

## Product Brief

### At A Glance

Server Management Suite alleviates many of the day-to-day operational challenges of server management by consolidating the functions of the IT management life-cycle into a single, easy-to-use solution.

#### Discovery and Inventory

- Populates the database with a comprehensive assessment of discoverable hardware and software assets
- Aggregates data across the environment in real time and assists with configuration management

#### Provisioning

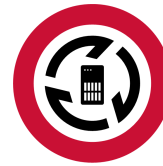
- Comprehensive deployment capabilities using Image-based or scripted OS install methods
- Facilitates implementation of standardized configurations and reduces risks associated with changes

#### Software & Patch Management

- Implements policy-based software management and distributes applications and updates to target servers.
- Proactively manage software updates to minimize security risks by automating patch distribution with one-click creation of targeted remediation policies

#### Monitoring & Alerting

- Provides a view summarizing server performance over time that reduces troubleshooting time and increases the accuracy of actions taken to address critical events.
- Save time with self-healing tasks that automatically remediate critical events when triggered.



# Server Management Suite 8.6

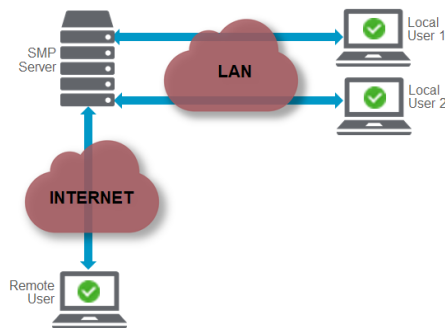
## Accelerate and simplify server provisioning & management

### Overview of Symantec Server Management Suite

Symantec Server Management Suite (SMS) provides IT administrators with a comprehensive solution for managing physical and virtual servers across a broad array of platforms. The suite provides solutions to provision, control, automate, and monitor servers from a central console. With these tools, organizations gain and maintain control of their servers, reduce service interruptions, and increase uptime.

### Understand what you have and where it is

The foundation to secure and successful server management is an accurate picture of what you have. Many organizations take a manual approach to gathering inventory and building out a hardware and software inventory spreadsheet. This method leads to information that is quickly stale, requires considerable human effort to maintain, and may miss hidden servers on the network. SMS gets you started on the right foot with network discovery and inventory tools that automatically collect this information for you.



SMS can also perform inventory actions on-demand and in real-time using a feature called "Time Critical Management (TCM)".

This provides immediate intelligence about what is happening in your environment to help make the right decisions and do it faster than ever.

For example, if you wanted to find out which servers are running a specific OS and are missing a certain patch (or any other discoverable inventory item), you can now get this information within seconds rather than what may have been hours or even days.

TCM is "built-in" to SMS and doesn't require any additional set-up. It has a new modern UI that is easy to use and provides a view into the Configuration Management Database (CMDB) and real-time data. The combination of real-time management with the persistent capabilities of SMS provides greater flexibility and visibility for managing your servers.

### Decrease Server Provisioning to hours, not weeks

The fastest route to eliminating unplanned downtime is by implementing a standardized provisioning process. The deployment capabilities of SMS ensure consistent configurations across large numbers of servers in an organization.

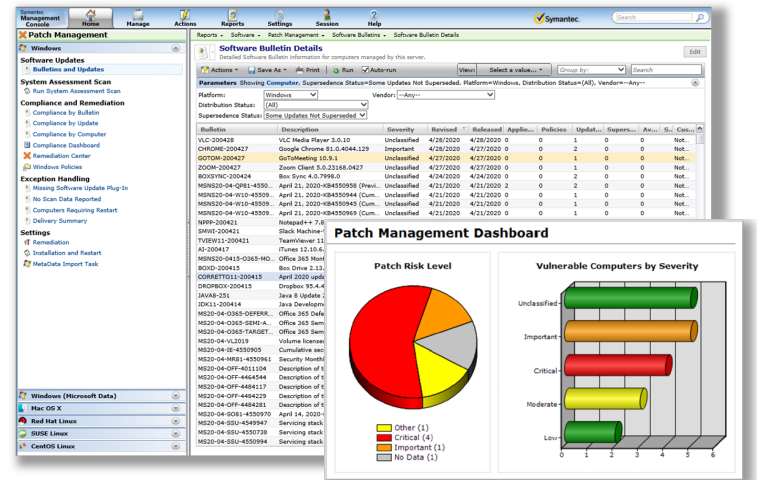
- Automate new server deployments and technology refresh cycles with zero-touch imaging, scripting, or a combination of the two for bare-metal provisioning or re-imaging.
- Configure basic input/output system (BIOS), redundant array of independent disks (RAID), user/network settings, drives, services, location, and more during the provisioning process.

