

# LANDesk® Solution Brief: IT Asset Management



Solving real IT challenges.

# Asset knowledge is the foundation of IT strategy

## The Challenge:

Complete, current, and accurate asset data is the foundation for IT infrastructure planning, maintenance, upgrade, and retirement tasks. The problem is that timely and accurate information is a moving target—sometimes literally, with more and more mobile and handheld computing devices making their way into the enterprise.

### Struggling to keep data current

In an effort to build baseline asset data some IT departments do a manual inventory, walking from desk to desk and entering hardware, software, and OS information into a spreadsheet, then issuing asset tags.

If you have more than a few computers it's a long, boring task. If you have more than one location the logistics can get ugly.

To make matters worse, manual inventory can't account for the nearly constant changes in the modern computing environment. There are user application installs, semi-automated OS or browser updates, file deletions, or application uninstalls—not to mention users who swap RAM or exchange peripherals or change office spaces. It doesn't take long for computing asset and inventory information to become hopelessly out of date, requiring lengthy manual updates each and every time you need usable data.

It's not a good use of your time and skills; an IT specialist deals with technical issues, not clerical tasks.

### Sorting and reporting

Automated software tools can help IT staff gather hardware and software information directly from each computer and store it in a centralized database.

More difficult is the problem of using asset data once it's been collected. A list of files or hardware attributes tells you little or nothing useful about your IT environment. You need not only predefined sorting and reporting tools, but versatile data query and export.

It doesn't matter what data is collected if you can't get at it easily, interpret what you see, or report on it your way. You should be able to leverage asset data to solve more than one set of problems.

### Multi-platform complication

If your enterprise supports multiple computing platforms, there are very few cross-platform solutions. While most vendors support Microsoft\* Windows\* environments, integrated NetWare\*, Macintosh\*, Linux\*, Unix\* and handheld support is varied at best.

If you have to deploy multiple tools to solve one problem you're right back where you started—spending too much time on administrative overhead and data aggregation, and not enough time doing IT tasks.

### Hardware retirement and lease tracking

Many enterprises lease hardware to control costs. With a three-year lease term that means IT exchanges 1/3 of their hardware every year.

Tracking lease expirations and integrating new hardware into your asset database requires custom data tracking for each computer—including lease terms and company data. If that data isn't integrated with other asset data, IT is back to manual tracking. Again.

There has to be a better solution.

## OVERVIEW

**Business Need**—Collect and maintain complete, current and useful IT asset data across the enterprise.

Analyze software use for license planning and reclamation

Determine and report compliance to internal or external audits

Resolve user problems using the most current data

Plan hardware and software updates

Select targets for software, OS, or file set distributions

Develop, implement and report on enterprise-wide IT standards

Track lease status and remove outdated hardware from service

**Solution**—Integrated IT asset management from LANDesk Software

Diverse platform support—Windows\*, NetWare\*, Macintosh\*, Linux\*, Unix\* and handheld OS's

Complete, automated hardware and software inventory

Minimal impact on network resources and user performance

Easy custom data collection such as department, barcodes, location, or non-PC assets

Change control notification

Easy data aggregation and database query

Easy data export for analysis and reporting

# The LANDesk® Solution

LANDesk Management Suite® makes it easy to maintain complete and accurate system and application data, then turn that data into knowledge to enable change and configuration management across the enterprise.

IT asset management features include:

- Support for Windows\*, NetWare\*, Macintosh\*, Linux\*, Unix\*, and handheld OS's
- Automated asset discovery and inventory update
- Delta scanning uses less network bandwidth
- Powerful query builder enables on-demand data analysis
- Both on-demand scanning and scheduled, automated inventory scans
- Rapid, efficient scanning engine runs in the background
- Custom data forms make it easy to gather additional data
- Change control alerting lets you know when hardware or software configurations change
- Easy data aggregation across the enterprise
- Standardized data export for external data analysis and custom reporting tools
- Wide variety of predefined asset characteristic reports

The LANDesk asset management solution gives IT professionals access to the system data they need, quickly and easily.

