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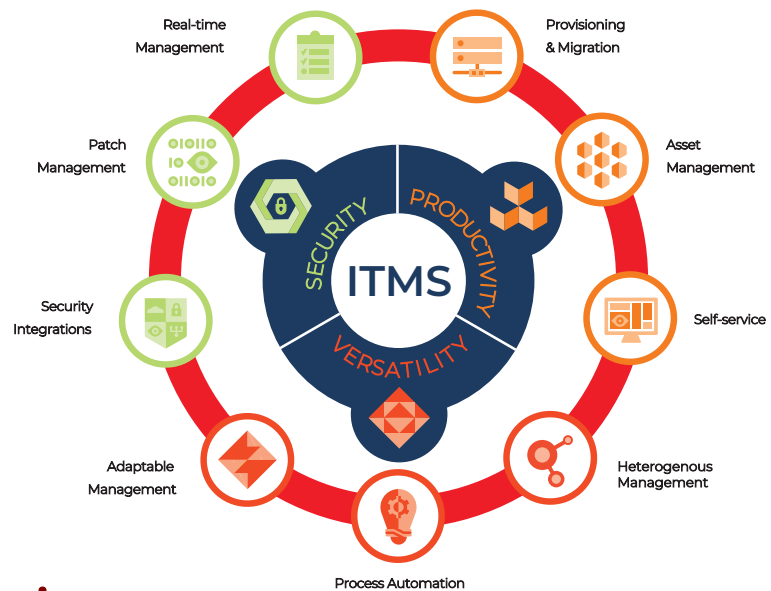
IT Management Suite 8.6
Security. Versatility. Productivity.

Overview

It has become increasingly challenging for organizations to properly secure their IT environments, while enabling end users to remain productive, because of the continued growth in the number of threats and vulnerabilities, wider range of operating systems and devices to support and the rapid expansion of the number of remote workers.

The versatility of Symantec IT Management Suite (ITMS) enables organizations to meet this challenge and strengthen their endpoint security posture by providing powerful real-time management and patch capabilities, together with integration with other Symantec security solutions.

ITMS maximizes end user productivity by simplifying and accelerating operating system (OS) deployment and migration, providing end user self service capabilities and enabling organizations to track and manage IT assets. ITMS supports all major client and server operating systems, enabling organizations to securely manage devices both inside and outside the perimeter, while also reducing costs by automating common IT processes

At A Glance

IT Management Suite provides a comprehensive solution that addresses the challenge of managing all aspects of your organization's IT environment.

Security

Improves your organization's security posture by providing visibility into the hardware and software in your environment, identifying and remediating vulnerabilities, and ensuring compliance

Productivity

Increases productivity by enabling you to automate the deployment and configuration of hardware and software, minimizing costs and improving operational efficiency.

Versatility

Provides comprehensive capabilities offering the versatility required to efficiently manage and secure hardware and software across multiple platforms, both inside and outside the perimeter, from within a single unified console

Security

Real-time management

Gain deep visibility into your organization's endpoints and software, including information about their state and who is using them. With historical and real-time data at your fingertips, you will be able to make more informed decisions and act more quickly to both detect vulnerabilities and address them by deploying appropriate software updates.