The imaging process is even faster due to iPXE which is used during the pre-boot process. iPXE shortens the downtime a machine goes through while being imaged and therefore speeds up the overall process.

## Robust patch management for today's threats

Patching servers often requires longer implementation cycles due to the necessary demands of pre-testing to minimize potential service disruptions. Both IT operations and security are forced into a dilemma of leaving servers exposed or installing potentially disruptive patches. SMS improves overall security by providing automated, robust patch management for multiple server operating systems.

- Support for Microsoft RedHat, CentOS and SUSE updates.
- Support for security and non-security related updates.
- Support for commonly used third-party server applications.
- Cloud enabled management for remote servers.
- Peer-to-peer downloading for sites with limited bandwidth.



## Simplify compliance with streamlined software management

Organizations typically manage numerous server applications that require dependent applications, routine updates, and tracking for software audit preparation. For many administrators this means making sense of thousands of moving parts to ensure compatibility and compliance.

The software management capabilities of SMS enable organizations to be more intelligent when it comes to software delivery, software license management, and compliance with software management policies.

- Track all aspects of software in one place, including inventory, installations, and dependencies.
- Hands-free remediation in case software has been removed or is not properly installed.

## Reduce disruptions with integrated monitoring

Every minute a server is down your business is impacted. The ability to quickly identify an issue and remediate the root cause is critical to maintaining uptime. SMS provides lightweight server health monitoring and integrated remediation tasks to streamline server troubleshooting.

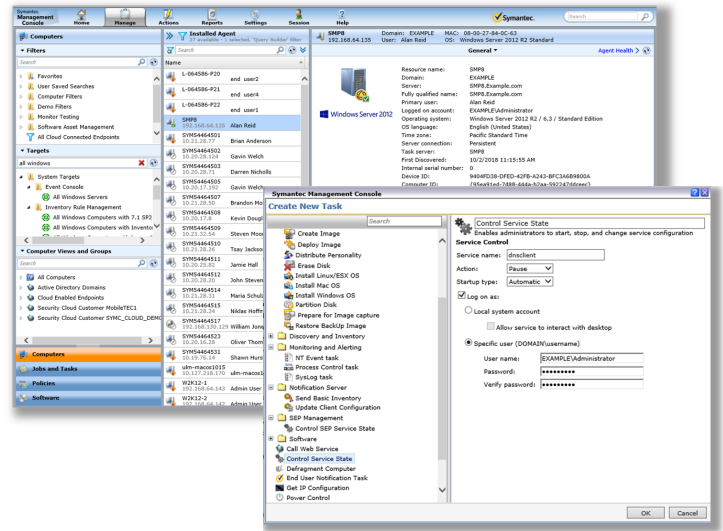
- Use alerts to identify infrastructure health issues in a centralized event console using detailed data collected from servers and applications.
- Analyze trends and isolate recurring issues by collecting comprehensive real-time and historical performance data.
- Context specific flipbooks quickly identify servers that need attention with dynamic, drillable compliance views.
- Track all aspects of software in one place, including inventory, installations, and dependencies.
- Hands-free remediation in case software has been removed or is not properly installed.



