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BMC Client Management

Reduce service desk calls by 80% through integrated endpoint management

PRODUCT DESCRIPTION

Automating endpoint management helps organizations control costs, maintain compliance, and reduce data and financial risks. From device acquisition to disposal, Client Management provides an accurate view of hardware installations, ensures device adherence to organizational and industry policies, and supports systems and software currency.
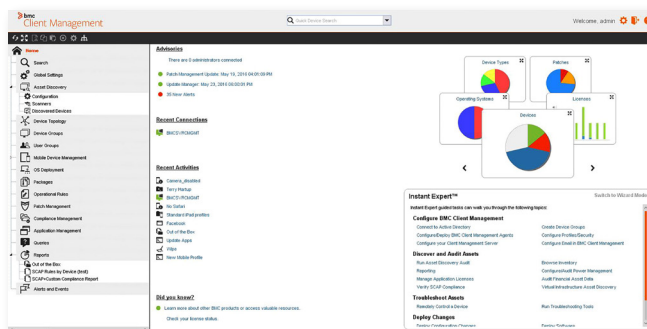
BUSINESS CHALLENGE

As businesses continue to grow and merge, **IT organizations continually face the increasingly difficult task of accurately managing their technology assets.** Common challenges include:

- Discovering and tracking hardware and software, often with decentralized purchasing and end-user deployments
- Ensuring software licenses are maximized
- Maintaining current patches and reducing potential vulnerabilities
- Supporting the service desk with troubleshooting issues and integrating to reduce escalations

BMC SOLUTION

Client Management delivers mobile, desktop, and laptop management, **helping organizations control costs, avoid audit failure, and reduce the likelihood of data loss.** From the time a device is acquired, BMC Client Management deploys the proper OS and software specific to the device and the user, ensures organizational and industry policy compliance, and keeps patches up-to-date until the device is retired.

Digital Enterprise Management

DIGITAL SERVICE MANAGEMENT		DIGITAL ENTERPRISE AUTOMATION
	ANALYTICS ORCHESTRATION POLICY	
DIGITAL INFRASTRUCTURE OPTIMIZATION		DIGITAL SERVICE ASSURANCE

KEY FEATURES

BMC Client Management provides intuitive, simple, and complete inventory and management.

- Inventory your IT assets to **know what you own** and how those assets are being used
- **Ensure your devices are current, secure, and compliant** with your IT policies
- **Access your devices remotely,** even those not connected on VPN
- Provide pre-approved **self-service for software downloads, common actions, and quick links** with MyApps
- **Integrate endpoint management** with your service desk or CMDB

KEY BENEFITS

- **Reduce patch time by 30**% through set-it-and-forget-it automation
- **Lower deployment time by as much as 85**% for operating systems and applications
- **Decrease post-PC migration service desk calls by 80**% with integrated profile migrations
- **Realize 100% ROI within 24 months** of your Client Management investment

Navigate quickly with the menu bar and leverage the integrated wizards to complete common tasks.

PRODUCT DETAILS

Discovery and inventory: Automate inventory tracking to help guide investment decisions, reduce manual processes, and maintain compliance for physical and virtual devices

OS and application deployment: Centralize and automate system deployment or migration—with no configuration—for minimal disruption

Software license management: Reduce audit failures by understanding software license usage

Patch management: Assess, manage, deploy, and report on patches to ensure that systems are safe and secure

Event management: Extend monitoring and custom alerting capabilities to proactively track, manage, and automate remediation when key infrastructure events occur

Policy compliance: Ensure devices adhere to regulatory, industry, and corporate polices, and provide reports to satisfy audit requests (SCAP 1.2 compliant certified by the National Institute of Standards and Technology)

Device security: View, control, monitor, and update all major anti-virus and anti-spyware software from a single source

Remote management: Securely manage routine desktop management tasks with administrators being able to detect, diagnose, and resolve PC issues without leaving their desk

Mobile device management: Inventory and manage mobile devices through a unified console. Check compliance, push profiles and applications, and remotely lock/wipe devices.

Power management: Lower energy bills and reduce the environmental footprint associated with PC energy consumption

Device management: Centrally define and enforce your device usage policies, control upload and download activity, log peripheral device events for proactive response, and audit any unwanted activity

MyApps: Put pre-approved software and access requests in the hands of the end-user without going to any websites or submitting help desk forms

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ⓘ **FOR MORE INFORMATION**

To learn more about BMC Client Management, please visit **bmc.com/clientmanagement**
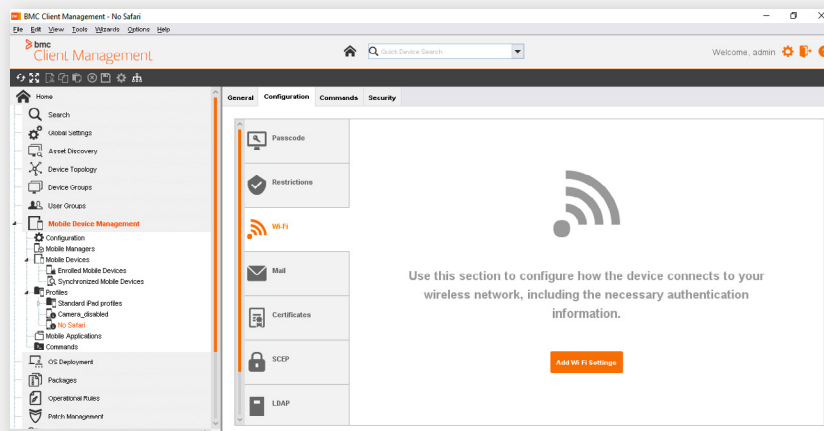
Discover and manage phones and tablets to ensure security and enhance user productivity.

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to make digital business fast, seamless, and optimized from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life   BMC digital IT transforms 82% of the Fortune 500*.

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