day evaluation version of Real-Time System Manager Solution at www.altiris.com/eval.

SYSTEM REQUIREMENTS

Real-Time System Manager Solution requires that you install and configure the Altiris Notification Server™.

Notification Server Minimum Requirements

- > Processor—Pentium® III 800 MHz or faster
- > Memory—1 GB RAM
- > Hard drive—20 GB
- > Operating system—Windows® Server 2003 or Windows 2000 Server
- > Database—Microsoft SQL Server 2000 SP3
- > Browser—Microsoft Internet Explorer 6 or later

Real-Time System Manager Solution is included in these Altiris suites:

- > Altiris Client Management Suite™, Level 2
- > Altiris Server Management Suite™, Level 2
- > Altiris Service & Asset Management Suite™, Level 3
- > Altiris Total Management Suite™



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