The Time Critical Management feature in ITMS has been expanded to include "Patch Now" support that can be used to identify and remediate zero-day vulnerabilities by initiating the execution of the Windows patch system assessment scan and installation of software updates on-demand.
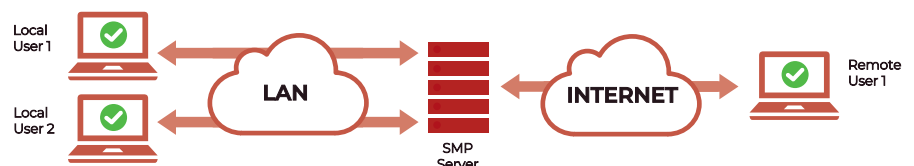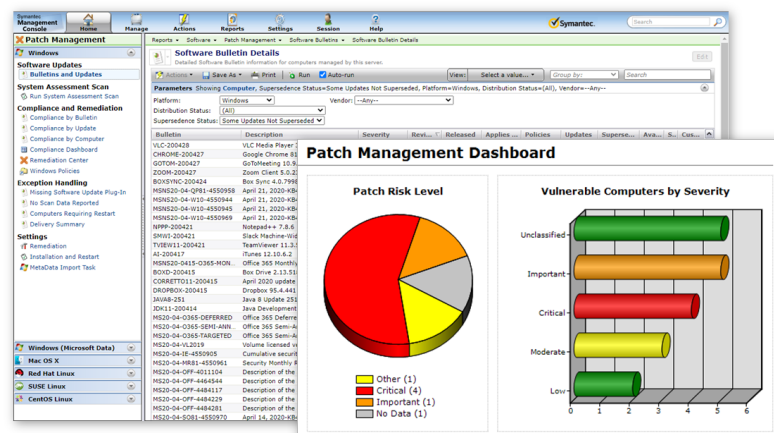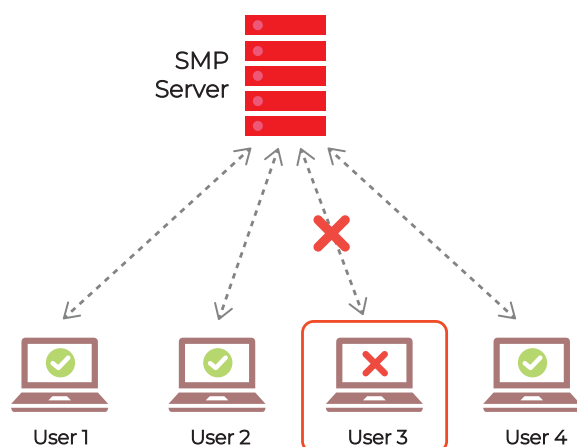
Patch Management

Many successful attacks exploit previously known vulnerabilities for which a patch was already available from the software vendor. However, patches are only effective if an organization is able to identify endpoints that require security updates and install those updates before the associated vulnerability is exploited.

ITMS enables organizations to successfully combat threats by providing the means to easily detect vulnerabilities throughout your environment and quickly remediate them from a central console. It provides patch management coverage for Windows, Mac and Linux operating systems, as well as applications from Microsoft and third-party vendors.

Real time, actionable compliance reports enable you to make the smart and fast decisions required to ensure your environment remains protected, while automation allows you to further streamline the process.
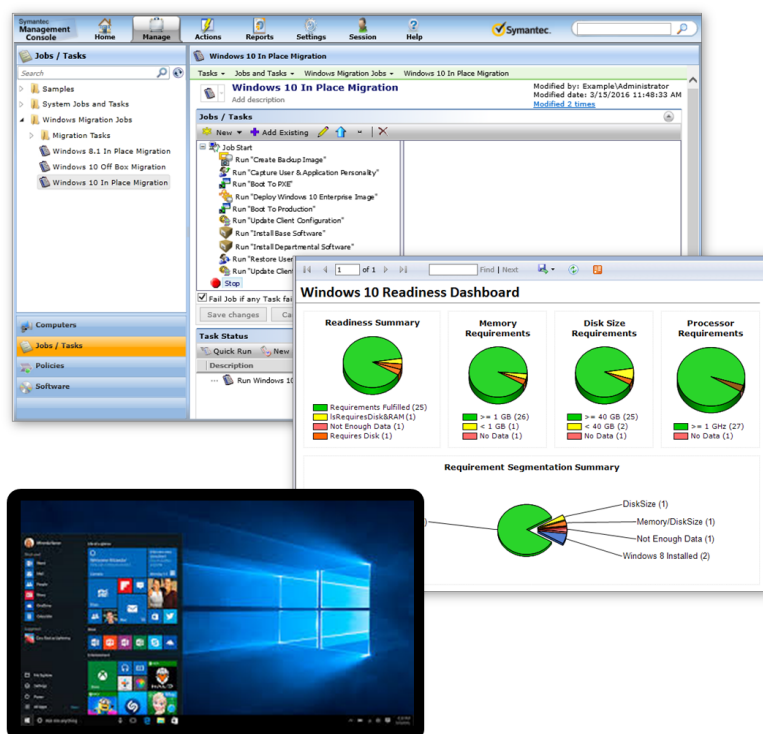

Productivity

Provisioning & Migration

ITMS provides OS deployment, configuration, PC "personality" migration and software distribution capabilities that can by used to create automated, repeatable processes which reduce the cost of provisioning desktops, laptops and servers.