## Minimize network impact

LANDesk inventory scans run in the background to minimize impact on computer performance, and results are compressed to minimize disk space and minimize network bandwidth use. Most users won't even know the scan is running.

The inventory scanner can even be run as a standalone application from a network share or as part of a login script so no actual agent deployment is needed to gather the information needed to use the LANDesk® Management Suite console to plan and deploy the LANDesk client rollout.

## Automatic inventory updates

Once a baseline scan is sent to the LANDesk core server, subsequent scans can be scheduled using the policy manager to run at regular intervals, or IT can initiate immediate scans over the wire. End users can even run the scanner locally to update their own inventory data.

## Delta scanning; Network smart

The LANDesk asset management solution uses delta scanning so only new data is sent back to the core server; if no changes are reported since the last scan, no new data is sent. That can substantially reduce network resource use.

If the local results file is damaged or incorrect, the LANDesk asset management solution runs a full scan—again, in the background—to ensure that the most current and correct data is stored.

If a computer is off the network, the scanner stores inventory data and uploads it the next time the computer is connected, so IT can gather data from mobile or seldom-connected users.

## Make IT planning easier

The LANDesk asset management solution is optimized for each supported OS, including Windows, NetWare, Mac, Linux, Unix, and others. The scanner uses multiple sources and methods to gather information and ensure that asset data is both complete and accurate.

## Detailed hardware data

The hardware scanner extracts data both from the OS and directly from the hardware itself when possible, using both custom and standard data acquisition—including DMI, CIM, and WMI.

Where multiple sources for hardware data exist, the LANDesk solution chooses the most reliable source to ensure that hardware inventory is not only complete, but accurate and useful. Hardware scans gather information from devices

---

LANDesk Software provides complete IT asset discovery, analysis and management support in an easy to use solution.

Support for Windows\*, NetWare\*, Macintosh\*, Unix\*, Linux\* and handheld OS's make LANDesk asset management the right choice for modern heterogeneous networks.

---

connected to the USB or Firewire ports as well, ensuring a complete picture of hardware assets and connected devices.

### Find all software assets

The software scanner evaluates every file on the computer and applies user-defined rules to sort the raw data into useful results. It extracts operating system and application information such as version number and patch level.

The LANDesk® solution can match scanned filenames against a user-customizable list of known applications, extract application data directly from file headers or OS catalog files, or simply report a list of file types that you can evaluate manually.

### Basis for license management

Because the scanner reports all applications found—regardless of whether they're known to the OS or scanner—IT staff can identify custom application installs. IT can then assign a product name to any custom application for data analysis and reporting purposes.

*Aliasing* makes it possible to connect applications with licenses—even when application files report outdated information. It happens all the time; a company makes a great product and is purchased by a larger company. Licensing is done through the new owner, but until the next update installed application files may still report themselves as belonging to the old company.

Aliasing enables you to match the existing application to the new owner so you can correctly track and report license use, the first step in establishing software license monitoring and compliance policies.

The LANDesk asset management solution enables you to extract, analyze, and report application data your way so it can meet your unique needs.

### Gather custom data

Custom data gathering through an intuitive, forms-based interface enables IT staff to gather asset data that supports their particular requirements.

Custom data might include:

- Personal information, such as the physical location, the user's phone number, and the department cost code
- Purchasing data, such as the supplier name, date purchased, warranty expiration date, and purchase price
- Information recommended in the IT Information Library (ITIL) service model, such as the configuration item status (test, live, withdrawn)

Custom data extends your tracking and reporting capabilities, and enables you to implement your own IT management strategy, your way.

### Use asset data your way

The LANDesk asset management solution offers one of the most powerful query builders available today.

Build complex queries using a simple, intuitive interface to extract the specific information you want from the asset management database.

Search for all devices meeting specific hardware or software attributes, then save query results into groups for use in planning, automated software or OS distributions, or policy management.

Predefined reports make it easy to analyze common inventory attributes. You can also export query results in a normalized format for use by your preferred data analysis or reporting tool.

The LANDesk asset management solution imposes no artificial limits; use asset data your way to meet your needs.

