



## HP Client Automation software

Data sheet



HP Client Automation software helps you automate key IT processes across the PC lifecycle. It provides the tools you need to simplify and automate the administrative tasks required for deploying software and updating client devices.

### Can you meet your client management challenges?

As they face increasingly sophisticated security threats, stringent availability requirements and a growing mobile and remote workforce, IT organizations are placing greater emphasis on the ability to manage client devices efficiently and effectively. All the while, the rate and volume of change is increasing. Manual processes are driving up the cost of ongoing management, straining IT budgets and resources, which are already thinly stretched.

HP Client Automation software helps your IT organization respond to these demands. It gives you consistent visibility into the state of client devices, regardless of physical location, and allows you to leverage automation to reduce the time to provision machines, manage systems and distribute software changes across the PC lifecycle.

Among other benefits, HP Client Automation software helps you:

- Reduce management cost and improve IT efficiency.

- Increase agility by deploying changes faster and without user disruption.
- Enable security and compliance via identity-based policy management, patch compliance and software integrity enforcement.

### Product overview

HP Client Automation software is a comprehensive, industry-leading client manageability solution for automating key IT processes across the PC lifecycle.

HP Client Automation Starter and Standard levels simplify and automate the administrative tasks required for deploying software and updating client devices to the correct model. The IT administrator chooses what each device will have and then uses HP Client Automation to automatically deploy the correct software, patches, content and operating system image.

HP Client Automation Enterprise uses a foundation of policy-based, desired-state automation, which greatly reduces the complexity and effort of maintaining all client devices with the appropriate software, security patches, and operating system images. An administrator defines the model, or policies, specifying what is appropriate for each type of user or machine. HP Client Automation constantly monitors each client machine to verify that it matches the model. If necessary, it can automatically update the client device to be in compliance with the policy, by adding or removing software, changing the operating system image, or even adding or deleting content. Most changes require no human intervention and can be triggered by normal events, such as employee transfers or job changes, or by unexpected changes such as software corruption or user mistakes.

# HP Client Automation Application Manager software provides the control and reliability required to execute timely application deployments.

HP Client Automation monitors each client machine to verify if it matches the model. If not, HP Client Automation can automatically add or remove software, change the operating system image, or even add or delete content to enable compliance with the policy model. Most changes require no human intervention and can be triggered by routine events, such as employee transfers or job changes, or by unexpected changes, such as software corruption or user mistakes.

HP Client Automation addresses all of the stages of the PC lifecycle:

#### **Baseline the environment.**

*Increase visibility through inventory and utilization.*

HP Discovery and Dependency Mapping Inventory software is a part of the HP Client Automation suite of products. It allows you to discover and take inventory of devices and device attributes. Inventory and software utilization reports, including Windows® Vista® readiness reports, can all be accessed directly through the HP Client Automation Enterprise Manager console to gain visibility and control over devices on the network.

#### **Automate change.**

*Streamline application packaging and identify conflicts for efficiency and availability.*

HP Client Automation Extensions for Windows Installer software enforces best practices, streamlines the package building process, speeds troubleshooting and tailors the package to the needs of the environment. These extensions enable your administrators to test for possible conflicts and problems before deployment and help increase the reliability of new package rollouts.

*Deploy applications and content quickly and reliably.*

HP Client Automation Application Manager software provides the control and reliability required to execute timely application deployments based on business or IT needs. Everything can be handled with ease—emergency situations when patches or applications must be deployed immediately, scheduled deployments where the application must go live across the enterprise at the same time or small targeted deployments for a select group of end users.

Customers using HP Client Automation have realized the following return on investment (ROI) (actual customer results may vary; HP does not guarantee similar results):

- 80-90 packages/month deployed with 99 percent reliability
- Automated change deployment of 300 applications across 63,800 PCs with 100 percent adherence to service level agreements
- 68 percent reduction in IT staff and related costs

*Enable self-service software management.*

HP Client Automation Self-Service Manager software provides a self-service tool that users can access for automatically downloading, repairing, updating and removing software. It presents a personalized software catalog via the electronic Definitive Media Library. This software library is generated dynamically according to the user's identity and role, the machine's configuration and the entitlement policies set by IT.

#### **Automate compliance.**

*Monitor software utilization.*

HP Client Automation Application Usage Manager software monitors the utilization of every application on all of your client devices. With direct visibility into the location, frequency, version status and trends of software use, your IT organization can reduce cost by decreasing excess user license costs and validating that old versions of software have been phased out, and can reduce risk by monitoring incorrect usage of software.

*Help protect software from vulnerabilities.*

HP Client Automation Patch Manager software provides complete lifecycle management of patches, service packs and hot fixes, including discovery, download and collection, testing, conflict analysis and vulnerability assessment, targeting, deployment and continuous enforcement. By automating patch management, deployment time is decreased from months to days, thereby reducing the risk of security vulnerabilities. One customer was able to reduce patch deployment time from two months to five days (one day if needed to deploy a critical patch).

*Centralize policy management for compliance.*

HP Client Automation Enterprise Manager software is a web-based console for centralized policy administration. Administrators can manage multiple directory services from a single console and quickly identify directory objects, including policy assignment for each managed object. HP Client Automation Enterprise Manager provides enhanced security with role-based administration and access controls by only defining access rights within the directory.

