

BMC Helix Client Management

Reduce service desk calls by 80% through integrated endpoint management

PRODUCT DESCRIPTION

BMC Helix Client Management automates endpoint management and helps organizations control costs, maintain compliance, and reduce risk. From device acquisition to disposal, BMC Helix Client Management provides an accurate view of hardware installations, ensures device adherence to organizational and industry policies, and supports systems and software currency.

BUSINESS CHALLENGE

As businesses continue to grow and merge, IT organizations continually face the increasingly difficult task of accurately managing their technology assets. Common challenges include:

- Inventory and tracking of IT hardware and software endpoints
- Ensuring software licenses are maximized
- Maintaining current patches and reducing potential vulnerabilities
- Supporting the service desk with troubleshooting issues and integrating to reduce escalations

BMC SOLUTION

BMC Helix Client Management delivers mobile, desktop, and laptop management, helping organizations control costs, avoid audit failure, and reduce the likelihood of data loss. From the time a device is acquired, BMC Helix Client Management deploys the proper OS and software specific to the device and the user, ensures organizational and industry policy compliance, and keeps patches up-to-date until the device is retired.



KEY FEATURES

BMC Helix Client Management provides intuitive, simple, and complete inventory and endpoint management.

- Inventory your IT assets to **know what you own** and how those assets are being used
- **Ensure your devices are current, secure, and compliant** with your IT policies
- **Access your devices remotely**, even those not connected on VPN
- Provide pre-approved **self-service for software downloads, common actions, and quick links** with MyApps
- **Integrate endpoint management** with your service desk or CMDB

KEY BENEFITS

- **Reduce patch time by 30%** through set-it-and-forget-it automation
- **Lower deployment time by as much as 80%** for operating systems and applications
- **Decrease post-PC migration service desk calls by 80%**
- **Realize 100% ROI within 24 months** of your BMC Helix Client Management investment

- ◀ BMC Helix Client Management is easy to use with its integrated wizards and instant experts.

PRODUCT DETAILS

Inventory: Automate inventory tracking to help guide investment decisions, reduce manual processes, and maintain compliance for physical and virtual devices.

OS and application deployment: Centralize and automate system deployment or migration—with no configuration—for minimal disruption.

Software license management: Reduce audit failures by understanding software license usage. Get a normalized software catalog through integration with the Flexera Application Recognition Library.

Patch management: Assess, manage, deploy, and report on patches to ensure that systems are safe and secure.

Event management: Extend monitoring and custom alerting capabilities to proactively track, manage, and automate remediation when key infrastructure events occur.

Policy compliance: Ensure devices adhere to regulatory, industry, and corporate policies, and provide reports to satisfy audit requests (SCAP 1.3 compliant certified by the National Institute of Standards and Technology).

Remote control: Drive and control users' devices to assist with service desk needs. Allows for troubleshooting to resolve the users' requests, make changes, and resolve issues. Take advantage of remote control using only a web browser.

Device security: View, control, monitor, and update all major antivirus and anti-spyware software from a single source.

Instant messaging: Chat with users directly to make troubleshooting and training easier and more effective.

Mobile device management: Inventory and manage mobile devices through a unified console. Check compliance, push profiles and applications, and remotely lock/wipe devices.

Power management: Lower energy bills and reduce the environmental footprint associated with PC energy consumption.

Device management: Centrally define and enforce your device usage policies, control upload and download activity, log peripheral device events for proactive response, and audit any unwanted activity.

MyApps: Put pre-approved software and access requests in the hands of the end-user without going to any websites or submitting help desk forms.

Security: Supports FIPS 140-2 Encryption standard.

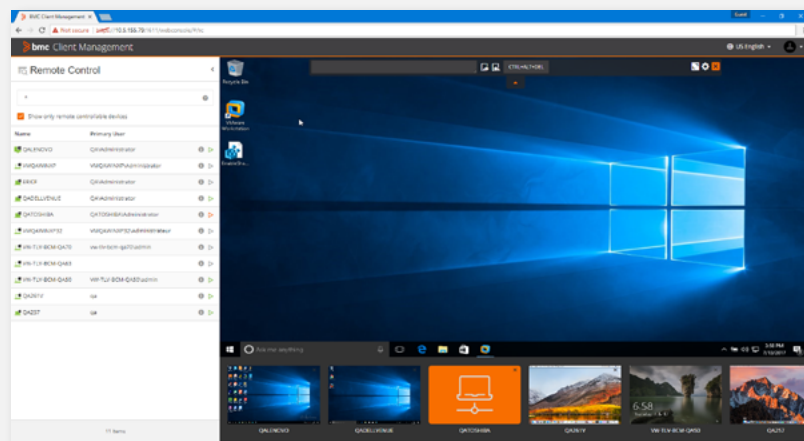


FOR MORE INFORMATION

To learn more about BMC Helix Client Management, please visit bmc.com/clientmanagement



BMC Helix Client Management now provides agentless remote control.



About BMC

BMC works with 86% of the Forbes Global 50 and customers and partners around the world to create their future. With our history of innovation, industry-leading automation, operations, and service management solutions, combined with unmatched flexibility, we help organizations free up time and space to become an Autonomous Digital Enterprise that conquers the opportunities ahead.

BMC—Run and Reinvent

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