

# FrontRange Discovery™

Get 100 percent visibility of all IT assets

You can't manage what you can't see. And if you don't know what IT assets you have on the network, you can't optimize their availability, manage costs or reduce risks.

That's why FrontRange Discovery™ has been designed to give you total visibility of every IT asset across the network – whether hardware or software, physical or virtual, local or remote.

FrontRange Discovery allows you to find, audit and continually track every computer and server, every network printer and switch, every major operating system and application on the network – building a comprehensive and dynamically-updated catalog of your complete IT inventory.

In turn, this inventory is critical to optimizing all areas of IT operations, from IT Service Management to Software Asset Management, IT Governance to IT Asset Management.

## Total Visibility

With organizations increasingly investing in virtualization and thin client technologies, asset management is no longer confined to physical machines and applications. As such, FrontRange Discovery has evolved to provide total visibility of all IT assets.

For physical assets, FrontRange Discovery will detect all IP-addressable hardware (including all servers, desktops, laptops, network printers, switches, and devices) and software on the network.

FrontRange Discovery will also find and report on virtual and thin client assets, providing important information on guest/host relationships and identifying where applications are virtualized or provisioned remotely, rather than physical installations.

## Total Control

With its ability to track all hardware and software dispersed across the entire network, FrontRange Discovery helps IT executives and teams to improve IT planning, budgeting and service delivery – and provides the foundation

for effective IT governance. Integrations with class-leading IT Service Management, Desktop and Server Management and Help Desk Solutions enable organizations to turn visibility of assets into effective control and governance of the corporate network.

## Automated Discovery

Many discovery solutions will give you a basic audit of PCs on demand – but few have the ability to autonomously identify new assets being added to the network.

In addition to tracking new assets as they appear on the network, FrontRange Discovery also keeps a full audit history of each device, tracking hardware, software and configuration changes. This can significantly ease problem identification and remediation – and can reduce on-site engineer visits by up to 80 percent.

## Multi-platform support

To help organizations track their assets across diverse networks, FrontRange Discovery supports all major enterprise platforms, including Microsoft® Windows®, Linux®, Unix®, Apple® OS X and AIX; even Windows Mobile devices such as smartphones and PDAs. For virtual devices, FrontRange Discovery audits machines based on VMware ESX 3.5, VMware Virtual Server 2.0, Microsoft Hyper-V and VMware Workstation 6.5. For virtual applications, FrontRange Discovery supports Microsoft App-V 4.5 and VMware ThinApp 4.0. For Citrix users, FrontRange Discovery currently supports XenApp 4.5 (Advanced, Enterprise & Platinum versions).

## Multi-site networks

FrontRange Discovery is optimized for organizations with multiple sites, whether the individual parts of the network are directly connected or use the internet where bandwidth is at a premium. By processing audit data locally, the FrontRange Discovery client agent only reports incremental changes to the server, minimizing the size of data packets and impact on the network.



## FrontRange Modules and Solutions

### FrontRange License Manager™

Tracks software usage against actual entitlements to avoid costly audits and over-licensing. Compliance can be demonstrated quickly and accurately with detailed audit reports. Software assets can be managed more efficiently throughout their lifecycle.

### FrontRange Desktop & Server Management

Fully-automated infrastructure tools, such as automated software packaging and deployment, configuration management and policy-based compliance monitoring. Proactive management and optimization of an ever-changing IT environment.

