

LANDesk® Process Manager 4.0



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LANDesk®
An Avocent® Company

Effectively Manage Change



Access an Easy-to-Use Change Management System

LANDesk® Process Manager empowers your enterprise to automate business procedures and change management by making it easier to envision, capture and execute processes for a wide range of IT and business needs.

A drag-and-drop graphical user interface empowers virtually anyone in your organization to quickly and easily create and deploy processes that work the way your organization works and without having to unnecessarily involve IT staff. Process owners stay in control of the process, the steps taken and the outcome, so you can automate with full predictability. Everyone involved saves time and can make updates and execute processes faster and more easily.

Workflows or portions of workflows can be reused in multiple processes to further expedite automation and organizational efficiency and agility. A combined process designer and run-time engine let you design and deploy processes in minutes or hours rather than days or weeks. And conveniences, such as using a subject line in an internal or external e-mail to initiate a process and empowering participants to use their mobile phones to keep processes on task, further maximize efficiency.

Gain or Enhance ITIL Discipline and Best Practices

Easy-to-install, use and scale, LANDesk® Process Manager offers change management, configuration management, IT service continuity management and other capabilities to empower your enterprise with ITIL best practices and discipline.

Change management functionality as well as integration with LANDesk® Service Desk ensures that your IT organization can follow corporate standards and procedures and/or ITIL disciplines, so IT can efficiently implement enterprisewide changes without generating enterprisewide impacts. IT can also more easily identify, record and classify incidents and quickly restore affected services, ensuring you achieve and maintain the best levels of availability and service possible. You can automate how you manage, identify, control and maintain existing configuration items and replace your current manual solution with an automated, scalable, fast, efficient process.

You get support for the overall business continuity management process by ensuring that required IT technical and service facilities are recovered within required and agreed-to timeframes.

Ensure Audit and Standards Compliance

LANDesk® Process Manager lets you easily integrate ongoing compliance measures with business processes. And it provides access to all relevant current and historical information associated with change requests.

Your IT organization accesses all the necessary functionality to follow company standards and procedures while efficiently implementing enterprisewide changes. IT has help with compliance issues surrounding regulations such as Sarbanes-Oxley (SOX), Combined Code for Corporate Governance, Bilanz Reform, HIPAA regulations and others. Every step of any process is captured to give your enterprise absolute proof of control and support for any audit.

For instance, in order to achieve ongoing financial compliance, CFOs must guarantee that financial information is consistently and accurately tracked from source to disclosure and maintain insight into changes and adjustments that occur along the way. With LANDesk Process Manager, your CFO can monitor compliance metrics alongside other financial and operational metrics on an ongoing basis. And your finance staff can easily and continually self-assess their control environment with an emphasis on remaining compliant and/or improving areas of weakness.

Empower Your Enterprise with Visibility

LANDesk® Process Manager's process designer and audit details give your personnel increased visibility into IT and business processes, which facilitates ongoing improvement and enhanced change management. Better visibility allows budgeting and planning to yield more consistent, predictable results, giving your enterprise a better chance of obtaining revenue and earnings forecasts, which helps reassure investors and ultimately helps increase the value of your enterprise and the satisfaction and loyalty of your customers.

Implementing a solid process management solution also reduces cycle times and labor-intensive tasks. Well-controlled and automated processes and systems help reduce the need for extensive audits—both internal and external. And with visibility into operations, you can often more easily identify low margin or loss-leading business and reporting units, customers, processes, products and more.

Several manual steps. Or one automated process with full control.

Make your business and IT processes more consistent and predictable without relinquishing control over the steps taken or the outcome achieved.

Use LANDesk Process Manager to create consistent, predictable IT workflows that automate redundant maintenance tasks to save you time, hassle and money and let your IT staff go from reactive mode to proactive mode.

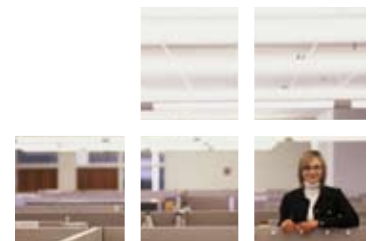
Say your IT administrator manages 2,500 systems and:

- He/she patches 80% of those systems twice monthly.
- 40% of the patch process involves redundant tasks.
- Each patch takes six minutes of his/her time.
- Finance estimates his/her total hourly cost (wages, space, healthcare, equipment, etc.) at \$75 per hour.

At that rate, each year, IT spends 4,800 hours to push 48,000 patches at a cost of \$360,000.