After building a reference system of your organization's standard operating environment (OS and applications), you can use ITMS to capture a hardware-independent image of the system and then mass deploy the image to new and existing systems. Because each system is unique, you can assign Security IDs (SIDs) and configure user names, IP addresses and other network settings.

The deployment capabilities in ITMS support both Windows and Linux on a wide variety of hardware types, including desktops, laptops, thin clients and servers. Key deployment features include:

- Web console with detailed security roles & permissions
- Support for Windows PE and Linux pre-boot images
- Supports for PXE and iPXE environments
- Support for hardware independent image deployments
- Hands-free migration
- Configure new systems using jobs and/or scripting

Security Integrations

Another way that ITMS assists organizations in strengthening their security posture is through its integration with Symantec Endpoint Protection (SEP). When there is an outbreak in a critical vulnerability, there may be a delay between the time when a patch becomes available and when endpoints can be patched. In such cases, ITMS and SEP can work together to identify endpoints exposed to the vulnerability and block network access to impacted endpoints until the vulnerability has been remediated.

ITMS also assists organizations in improving their security posture by providing the ability to monitor the health of the SEP agent when used as part of an on-premise installation. ITMS can gather information from the SEP agent installed on Windows and Mac computers in your environment, enabling you to identify issues related to the health of the SEP agent.

Asset Management

Use ITMS to discover, inventory and track all of the hardware and software assets in your organization. Manage the relationships between assets and other configuration items, users, locations, departments, cost centers and associated contracts with the Configuration Management Database (CMDB) that is core of ITMS. Leverage this detailed, up-to-date data to quickly identify issues, apply solutions. and document compliance.

ITMS minimizes the burden of managing vendor contracts related to hardware warranties and leases, as well as software maintenance and support agreements. The integration of contract and financial cost data enables you to effectively forecast hardware and software needs, while avoiding penalties and late fees. ITMS also ensures that assets are properly retired when they reach their end of life by tracking terminated leases.

The robust software license management capabilities of ITMS not only support per device and per user license models (including site-based and enterprise definitions), traditionally used for client applications, but also support per CPU and per processor models often used for server applications.

