

SOLUTION BRIEF

In a world of expanding threats, diverse endpoints, and a growing remote workforce, Symantec® IT Management Suite enhances security, streamlines IT operations, and reduces costs through automated endpoint management.

KEY BENEFITS

- Enhance security posture
- Improved operational efficiency
- Reduced IT costs
- Increased end-user productivity
- Scalable and future-ready

KEY FEATURES

- Patch management
- Deployment, provisioning, and migration
- End-user self-service
- Remote endpoint management
- Process automation

IT Management Suite

Introduction

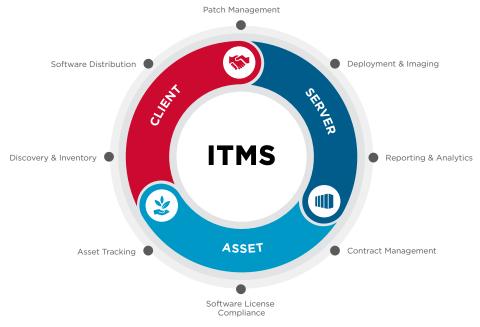
One of the core principles of Zero Trust is verifying every identity and device requesting access. External attackers often target end users or their devices, making device security just as critical as user authentication. While organizations have implemented stronger authentication mechanisms to distinguish legitimate users from fraudulent ones, many still face challenges in securing devices.

Many successful attacks exploit known vulnerabilities simply because endpoints are improperly configured or unpatched. A significant factor behind this issue is the lack of real-time visibility of the state and usage of an organization's endpoints and software. Symantec® IT Management Suite (ITMS) helps organizations overcome this challenge by providing robust endpoint management, security, and automation capabilities.

Solution Overview

The versatility of ITMS lies in its powerful, real-time management and patching capabilities, which enhance security posture and maximize end-user productivity.

Figure 1: ITMS: A Comprehensive IT Asset and Security Management System



ITMS integrates the capabilities of Symantec Asset Management, Symantec Client Management, and Symantec Server Management into one comprehensive solution, offering end-to-end IT asset and security management.

ENABLING ORGANIZATIONS

ITMS enables organizations to:

- Strengthen security: Improve visibility into hardware and software environments, identify vulnerabilities, and ensure compliance.
- Increase productivity: Automate deployment and configuration of hardware and software to reduce costs and optimize operations.
- Enhance versatility: Manage and secure multiple platforms from a single, unified console.

Security Features

Real-Time Management

A secure and effective server-management strategy starts with an accurate inventory of assets. ITMS provides powerful network discovery and inventory tools that automatically collect and populate asset data into the Configuration Management Database (CMDB). The Time Critical Management (TCM) feature enables real-time inventory actions and includes Patch Now support, allowing organizations to do the following:

- Identify and remediate zero-day vulnerabilities quickly.
- Execute on-demand patch assessments and software updates.
- Gain immediate intelligence into endpoint security status for faster decisionmaking.

Patch Management

Many cyber attacks exploit previously known vulnerabilities for which patches were already available. However, organizations often struggle with timely patch implementation due to necessary pretesting processes. ITMS enhances security by offering automated patch management for multiple endpoint types:

- · Microsoft, RedHat, CentOS, and SUSE updates
- Windows and Mac laptops and workstations
- · Security and non-security updates
- Third-party server support
- Cloud-enabled management for remote servers
- Peer-to-peer downloading for low-bandwidth sites

With these capabilities, ITMS allows organizations to detect vulnerabilities efficiently and apply patches from a centralized console.

Risk Mitigation

ITMS enables proactive risk management through real-time, actionable compliance reports and automation features with the following key benefits:

- Quickly gather asset inventory and compliance status to streamline software audits and security assessments.
- Automated reporting on CVE-ID vulnerabilities, allowing organizations to create targeted software update policies.
- Integration with Symantec Endpoint Security (SES) helps mitigate risk by blocking network access to vulnerable endpoints until patches are applied.

CRITICAL DIFFERENTIATORS

Symantec ITMS stands out from competitors through the following key differentiators:

- End-to-end life cycle management: Automates IT processes from deployment to decommissioning.
- Intuitive web-based console:
 A modern, centralized UI with improved scalability.
- Comprehensive asset visibility: Provides deep insights into IT environments for software compliance audits.
- Automated risk mitigation: Identifies and remediates vulnerabilities automatically through patch management.
- Best-in-class total cost of ownership: Rapid deployment, ease of use, and scalability ensure cost efficiency.

Productivity

Deployment, Provisioning, and Migration

ITMS provides IT administrators with a comprehensive solution for deploying and managing desktops, laptops, and physical or virtual servers:

- Automated OS deployment and configuration
- PC personality migration for seamless user transitions
- Software distribution capabilities for efficient updates
- Hardware-independent imaging for standardized configurations across large environments

These deployment features ensure consistency, reduce IT workload, and enhance operational efficiency.

End-User Self-Service

To minimize help desk requests, ITMS includes a modern software portal that provides a familiar, app store-like experience with a self-service portal:

- Request and install approved software without IT intervention.
- Access software across all browsers from any Windows or Mac device.
- Customize branding with an organization's logo and themes.

Asset Management

Organizations often face compliance and financial inefficiencies due to inaccurate asset tracking. ITMS provides a robust asset management solution with features that ensure cost control, compliance, and accountability across IT assets:

- CMDB for asset discovery, inventory, and tracking.
- Contract management to oversee hardware warranties, leases, and software agreements.
- Software license management with support for multiple licensing models (per-device, per-user, per-CPU).

Versatility

Remote Endpoint Management

With an increase in remote work, keeping endpoints updated and secure is a major challenge. Cloud-Enabled Management (CEM) in ITMS ensures the following:

- Continuous inventory, patching, and software updates for remote Windows and Mac devices.
- Secure, VPN-free communication via an external gateway.
- Optimized traffic flow over VPN for essential business operations.

Modern Device Management (MDM)

As endpoint management evolves, MDM provides a streamlined approach to managing modern devices without requiring a dedicated agent. ITMS includes native MDM support for macOS, allowing IT teams to do the following:

- Enroll and configure macOS devices.
- Manage OS update settings and application installations.
- Perform remote actions (inventory collection, restarts, lockouts, and data erasure).

Process Automation and Efficient Content Distribution

ITMS automates IT and business processes, including the following:

- Gather inventory, update software, and apply patches across multiple endpoints.
- Predefined workflow templates for easy automation configuration.
- Resilient content distribution with peer-to-peer, bandwidth throttling, and intelligent content caching.

These features reduce content delivery time, optimize bandwidth usage, and improve reliability.

Conclusion

Symantec ITMS provides a comprehensive, scalable, and security-focused solution for managing IT assets across diverse environments. ITMS helps organizations streamline endpoint management and strengthen their Zero Trust strategy by enhancing security, boosting productivity, and improving operational efficiency.