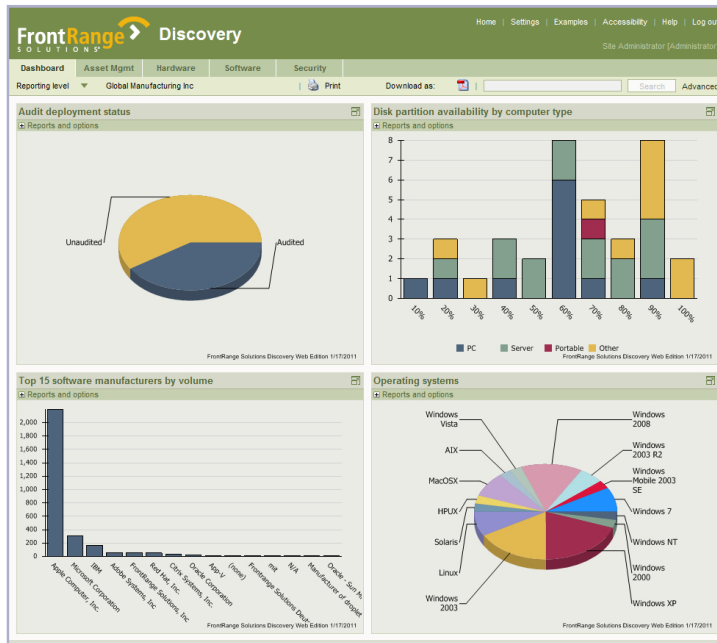
### FrontRange™ IT Service Management

Features nine ITIL® compatible modules for end-to-end IT service lifecycle management. Combines self-service functionality with advanced telephony to automate and accelerate IT service delivery.

### HEAT® Service and Support

Help desk solution with incident and inquiry tracking, case management, automation tools, advanced telephony, self-service functions, knowledge management, and mobile service desk.

FrontRange Discovery™ – Your IT Estate in Focus



With more than 30 specialized reports covering network inventory analysis, software installations, compliance reports and upgrade wizards, the FrontRange Discovery™ dashboard is the gateway to a wealth of analytical and management information.

Web-based reporting

To help authorized users across the organization access asset information that’s critical to their job function, FrontRange Discovery includes a comprehensive web-based reporting interface. Reports can be restricted by location or Organizational Unit and non-technical staff can be granted access without any risk of affecting data quality.

Advanced Queries & Wizards

In addition to FrontRange Discovery’s pre-configured queries and reports, the solution now boasts an advanced WMI data query engine which enables administrators to query on almost any aspect of PC configuration.

The web interface also offers a range of more than 30 graphical reports as well as a variety of wizards (e.g. Windows 7 migration), which make it easier to scope and execute IT initiatives.

Hardware Inventory

Client agents are installed on hardware across the network, allowing FrontRange Discovery to track changes since the last power-up. If a device is moved, or if its configuration changes—for example, if a video card or RAM is added to a PC—the client agent sees the change, and triggers an alert so the database can be updated.

Software Audit

FrontRange Discovery employs an advanced four-stage software recognition engine that accurately identifies all software files resident on PCs and servers across the network. Where appropriate, software suites and commercial bundles can be grouped, to reduce the time required to manage the software repository.

Beyond Discovery

You might not be able to put a price on the peace of mind that comes from knowing exactly what’s on the network, but FrontRange Discovery can deliver tangible benefits across all areas of IT operations, including:

Faster IT Service Delivery

FrontRange Discovery simplifies the way a complex network is viewed, managed, and served. When FrontRange Discovery is integrated into the service desk, IT service personnel have instant access to all inventory data for the device in question. They can begin troubleshooting immediately, solve problems faster, improve first-call resolution rates, and increase customer satisfaction.

Taking control of the network

Accurate inventory information is critical to successful client management, whether it’s provisioning new PCs, deploying new software, re-applying user profiles or installing patches. FrontRange Discovery makes it easy to identify target machines and track the current configuration of assets.

Accurate IT planning and budgeting

With up-to-date inventory records, department migrations and other complex IT projects can be scoped accurately, planned completely, and executed successfully.

SUPPORTED PLATFORMS

Windows

- Servers:** Windows® 2008 Server x86 & x64 (Enterprise SP2, Standard SP2, Web SP2, Datacenter SP2), 2003 Server x86 & x64 (Enterprise R2 SP2, Standard R2 SP2, Web R2 SP2)
- Desktops:** Windows® 7, Vista, XP, 2000, NT4
- Mobile:** Windows Mobile® 2003, 2003SE & 5.0

Unix Platforms

- RedHat Linux 9, Enterprise Linux Server x86 3.1, 4.4, 4.5, 5.3, Enterprise Linux Server x64 5.3
- SUSE Linux x86 9.3, 10.0, 10.2, 11, x64 11
- HP-UX v11 iv1, 2 & 3
- Sun Solaris 8 2/04, 9 9/05, 10 6/06, 10 11/06, 10 8/07

IBM AIX 5.3 & 6.0

- Mac OS X (and OS X Server)** 10.3.9, 10.4.11, 10.5.8, 10.6.1

Terminal Services Platforms

- Windows 2008 Terminal Services
- Citrix XenApp 4.5 & 5.0

MORE INFORMATION

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