### Change alerting

The LANDesk asset management solution offers alerts to inform you of changes in specific asset attributes, such as a change in RAM, removal (or addition) of a hard drive or other disk device, or software installs.

That enables IT to intervene to protect company assets or assure license compliance, and to

---

LANDesk asset management enables IT staff to spend less time gathering, updating, and reporting on hardware and software assets.

Less time getting data means more time using it—and more time spent on other tasks.

---

ensure both the integrity of the computing environment and the security of both hardware and software assets. When combined with a lockdown policy, this can help IT protect systems from unauthorized tampering.

### Rapid Results

The LANDesk asset management solution is easy to deploy and can provide you with complete, accurate IT asset data starting on the very first day of deployment.

This makes it possible to analyze your IT assets immediately and begin planning for device maintenance, update, and retirement right now. Easy querying and data export means you can use your existing data analysis tools and processes. You can see results in improved data accuracy and availability on the very first day of deployment.

That means IT spends less time hunting for information and more time using it, giving you the ability to rapidly turn data into plans, and plans into streamlined processes that save time, money, and effort.

### Integrated Solutions

The LANDesk® asset management solution integrates with remote control/problem

resolution, software distribution and OS deployment solutions. That enables IT staff to leverage asset data to the fullest.

### Remote control/problem resolution

LANDesk Management Suite features robust remote control and problem resolution tools to enable IT staff to proactively manage desktop, server and mobile devices.

Query the database to see the patch levels and driver versions installed on critical computers. Use the results of the query to quickly access those computers to perform preventative maintenance or proactive update.

### Software distribution and OS migration

LANDesk asset data is fully integrated with extensive software distribution tools so you can immediately turn plans into action. Drag and drop query results onto an automated software or OS distribution task to instantly choose targets and reduce distribution time.

### Software license monitoring

Asset data forms the basis of the LANDesk software license monitoring solution. Discover and control software assets to reduce costs and help ensure license compliance. Monitor software usage to reclaim and reallocate unused licenses. Reduce costs by purchasing only the licenses you actually need.

---

Download a fully functioning 100-node, time-limited product trial so you can see for yourself how LANDesk® solutions can help ease your systems management pain from the first day of deployment.

<http://www.landesk.com>

---

## LANDesk Software, the Solutions Leader for IT Asset Management

LANDesk Software is the industry leading provider of easy to use, integrated solutions for desktop, server and mobile device management. LANDesk solutions are proven, with more than 250 million managed nodes worldwide.

Find out for yourself. Call or visit our Web site at <http://www.landesk.com/> to learn more about LANDesk solutions, then download a fully functioning 100-node, time-limited product trial so you can see for yourself how LANDesk solutions can help ease your systems management pain from the first day of deployment.