ITMS provides a comprehensive view of your organization's software license status, including data related to license gaps, underutilization and unauthorized use of applications, enabling you to ensure compliance and reduce costs by reclaiming unused software licenses.
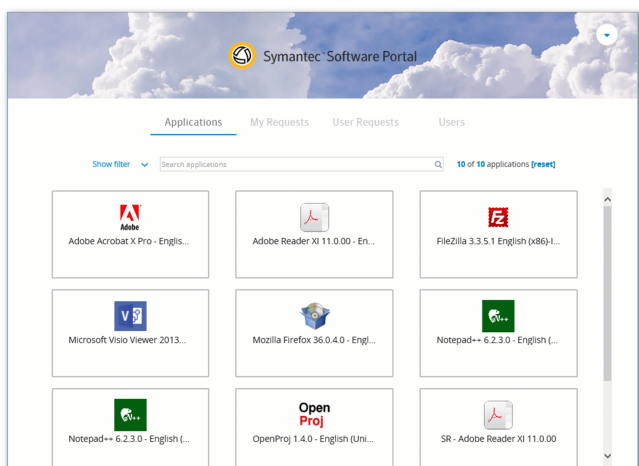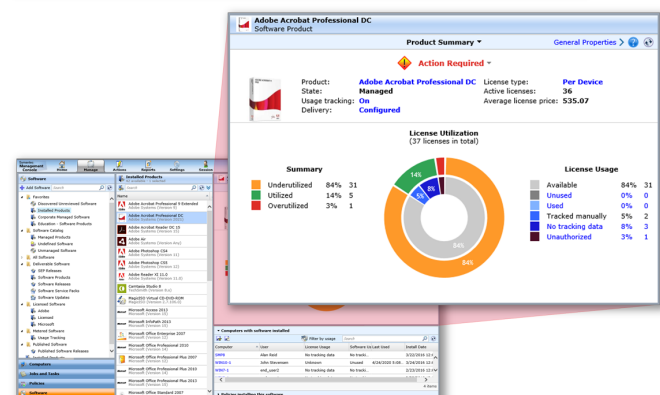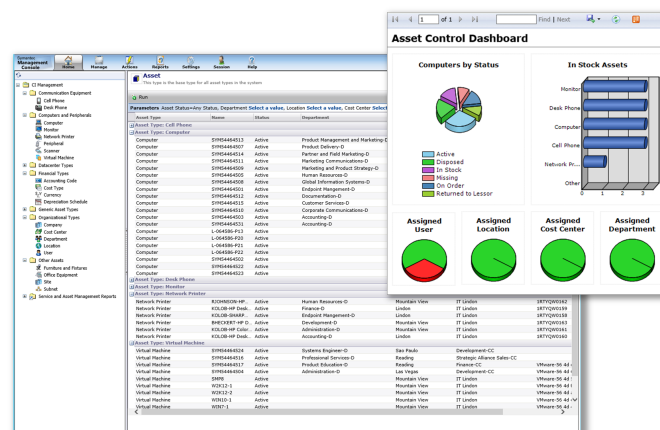
Self-service

ITMS features a modern software portal that provides an "app store like" user experience for requesting and installing software with little or no administrator involvement. The software portal can be customized with your organization's logo and brand and is accessible across all browsers.

The software portal helps reduce help desk calls related to software requests by simplifying the process of delivering and installing software in a way that most users have grown accustomed to on their mobile devices. Users can quickly and easily access the software portal from any Windows or Mac computer on which the Symantec management agent is installed.

Versatility

Adaptable Management

The number of people working remotely has significantly increased and is expected to continue to grow in the future. The Cloud-Enabled Management (CEM) feature of ITMS directly addresses this challenge by ensuring that inventory, patches and software (including Symantec Endpoint Protection) stay current on Windows and Mac devices even when they are disconnected from the corporate network.

Even when working remotely and devices are connected via VPN, cloud-enabled management provides a means to optimize the flow of traffic, enabling the VPN tunnel to be reserved for critical business traffic while routing less essential management traffic to be routed over the Internet outside the VPN tunnel.
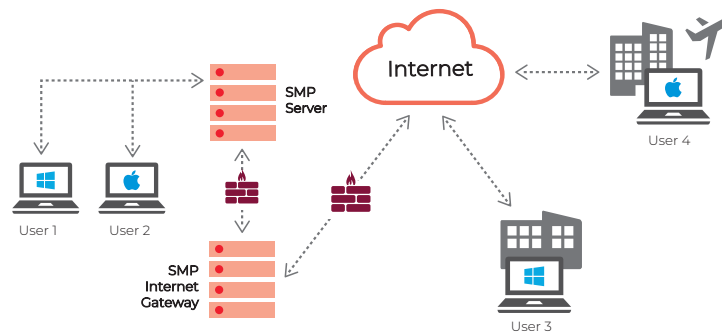
Efficient Content Distribution

In addition to securely managing endpoints both inside and outside the perimeter, ITMS optimizes the distribution of content with resiliency, peer-to-peer and bandwidth throttling features built into the Symantec management agent. These features reduce content delivery time, minimize bandwidth consumption and improve the reliability of content delivery.

