

FrontRange DSM Portal™

Efficiently Decentralized Software Management

Software, operating systems and configuration settings have to be modified or reinstalled regularly for individual users and computers. This can be due to malfunctions but also due to changing requirements of individual workstations. These routine tasks pose an additional strain on Help- or Service Desk operators and IT staff, in particular, if reaction times are strictly defined by internal and external service level agreements. At the same time, users expect their requests to be processed quickly, and rightly so, for without the right applications and configurations they cannot perform their job.

Key to reduced administration costs, quicker reaction times to new requirements and a greater level of user satisfaction is the decentralization of asset and software management. Departments must be able to distribute the required applications without delay and set up new systems. In order for this to work, a custom interface must be provided for software management that also allows employees with no IT background to safely access all important functions.

The Right Applications Within Easy Reach

When employed in connection with the high level of automation achieved by FrontRange Desktop & Server Management, FrontRange DSM Portal™ offers you a new dimension of efficient software management.

In principle, the various departments can access the entire range of previously packaged applications via a web portal. Depending on their assigned authorizations, users are capable of independently distributing applications or completely setting up a computer including its operating system without placing an order with the IT department and having to wait. In this way, important applications are available more quickly and productivity is ensured.

Simple Use Through Wizards

FrontRange DSM Portal is available to all authorized users at all times without installing any additional software. The entire range of functions is accessible via the websites, which are called up using Microsoft Internet Explorer. Technical expertise is not required for performing the tasks, as easy-to-use wizards lead the user through the necessary steps and prevent incorrect entries. If, for example, a user is assigned a new software program, FrontRange DSM Portal recognizes the number of computers to which the user logs on. It is then specified in a dialog box on which computers the software will in fact be installed. In the context of rule-based management, FrontRange Desktop & Server Management automatically generates a corresponding policy and carries out its implementation.



KEY BENEFITS

- Decentralization of software and computer management
- Reduced time and costs for software management
- Significant relief of the IT department
- Reliability due to a high level of automation
- Heightened sense of own responsibility within individual departments
- Fast response to changing requirements
- High level of process transparency
- Increased user satisfaction
- Makes flexible sourcing possible

KEY FEATURES

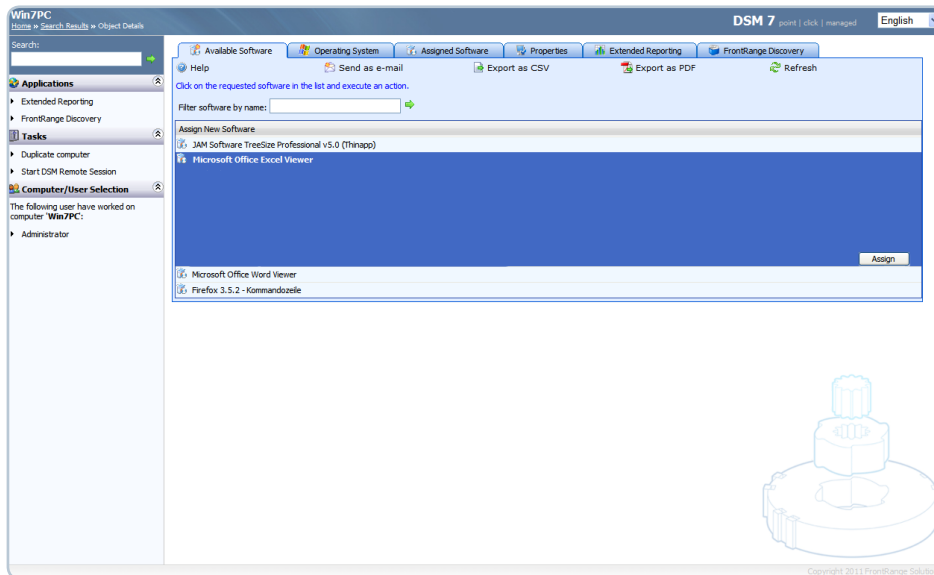
- All packaged applications can be provisioned
- Web interface available from anywhere within the company
- Access via a normal browser
- Program operation optimized for use by non-technical staff
- Incorrect entries are recognized
- Wizards simplify tasks and prevent incorrect entries
- Security by means of clearly structured role and authorization model

Detailed Authorization Control

FrontRange DSM Portal is fully integrated into the role and authorization model of FrontRange Desktop & Server Management. Administrators use the Active Directory to define which users in the department have access to the management portal, which software can be distributed and which systems or users these authorizations apply to. This sophisticated concept reliably prevents errors while allowing departments a maximum level of freedom for processing their requests.



Typical PC Lifecycle Management tasks clearly summarized



Quick and intuitive operation, even for non-technicians

SYSTEM REQUIREMENTS

For a complete list of system requirements please refer to www.frontrange.com/itam/system-requirements

MORE INFORMATION

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