# Sample LANDesk® Management Suite Inventory List

Device ID =  
 Manufacturer =  
 BIOS - System Serial Number =  
 BIOS - System Model Number =  
 BIOS - Manufacturer - (SeqKey:2.1) - Value =  
 BIOS - Manufacturer - (SeqKey:2.1) - Copyright Notice1 =  
 BIOS - Manufacturer - (SeqKey:2.1) - Copyright Notice2 =  
 Scan Type =  
 Type =  
 Device Name =  
 Network - TCP/IP - Address =  
 Network - TCP/IP - Host Name =  
 Network - TCP/IP - IP Routing Enabled =  
 Network - TCP/IP - WINS Proxy Enabled =  
 Network - TCP/IP - NetBIOS Resolution Uses DNS =  
 Network - TCP/IP - Bound Adapter - (Number:0) - Description =  
 Network - TCP/IP - Bound Adapter - (Number:0) - Physical Address =  
 Network - TCP/IP - Bound Adapter - (Number:0) - DHCP Enabled =  
 Network - TCP/IP - Bound Adapter - (Number:0) - IP Address =  
 Network - TCP/IP - Bound Adapter - (Number:0) - Subnet Mask =  
 Network - TCP/IP - Bound Adapter - (Number:0) - Default Gateway =  
 Network - TCP/IP - Bound Adapter - (Number:0) - Hidden =  
 Network - NIC Address =  
 Last Hardware Scan Date =  
 Processor - Processor Serial Number =  
 Processor - Vendor =  
 Processor - Type =  
 ..  
 Processor - Features - Virtual Mode Extensions =  
 ..  
 Coprocessor - Math =  
 BIOS - Date =  
 BIOS - System Model =  
 BIOS - Copyright String =  
 BIOS - System Serial Number =  
 BIOS - System Model Number =  
 BIOS - Monitor Model =  
 BIOS - Monitor Manufacturer =  
 Ports - Communications Port - (Name:COM1) - Address =  
 Ports - Printer Port - (Name:LPT1) - Address =  
 Bus - Type =  
 Mouse - Buttons =  
 Network - NetBIOS - Exists =  
 Video - Adapter - (Number:0) - Adapter String =  
 Video - Adapter - (Number:0) - Chip Type =  
 Video - Adapter - (Number:0) - DAC Type =  
 Video - Adapter - (Number:0) - Memory =  
 Video - Resolution =  
 Video - Colors =  
 Keyboard - Type =  
 Keyboard - SubType =  
 Keyboard - Number of Function keys =  
 Keyboard - Code Page =  
 Sound Card - Manufacturer =  
 Sound Card - Type =  
 Sound Card - Version =  
 Memory - Physical - Bytes Total =  
 Memory - Physical - Bytes Available =  
 Memory - Page File - Maximum Size =  
 Memory - Page File - Available =  
 Mass Storage - Floppy Drive Count =  
 Mass Storage - Floppy Drive - (Number:0) - Type =  
 Mass Storage - Floppy Drive - (Number:0) - Cylinders =  
 Mass Storage - Floppy Drive - (Number:0) - Heads =  
 Mass Storage - Floppy Drive - (Number:0) - Sectors =  
 Mass Storage - Fixed Drive - (Number:0) - Cylinders =  
 Mass Storage - Fixed Drive - (Number:0) - Heads =  
 Mass Storage - Fixed Drive - (Number:0) - Sectors =  
 Mass Storage - Fixed Drive - (Number:0) - Bytes Per Sector =  
 Mass Storage - Fixed Drive - (Number:0) - Total Storage =  
 Mass Storage - CDROM - (Number:0) - Drive Letter =  
 Mass Storage - Logical Drive - (Drive Letter:A) - Removable =  
 Mass Storage - Logical Drive - (Drive Letter:C) - Removable =  
 Mass Storage - Logical Drive - (Drive Letter:C) - Available Storage =  
 Mass Storage - Logical Drive - (Drive Letter:C) - Total Storage =  
 Mass Storage - Logical Drive - (Drive Letter:C) - File System =  
 Mass Storage - Logical Drive - (Drive Letter:C) - Serial Number =  
 OS - NT Info - Current Build =  
 OS - NT Info - Current Type =  
 OS - NT Info - Current Version =  
 OS - NT Info - Registered Organization =  
 OS - NT Info - Registered Owner =  
 OS - NT Info - System Root =  
 OS - Name =  
 OS - NT Info - Service Pack =  
 OS - NT Info - Install Date =  
 Environment - Variable - (Name:ALLUSERSPROFILE) - Value =  
 Environment - Variable - (Name:APPDATA) - Value =  
 Login Name =  
 Full Name =  
 LANDesk Management - Remote Control - Secure =  
 ...  
 Mass Storage - CDROM - (Number:0) - Drive Letter =  
 Mass Storage - CDROM - (Number:0) - Description =  
 Mass Storage - CDROM - (Number:0) - Name =  
 Mass Storage - CDROM - (Number:0) - Manufacturer =  
 Mass Storage - CDROM - (Number:0) - Media Type =  
 Ports - USB - Controller - (Number:0) - Name =  
 Ports - USB - Controller - (Number:0) - Manufacturer =  
 Ports - USB - Device - (Number:0) - Name =  
 Ports - USB - Device - (Number:0) - Manufacturer =  
