

Product Brief

CA Client Automation

Accelerate Your Path to Operational Excellence

Key Benefits

- **Optimize IT infrastructure investment.** Obtain a 360° view of your IT asset base so you can make informed business decisions and wisely leverage your infrastructure investments.
- **Improve service quality.** Consistent policy based automation of daily operational tasks reduces manual and error-prone processes, improves service quality, and streamlines operations.
- **Improve compliance.** Gain control over the change initiatives that plague your organization on a daily basis by automating processes and improving compliance with defined policies.

Key Features

- **Asset inventory and discovery.** Provides a robust set of device tracking and identification capabilities that are critical for properly managing physical and virtual infrastructures.
- **Software distribution.** Deploys and re-images existing systems with a comprehensive approach to operating system installation management. Provides policy-based software and patch deployment across heterogeneous business environment.
- **Remote (desktop) control.** Enables IT administrators to reliably and securely access, control, view, manage, and modify remote systems.
- **Patch Management.** Helps deliver consistent and reliable software patch management. Monitoring and discovery through research, packaging, testing, and deployment with around-the-clock support from our dedicated Content Research Team.

Overview

Traditionally, IT has focused on providing and managing physical systems that delivered your enterprise the access to applications, data, and productivity tools necessary to drive and support the business. In today's environment, IT is under pressure from the business on a number of fronts. In addition to staying on top of the daily operational processes associated with traditional IT environments, there is pressure to better enable workforce mobility, leverage employee-owned devices (BYOD) as well as mobile users, more efficiently prevent data leaks from client devices, all while reducing overall operational costs.

To meet their charters, IT teams need CA Client Automation from Broadcom. CA Client Automation is designed to provide comprehensive visibility into your IT asset base and help streamline the time-consuming and labor-intensive tasks of your IT organization regardless of the complexity of your IT environment, helping you run more efficiently and cost-effectively than ever before.

Business Challenges

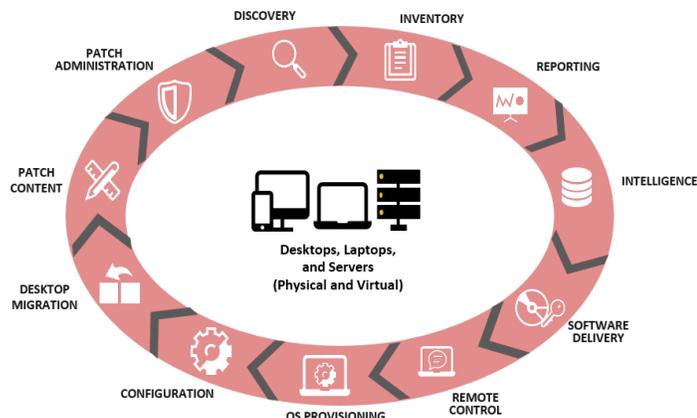
As traditional IT infrastructures evolve to incorporate new paradigms such as system and application virtualization and a highly mobile workforce, the complexity of the IT environment continues to grow. This creates new management challenges for IT, as you must continue to discover, enable, monitor, maintain, and administer this new mix of physical and virtual technologies and the daily lifecycle operational tasks that are required to keep your corporate resources productive and secure.

Solution Overview

CA Client Automation provides fully automated lifecycle management features to help streamline these processes:

- **Asset discovery and inventory.** Automated discovery of hardware and software inventory, software-usage monitoring, and extensive cross-platform reporting. CA Client Automation provides a robust set of device tracking and identification capabilities.

Figure 1: CA Client Automation for Operational Excellence



Solution Overview (cont.)

- These capabilities are critical for properly managing your physical and virtual infrastructures.
- **OS installation management.** Deploy and re-image existing systems with a comprehensive approach to operating system installation management which spans everything from bare metal buildups to rebuilds after crashes.
- **Software delivery.** Policy-based distribution of software to the maintenance of system configurations and rollout across multiple platforms and locations. CA Client Automation streamlines the installation and updates of software across heterogeneous business environment.
- **Patch research and management.** To help deliver consistent and reliable software patch management, CA Client Automation addresses each step in the process, from monitoring and discovery through research, packaging, testing, and deployment with around-the-clock support from our Content Research Team.
- **Automated windows desktop migration.** Leverage pre-built IT process-automation workflows, web-based wizards, and templates to streamline and standardize system deployments and migrations. CA Client Automation allows standardization and personalization during the migration process, allowing IT administrators greater flexibility when planning company-wide, departmental, or individual system refresh activities.
- **Remote desktop control.** CA Client Automation enables IT

administrators to reliably and securely access, control, view, manage, and modify remote desktop and mobile systems, no matter how far they are from the main office.

Benefits

CA Client Automation is designed to maximize the efficiency and responsiveness of all IT lifecycle management tasks across physical and virtual environments. Regardless of the complexity of an infrastructure, CA Client Automation helps IT to improve the quality of its computing services while helping to reduce operational costs, mitigate risk, and increase productivity throughout an enterprise. By leveraging CA Client Automation solution, your IT team can realize significant benefits:

- **Reduce operating costs:** CA Client Automation drives informed IT decision-making based on key performance indicators (KPIs) and executive-level views of critical device information. Through easy centralized access to up-to-date device information, you can proactively identify cost-cutting opportunities, avoid redundant and unnecessary spending, optimize power consumption, and make cost-sensitive decisions that support business operations.
- **Improve operational efficiency:** CA Client Automation helps improve IT efficiency by streamlining and automating the day-to-day processes associated with the management of your IT systems. The solution simplifies the management of complex environments, whether physical or virtual, improving IT productivity and freeing up

valuable resources to focus on the development and deployment of strategic technology initiatives.

- **Mitigate risk:** CA Client Automation helps you keep pace with the high volume of changes, patches, and updates necessary to keep your environment secure and running at an optimized level of efficiency. The solution also helps mitigate the operational risk associated with unlicensed software or unauthorized and unmonitored devices. In addition, CA Client Automation helps reduce the financial risk of noncompliance by providing the important asset information necessary to meet any regulatory mandates.

Critical Differentiators

- **Scalable architecture:** One size does not fit all. Scalable and adaptable product architecture can support organizations ranging from hundreds to hundreds of thousands of client devices.
- **Broad platform support:** Broad platform support including Windows, Mac, Linux, and Unix for heterogeneous environment, both physical and virtual.
- **Flexible configuration:** Configurable options for bandwidth, connectivity, security, and scheduling allow the solution to meet unique customer needs.
- **Integrations:** Integrate natively with CA Service Desk Manager and CA IT Asset Manager. Leverage CA Process Automation connectors. Web services and command line interface allow for external integrations.

For more information, please visit broadcom.com.