



SOE Services Portfolio Client Management Toolset Service



Refer to SOE Services Portfolio Overview for information about the SOE Services Portfolio.

Service overview

The Client Management Toolset Service delivers a comprehensive, scalable and centrally managed solution for the ongoing management of your Windows IT assets. This service encompasses a set of technologies to enhance the deployment, administration and overall management of your Windows devices and provides key integration points to other service offerings provided by HP within their SOE Services Portfolio.

HP provides consulting, design and implementation services for a variety of management toolsets, including HP OpenView Client Configuration Manager, HP OpenView Configuration Management, Microsoft Systems Management Server and Altiris.

Service benefits

This service offering will allow you to:

- Lower ongoing administration costs through centralised control and management of managed Windows devices.
- Optimise support capabilities through integration with your enterprise IT environment.
- Automate SOE image deployment to Windows devices.
- Efficiently install and remove applications through application distribution infrastructure.
- Decrease managed device security risks through automated patching and security patch analysis.
- Generate online reporting of your managed Windows device assets through hardware and software inventory collection.

Service feature highlights

An experienced HP SOE consultant will work with your organisation and will:

- Establish an understanding of your client management toolset requirements.
- Recommend the appropriate client management toolset inline with your business and IT requirements.
- Generate solution design documentation addressing toolset components, design and implementation details.
- Provide professional services in connection with the implementation of the client management toolset solution within your IT environment.

Customer profile

This service is suitable if your business wants to:

- Implement a centralised client management solution for the management of Windows devices.
- Lower the cost of deploying Windows devices.
- Manage the distribution of approved desktop software via a centralised management interface.
- Centrally manage the identification and implementation of Windows security patches in a timely and efficient manner.
- Collect and maintain hardware and software inventory details for managed Windows devices within your IT environment.

Specifications of service

Features	Delivery specifications
Service overview	<p>This service is offered by experienced HP SOE consultants. They will:</p> <ul style="list-style-type: none">• Conduct a consulting exercise to understand the business and technical requirements for implementing a client management toolset.• Recommend a client management toolset solution that will address your business and IT needs.• Formulate a solution design document addressing the configuration and implementation aspects of the client management toolset solution.• Provide professional services with the implementation of a client management toolset in accordance with the solution design.
Service deliverables	<ul style="list-style-type: none">• The Client Management Toolset service will deliver a solution design document detailing the design, configuration and implementation aspects of the client management toolset solution.• The end product will be the implementation of a client management toolset solution on IT infrastructure within your environment.

Service limitations

The Client Application Management service does not include:

- The design of Wide Area Network (WAN) infrastructure components.
- Design or creation of an SOE image to be managed by the client management toolset.
- Packaging of applications to be managed by the client management toolset.

Customer responsibility

To ensure the engagement is successful, HP requires you to:

- Ensure the availability of personnel for data gathering, consultation, presentations and other services as requested.
- Provide personnel who have specialist knowledge of the IT infrastructure to facilitate solution analysis and design of client management toolset components.

Pricing

The price of the Client Management Toolset service is dependent upon the selected toolset solution most suitable for implementation within your IT environment. The price will be finalised once the scope and deliverables are confirmed.

Related services

The Client Management Toolset service is typically executed and managed as a project using HP Project Management Services. An optimum managed solution will also include other services from the SOE Services Portfolio. Refer to the following service descriptions for more information.

- SOE Services Portfolio Overview
- SOE Design and Consulting
- SOE Image Build
- Client Application Management

Looking to lower cost and have a streamlined process to support your IT requirements? Contact your Account Team or HP Services today and realise a better managed IT environment immediately.

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