 Ports - SCSI - SCSI Controller - (Number:0) - Model Name =  
 ...  
 Printers - Default Printer =  
 Printers - Printer - (Number:0) - Port =  
 ...  
 Modems - Modem - (Number:0) - Port =  
 Modems - Modem - (Number:0) - Manufacturer =  
 ...  
 Resources - Resource - (Name:00000001) - IRQ =  
 Resources - Resource - (Name:00000005) - Port =  
 Resources - Resource - (Name:00000005) - Memory =  
 ...  
 Network Adapters - Network Adapter - (Number:0) - Vendor =  
 Network Adapters - Network Adapter - (Number:0) - Description =  
 Database - ODBC - Driver - (Name:SQL Server) - Path = I  
 Database - ODBC - Driver - (Name:SQL Server) - ODBC Version =  
 Database - ODBC - Driver - (Name:SQL Server) - Driver =  
 Database - ODBC - Driver - (Name:SQL Server) - Date =  
 Database - ODBC - Driver - (Name:SQL Server) - Description =  
 Database - ODBC - Driver - (Name:SQL Server) - Version =  
 PDA - Windows CE - Sync Path =  
 PDA - Windows CE - Sync Version =  
 PDA - Windows CE - Device Type =  
 PDA - Windows CE - Device Processor =  
 PDA - Windows CE - Device OEM Info =  
 Custom Data - Registry - LANDesk Custom Fields - Serial Number =  
 Custom Data - Registry - LANDesk Custom Fields - Machine Type =  
 LANDesk Management - Server Manager - Installed =  
 LANDesk Management - Server Manager - Legacy =  
 SOFTWARE =  
 OS - Drivers and Services - Kernel Driver - (Name:Abiosdsk) - Status =  
 OS - Drivers and Services - Service - (Name:Remote Control Service) - Status =  
 Last Software Scan Date =  
 Cfg - C:\LDBIOS.TXT =  
 ...  
 Software - Application Suites - Application Suite - (Name:Adobe Acrobat 4.0) - Version =  
 Software - Application Suites - Application Suite - (Name:Adobe Acrobat 4.0) - Publisher =  
 Software - Application Suites - Application Suite - (Name:Adobe Acrobat 4.0) - Product ID =  
 Software - Application Suites - Application Suite - (Name:Adobe Acrobat 4.0) - Registered Company =  
 Software - Application Suites - Application Suite - (Name:Adobe Acrobat 4.0) - Registered Owner =  
 ...  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) -  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) - Name =  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) - File Size =  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) - File Date =  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) - Attribute Read Only =  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) - Attribute System =  
 Software - Package - (Path:C:\LDCLIENT\DISCN32.EXE) - Attribute Hidden =  
 ...  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - Version =  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - Name =  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - File Size =  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - File Date =  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - Attribute Read Only =  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - Attribute System =  
 Software - Package - (Path:C:\PROGRAM FILES\MICROSOFT OFFICE\OFFICE\EXCEL.EXE) - Attribute Hidden =  
 Number of Files =



Visit our web site for a complete list of our ESP partners.



## FOR PRODUCT INFORMATION

U.S. and Canada .....	+1-800-982-2130
Europe .....	+44-118-902-6565
Japan .....	+81-3-5288-5255
Brazil .....	+55-11-5503-6502
Mexico .....	+52-55-5261-4340
China .....	+8610-8518-3137

This information is provided in connection with LANDesk Software products. No license, express or implied, by estoppel or otherwise, or warranty is granted by this document. LANDesk Software does not warrant that this material is error free, and LANDesk Software reserves the right to update, correct, or modify this material, including any specifications and product descriptions, at any time, without notice. For the most current product information, visit <http://www.landesk.com>.

Copyright © 2003 LANDesk Software, Ltd. or its affiliates. All rights reserved. LANDesk, Targeted Multicast and Peer Download are registered trademarks or trademarks of LANDesk Software, Ltd. or its affiliates in the United States and/or other countries.

\*Other names or brands may be claimed as the property of others.

1003/RN/JA/SP

LSI-0097