



Altiris Client Management Suite 7.0 & Altiris Server Management Suite 7.0 FAQ

Q. What is Symantec announcing?

On March 10, Symantec is announcing Altiris Client Management Suite 7.0 and Altiris Server Management Suite 7.0, defining a new generation of client and server management. Symantec's integrated, best-of-breed endpoint management solutions offer better visibility into IT assets, simplified day-to-day manageability and improved end-user productivity, helping customers realize significant cost savings and value out of their existing IT investments.

Q. What is Altiris Client Management Suite from Symantec?

Altiris Client Management Suite from Symantec is an easy-to-use, complete systems management solution for Windows, Macintosh and Linux that is designed to address IT management needs for desktop and laptops throughout their entire IT lifecycle. It tightly integrates industry-leading technologies to reduce the total cost of owning client systems. By automating time-consuming and redundant tasks, Client Management Suite minimizes the time and cost associated with deploying, managing, securing and troubleshooting client systems from virtually anywhere, so organizations can gain maximum visibility into and control of their IT environments.

Q. What is Altiris Server Management Suite from Symantec?

Altiris Server Management Suite from Symantec provides IT with essential, integrated tools for ensuring business continuity. Designed to simplify the entire server lifecycle, the suite enables administrators to provision, control, automate, monitor, and measure physical and virtual servers from a central console. Its industry-leading deployment capabilities automate server provisioning to improve consistency and increase quality in server configurations. With its easy-to-use tools, users can gain control of servers, reduce service interruptions, and increase uptime.

Q. What new features does Client Management Suite 7.0 include and what benefits do they offer customers?

In addition to what Client Management Suite has been able to do in previous versions, it now includes the following new features in this version:

- **Intelligent software management** – With new software catalog features, Client Management Suite 7.0 enables intelligent software delivery by creating smart policies to install the correct version of the software with any update and prerequisite and it ensures the software remains installed and configured correctly on client systems.

- **Expanded management** – Client Management Suite 7.0 is able to deploy, manage and troubleshoot any client system, including Windows, Mac and Linux. In addition, because Client Management Suite 7.0 is built on the Symantec Management Platform, there are more opportunities to expand client management into security, availability, application dependency and much more.
- **Power management** – Client Management Suite 7.0 is able to globally establish power settings on client systems that reduce power consumption and save money. Users can reduce power and save energy by shutting down PCs with standard power policies applied throughout an organization without losing manageability.
- **Complete process automation** – Client Management Suite 7.0 has more capabilities and flexibility built into task manager, which automates the IT process. The inclusion of Workflow solution expands process automation to orchestrate the timely interaction between people and systems management.
- **Integrated cast of All Stars** – Client Management Suite 7.0 tightly integrates industry-leading technologies, including Symantec Ghost, Symantec pcAnywhere, and Symantec Workspace Virtualization to give IT the most value for managing, deploying, securing and troubleshooting client systems through the entire IT lifecycle.

Q. What new features does Server Management Suite 7.0 include and what benefits do they offer customers?

In addition to what Server Management Suite has been able to do in previous versions, it now includes the following new features in this version:

- **Improved Server Provisioning** – Server Management Suite 7.0 streamlines and automates complex server builds for the latest operating systems, including Windows Server 2008 and Linux. The suite supports physical, virtual, and blade servers and provides tight integration with popular hardware from Dell, HP, IBM, VMware, and others. The suite's powerful provisioning features now include industry-leading imaging technology from Symantec Ghost.
- **Enhanced Monitoring and Alerting** – Server Management Suite 7.0 allows administrators to proactively monitor critical server components including hardware, OS, and applications either with or without an agent and view current health and remediation status. New features include a centralized event console and a wizard based configuration.
- **Configuration Management** – Server Management Suite 7.0 provides self-healing state management for Windows business applications. Application awareness and configuration management is further bolstered by adding the Veritas Configuration Manager option to Server Management Suite.
- **Complete Process Automation** – Server Management Suite 7.0 provides IT process automation that orchestrates interactions between people, systems, and tasks with integrated task management.
- **Expanded Management** – Server Management Suite 7.0 enables IT to manage more technologies, with greater efficiency, on more platforms. The suite can be installed and configured with less time while providing better support for Windows, UNIX, VMware, and Linux. The Symantec Management Platform offers more

opportunities to expand server management into security, availability, application dependency, real-time configurations management, and more.