You can benefit from these features when distributing Windows cumulative updates and other large software packages to your client computers especially to devices at sites with low-bandwidth connections and no dedicated site servers.
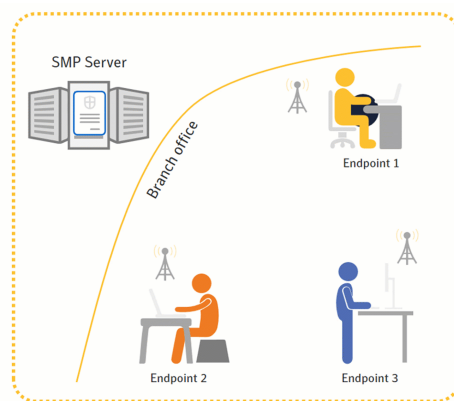
Modern UI Workspaces

For new IT administrators or those making the transition to ITMS, the product provides intuitive UI workspace with wizards to perform common everyday actions such as viewing inventory data, running tasks or delivering and installing software. These modern workspaces transform complex processes into simple step-by-step workflows that do not require any special training.

Technicians using the modern UI workspaces only see what they need to see in order to perform their jobs. The modern UI workspaces complement the full ITMS console and optimize the user experience by reducing the number of screens and clicks required to perform common actions by as much as 50%.
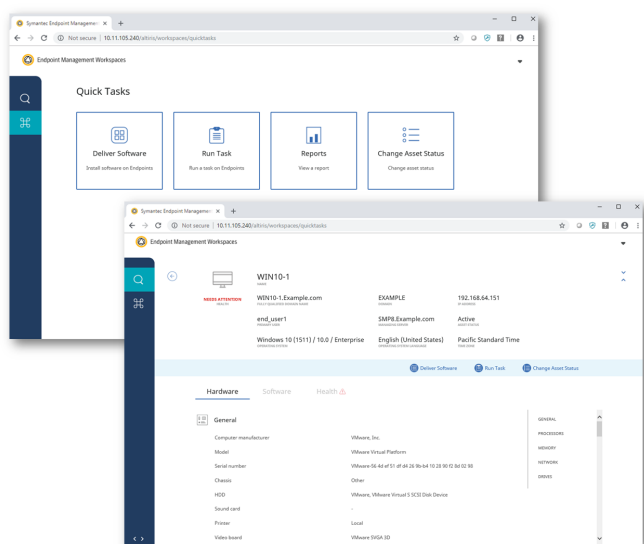
Process automation

Automate and streamline IT and business processes across using predefined workflow templates or build your own custom workflows. Increase productivity and realize cost savings by automating common, repetitive IT tasks.

Heterogeneous management

Utilize both real-time and persistent management capabilities to manage laptops, desktops and servers throughout their life-cycle. Deploy, inventory, configure and secure Windows, Mac and Linux endpoints, either inside or outside of the perimeter, from a unified management console.
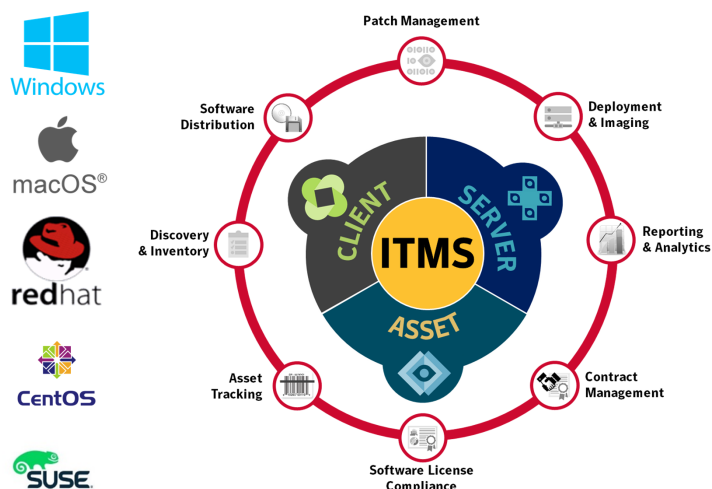
Learn more about IT Management Suite at https://go.symantec.com/manage

For the latest Platform Support Matrix and documentation, see https://techdocs.broadcom.com