In addition, all policy changes can be tracked in a complete audit trail to document what policy changes were made, at what time and by whom, for compliance purposes. With centralized and continuous management, your entitlement policies are enforced for all managed devices—regardless of physical location—via a central control point to reduce the risk of unauthorized access to systems. In addition, software is maintained and deployed via an electronic Definitive Media Library according to IT Infrastructure Library (ITIL) best practices to help protect its integrity.

*Enable comprehensive reporting.*

HP Client Automation software provides comprehensive and centralized operational reporting, including hundreds of out-of-the-box reports and views with flexible customization.

### **Provision and scale**

*Speed PC provisioning and migration projects.*

HP Client Automation OS Manager software automatically provisions and maintains the right operating system for each device as prescribed by policies. Whether the device is provisioned from bare metal or migrated to a new operating system, such as Microsoft Windows Vista, HP Client Automation OS Manager creates images, provisions them according to policies and manages the operating systems throughout the entire lifecycle. Working together with HP Client Automation Settings Migration Manager, HP Client Automation OS Manager enables personalized settings on each PC to be preserved and migrated onto the client to reduce migration time and cost.

*Reduce management complexity for heterogeneous clients.*

HP Client Automation software supports multi-platform environments, including Windows, UNIX® and Linux, and has proven scalability to manage thousands to hundreds of thousands of devices via a common solution. It reduces complexity by allowing you to standardize on a single solution for managing your heterogeneous environment.

## **Part of a closed-loop change management solution**

HP Client Automation software is tightly integrated with HP Service Manager software and HP Process Automation software to form a robust solution for closed-loop change and release management. The change process, from request through deployment and verification, is automated to reduce the cost, time and risk of change.

In addition, tight integration with HP AssetCenter software provides visibility into software utilization and purchased licenses for software asset management and license compliance.

## **Key features and benefits**

- Automated change execution—efficiently, reliably and quickly deploy and distribute software changes, including operating systems, patches, applications, settings and content to reduce management costs, time to market and risk.
- Security and compliance enforcement—define and centrally manage the policies governing device configuration and software entitlements based upon user or machine identity, automate patch management, maintain an audit trail of all policy changes, and enable software integrity based upon distribution from an electronic Definitive Media Library.
- Continuous lifecycle management—utilize a common automation tool to manage heterogeneous and geographically distributed client devices throughout the lifecycle—from discovery and provisioning, to deployment and ongoing management, to software removal and retirement.
- Windows Vista support—reduce the time, cost and risk of Windows Vista migrations, including Windows Vista readiness evaluation and reporting, conflict analysis, and automated migration and deployment.
- Modular solution based upon business need—implement the appropriate solution for today's business needs with an easy and flexible upgrade path as your needs evolve.

**Table 1. A flexible solution for a range of business needs**

An HP Client Automation software solution has three levels of varying functionality to match a range of business needs. You have the flexibility to start at a lower level and upgrade to a higher level as your business needs evolve.

Product	Ideal for	Key capabilities
HP Client Automation Starter	Customers of HP desktop, notebook, workstation and thin client devices	<ul style="list-style-type: none"><li>•HP hardware management</li><li>•Hardware and software inventory</li><li>•HP Thin Client management</li><li>•Remote control</li></ul>
HP Client Automation Standard	Smaller and medium-size businesses; Divisions or departments of large corporations	<ul style="list-style-type: none"><li>•Software deployment</li><li>•Software usage metering</li><li>•Patch management</li><li>•User settings migration</li><li>•OS deployment</li></ul>
HP Client Automation Enterprise	Enterprise-level customers	<ul style="list-style-type: none"><li>•Desired state automation</li><li>•Heterogeneous support (UNIX®, Linux, Windows)</li><li>•Scalability to 100,000+ devices</li><li>•Identity-based policy management</li><li>•Customizable</li></ul>
HP Out of Band Management Console	Customers implementing Intel® Active Management Technologies for out of band administration	<ul style="list-style-type: none"><li>•Hardware inventory</li><li>•BIOS configuration and repair</li><li>•OS repair</li><li>•System defense filters</li></ul>

- Closed-loop change management—integrate with HP Service Manager, HP Process Automation and HP AssetCenter to automate the change process for IT efficiency and acceleration of service delivery, as well as enforce software asset management and license compliance.

## A complete solution

### Comprehensive training

HP provides a comprehensive curriculum of courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP Software, positions HP to deliver a better training experience. For more information about these educational courses, visit [www.hp.com/learn](http://www.hp.com/learn).

### The smartest way to invest in IT

HP Financial Services provides innovative financing and financial asset management programs to help you cost-effectively acquire, manage and ultimately retire your HP solutions. For more information on these services, please contact your HP sales representative or find us on the web at [www.hp.com/go/hpfinancialservices](http://www.hp.com/go/hpfinancialservices).

## Ordering information

For ordering and configuration information for HP Client Automation software, contact your HP Software sales representative.

## Contact information

To find an HP Software sales office or reseller near you, visit [www.openview.hp.com/buy](http://www.openview.hp.com/buy).

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