- **Ease of Use** – Server Management Suite 7.0 allows IT to spend more time managing servers and less time configuring the management platform. Wizards, portal pages, improved reports all decrease the amount of time required to discover, inventory, patch and monitor servers.

Q. What are the market drivers compelling organizations to demand Client Management Suite 7.0 and Server Management Suite 7.0?

With the economic slowdown, organizations are looking for ways to cut costs and gain better value out of their existing investments, including those associated with systems management. Organizations are demanding better service at a cheaper cost and at a quicker pace. IT is always looking for ways to automate low-level function so they can re-distribute resources to key business initiatives. Additionally, as the complexity of managing client and systems increases, customers are looking to reduce the complexity. Endpoint management is a critical need for reducing IT administrative costs, improving security and maintain availability. Implementing endpoint management with solid processes can significantly lower administrative and support costs.

Q. What are the additional key drivers here for customers?

Most organizations already have some form of systems management already in place. However, they may be using a variety of different point products or they may not be using existing tools effectively. Additionally, budgets of IT are not increasing, and are actually decreasing in many cases, so organizations are looking for ways to increase effectiveness and drive business without driving up costs. The IT organizations are trying to reduce redundancy and automate low-level function while maximizing existing resources by automating functions rather than increasing resources. Some companies have traditionally taken a reactive approach rather than a proactive approach to IT governance and compliance. However, this stance is quickly changing.

Q. Who are the competitors that Symantec face with these products?

The main competitors that Symantec faces with Client Management Suite and Server Management Suite are Microsoft (Microsoft Systems Center Configuration Manager 2007 and Operations Manager 2007) and LANDesk (LANDesk Management Suite).

Q. What sets Client Management Suite 7.0 and Server Management Suite 7.0 apart from the competitors' products?

To adequately address the full lifecycle of a device or server, organizations must often invest in technologies that extend beyond traditional client and server management needs. Symantec's unique value proposition is that we provide the most complete and integrated solutions and easily allow customers to extend those capabilities without major changes to their infrastructure. This translates to very high customer loyalty and high success with customer renewals.

Symantec's expansive set of solutions are built on an open, unified architecture that allows organizations to choose among the capabilities to address their unique business

needs. The concept of the Symantec Management Platform provides integration not only among Symantec solutions, but also extends to strategic OEM relationships with all major hardware vendors and a growing list of 3rd party integrations. This modularity allows organizations to add functionality with changing business conditions and sets Symantec apart from the competitors' products.

Q. What are the target customer segments for Client Management Suite 7.0 and Server Management Suite 7.0?

Client Management Suite 7.0 is suited for the mid-size market and specifically targets the customers that range in from 1,000 nodes and above. Server Management Suite 7.0 is suited for the mid-size market and specifically targets the customers that range in the 100-5,000 node (10-500 servers) range.

Q. When will Client Management Suite 7.0 and Server Management Suite 7.0 be available?

Client Management Suite 7.0 and Server Management Suite 7.0 are now generally available globally.

Q. What is the pricing for Client Management Suite 7.0 and Server Management Suite 7.0?

Both Client Management Suite 7.0 and Server Management Suite 7.0 are now offered as single comprehensive suites to assure IT can deploy, manage, secure, and troubleshoot every client system and server in an organization. Both suites are offered in a single package that contains all the essential tools needed for complete IT lifecycle management with additional solutions that can be added as an organization grows. These add-on solutions seamlessly integrate into Client Management Suite and Server Management Suite making it easier for an organization to grow and expand when it needs to.

Although Symantec has added new features to Client Management Suite 7.0 the base price will remain the same as previous versions. MSRP pricing for Client Management Suite 7.0 starts at \$95 per managed node with Basic Maintenance and \$99 per managed node with Essential Maintenance. For example, if a customer has 1000 PCs they intend to manage with Client Management Suite, the total price with Basic Maintenance (at MSRP) would be $1000 \times \$95 = \$95,000$.

The total price for Server Management Suite has changed. MSRP pricing for Server Management Suite 7.0 starts at \$399 per managed server.

Q. Where can I find additional information on Client Management Suite 7.0 and Server Management Suite 7.0?

Additional information can be found at the following:

Client Management Suite 7.0 – <http://www.symantec.com/business/client-management-suite>

Server Management Suite 7.0 – <http://www.symantec.com/business/server-management-suite>

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