## Centralize management for greater control

Every server operations organization is unique, with roles often segmented by platform or specific administrative function. The ability to segment responsibilities and aggregate changes is necessary to ensure security and operational efficiency. SMS provides a global view of your IT environment and the ability to filter data and functional capabilities to fit individual roles within your organization.

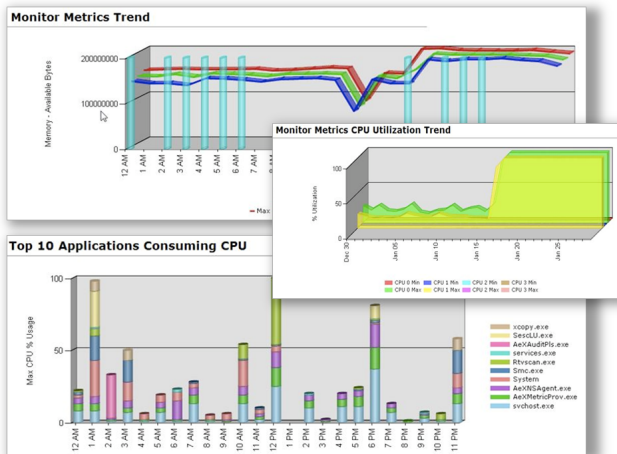
- Ensure the right people have access to the correct server resources with role and scope-based security, and securely store common credentials required for server management.
- Quickly visualize existing change events to minimize the frequency of service disruptions with enterprise calendar and maintenance windows views.
- Centralize inventory across Windows, Linux, VMware and Hyper-V in a single management database.
- Access hardware and software configuration details to help plan for technology upgrades and software license audits.
- Utilize custom inventory to augment existing data for homegrown applications or custom environments.



## Measure and improve IT performance

When new questions arise or more information is required, organizations often require technical expertise to properly mine and analyze data. SMS contains advanced analytics and reporting capabilities that allow IT organizations to easily explore data and answer their own questions.

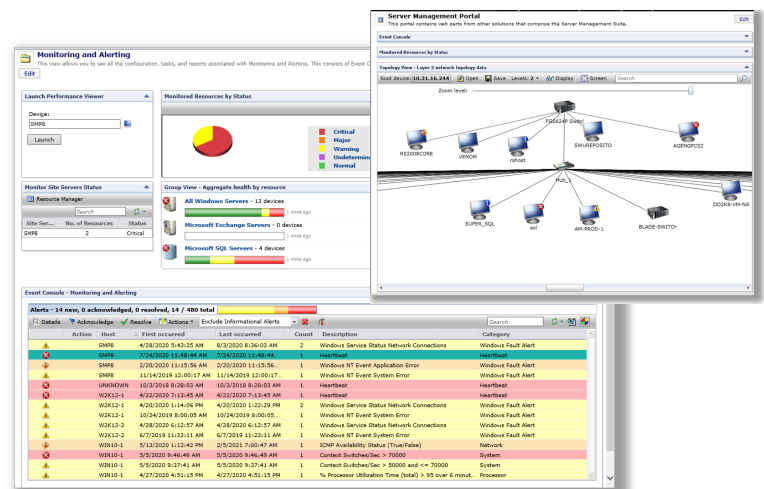
- Create professional reports using familiar pivot tables without advanced knowledge of databases or third-party reporting tools.
- Measure critical success factors and quickly assess trends indicating how such metrics are changing over time.
- View reports that provide a representative view of all IT assets including the ability to aggregate data from multiple sources.



## More automation, less headaches

Why spend time on routine tasks that require valuable IT resources or dead-end in an inbox queue? Organizations can improve end-user satisfaction and reduce resource drain by implementing automated, repeatable processes. SMS helps you define, design and deliver automated IT processes and workflows that drive business results.

- End to end automation with operational, productivity, and event-based decision rules.
- Visual drag-and-drop design interface that does not require coding.
- Manage and report on running processes and their current status.



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

Learn more about Server ManagementSuite at <https://go.symantec.com/manage>



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