If you automate your patch process with LANDesk Process Manager and LANDesk management solutions, you can potentially save 1,920 IT hours and \$144,000 annually. And that's assuming that just 40% of your current patch process involves redundancy!

Learn more at:
www.landesk.com/automate/.



Key Features

Ease-of-Installation and Use and Flexibility

- Automates the change approval and documentation process with a flexible, easy-to-manage tool.
- Facilitates direct collaboration among clients and workgroups.
- Lets users compare data at a glance with a graphical report dashboard.
- Easily integrates with third-party solutions using process integration modules.
- Allows users to approve or deny a task using many popular mobile phones.
- Automates repetitive tasks and alerts users when tasks are successfully completed.
- Allows manual steps to be included in an automated workflow.
- Gives you anytime online access to multiple ready-to-use templates—no waiting for an upgrade.
- Includes an autorun installation process and offers an in-place upgrade from previous versions.
- Includes a graphical history of where an active process is at and the steps completed so far.
- Lets you quickly see when a process is scheduled to execute and drill down on processes in the built-in calendar.

Scalability and Cost Efficiency

- Scales with your needs—implement in a specific area or business unit and easily extend to more areas as desired.
- Reduces time and expense by electronically documenting what is communicated.
- Sends change requests directly to service providers to reduce manual data entry.
- Uses a scalable, enterprise process management engine.
- Integrates business processes with databases, electronic forms, business rules and other processes and systems.

Process Designer

- Enables business process owners and analysts to design, model, document and optimize business processes without involving IT.
- Makes building processes a simple drag-and-drop activity; enables editing on demand.
- Lets workflows or portions of workflows be reused in any number of different processes.
- Offers role-based administration control over who has permission to manage, modify or simply read a workflow.
- Allows users to pause, resume or cancel an active workflow.
- Provides version control for changes made to workflows, including the ability to roll back to previous versions.

Service Oriented Architecture Web Interface

- Uses a Service-Oriented Architecture interface to execute Web services, decrease integration expenses and increase agility and ROI.
- Lets end users with different skill levels and at various locations participate in business processes using nothing more than Internet access.

Auditing and Reporting

- Captures every step of any process, including approvals, requests, comments, and so on, for proof of control and support for any audit.
- Captures a variety of metrics from live processes using customized reports that enable process owners to manage resources and optimize business processes.
- Allows users to send reports by Web or to e-mail lists.
- Provides access to predefined reports for throughput, volume, completion, audit history, documentation analysis and more.
- Offers a graphical view of each report.
- Offers real-time access to reports.
- Allows users to create and save favorite reports or create ad hoc reports.

Integration

- Includes active directory (AD) actions to allow you to automate creating and deleting AD accounts, shares, groups and application access as well as resetting passwords.
- Directly integrates with Remedy and provides common workflows between Remedy and LANDesk® solutions.
- Integrates with LANDesk® Server Manager to pull provisioning and other server templates directly into workflows.
- Includes built-in actions to quickly build and execute LANDesk® solution-specific processes, as well as executes Java, VB and SQL scripts.
- Integrates with PC life cycle management tasks by automatically installing agents on new devices and adding/deleting devices.
- Interfaces with LANDesk® Service Desk and FrontRange HEAT Help Desk as well as line-of-business applications.
- Offers full support for Windows Vista environments.
- Includes process integration modules (PIM) for structured integration with third-party solutions:
 - Listener—receives external input data (such as an e-mail subject) to trigger a workflow.
 - Activities—specific actions (drag-and-drop icons) that make up a workflow or sequence of tasks.
 - Libraries—ready-to-use and sample workflows.
 - Templates—e-mail or audit dialogs that support process collaboration.
- Can be integrated with a Configuration Management Database (CMDB) and leading ERP and CRM enterprise applications, including SAP, PeopleSoft, Siebel, Oracle and Lawson.
- Can be integrated with Microsoft products, including Microsoft BizTalk Server, SharePoint, Visio, Office and Exchange.
- Integrates with Thin Forms, ASP .NET forms, Adobe PDF forms and Microsoft InfoPath forms.
- Integrates with WMI calls, e-mail systems, handheld devices and mobile phones.
- Works with LANDesk® Universal Connector solution.

System Requirements and Platform Support

For a complete list of hardware, software and client platform support, see the LANDesk Web site at www.landesk.com.

Pricing

For information on pricing of LANDesk® Process Manager, contact LANDesk or your LANDesk Solution Provider.

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