



## FrontRange Desktop & Server Management -

Free your IT with automation and unified management

[Solution Overview](#)

Leveraging virtualization, consolidation, SaaS, and cloud computing can reduce costs, improve efficiencies, and conserve energy. But without a solid desktop & server management solution, your organization may lack the control necessary to reap the benefits of these technology breakthroughs.

FrontRange Desktop & Server Management provides system lifecycle management for desktops, laptops, servers, and virtual environments, enabling your IT department to automate, regulate, and simplify how software is managed.

This powerful suite automates IT operational tasks, from installing applications and operating systems to operating and maintaining devices over time. It gives you the power to dramatically reduce IT workloads and streamline how hardware, software, and users are managed across the lifecycle — from procurement to retirement.

Unique features such as policy-based management enable you to support a constantly changing IT environment while meeting compliance demands — even in today's complex, distributed environments. What's more, it's easy to implement and deploy, helping you avoid the cost of expensive implementations.

With FrontRange Desktop & Server Management, you have the freedom to embrace new technologies so your organization can stay competitive in a demanding market.

# Unique Benefits for Better Control, Cost Savings

## HIGHLIGHTS

- Save time and money by automating day-to-day IT management tasks
- Improve control with 100% visibility of the status of your infrastructure
- Ease complexity by managing desktops, laptops, servers, and virtual environments from a single console and with a unified management approach
- Easily integrate into additional applications, such as Help Desk, Service Desk, and ERP

FrontRange Desktop & Server Management offers unique benefits that can significantly ease management burden and reduce IT expenditures:

### Complete Automation:

A few clicks of a mouse are all that's required to accomplish many IT management functions, saving you up to 60% compared to manual IT management. Intuitive dashboards and wizards do much of the heavy lifting, providing automated operation for

all types of tasks, even technically difficult ones. Plus, pre-set policies keep software and hardware assets up to date without placing additional demands on overburdened IT departments.

### Total Transparency:

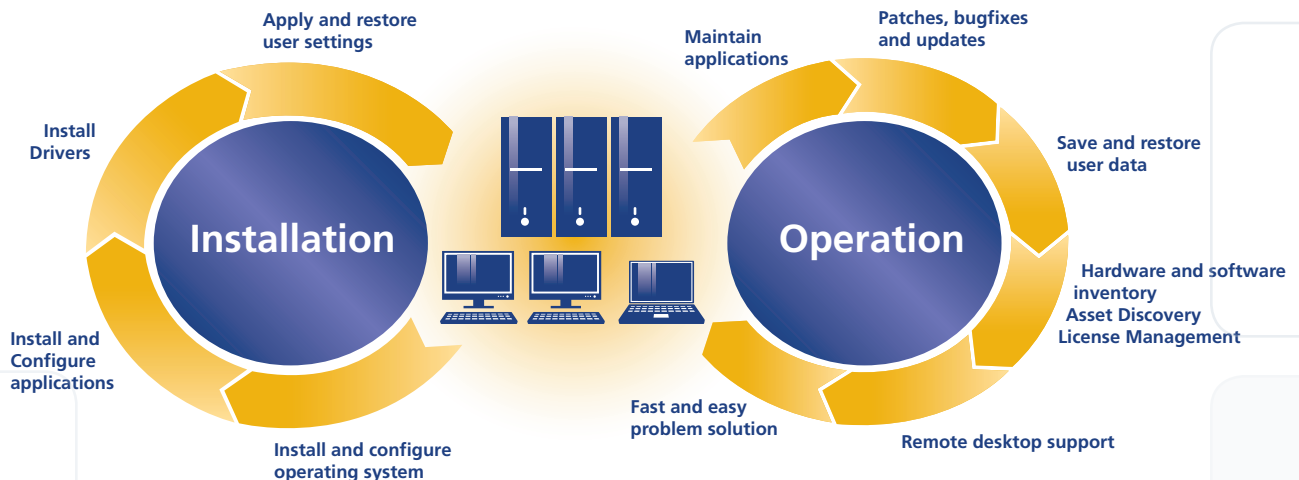
The status of the entire software ecosystem is well defined, transparent, and provable. Through policy-based management, your IT department can not only save time, but also respond quicker to changing requirements. Compliance is monitored autonomously, and any exceptions to the predetermined policies are flagged immediately for you to take necessary actions.

### Unified Approach:

Intelligent packaging simplifies management across desktop, server and HVD (hosted virtual desktop) environments. All Desktop & Server Management modules are designed to work together, enabling packages to be created quickly, adapted and reused independent of the infrastructure parameters. The pack-

*Whether your IT department is managing a distributed environment, juggling applications from different organizations after a merger or acquisition, planning a major operating system rollout, refreshing hardware, or simply trying to get a grip on complexity, FrontRange Desktop & Server Management can help.*

## Automated Desktop & Server Management across the IT Asset Lifecycle



ages are set up just once and will adapt automatically to fat and thin clients, server infrastructures as well as virtual machines and can be implemented in parallel in these environments.

#### **Fit for Growth:**

With role- and permission-based user interfaces and precise mapping of task profiles based on a service-oriented architecture, any service provider, whether internal or external, has access to the right tools to get the job done. Your IT department can leverage a comprehensive, consolidated service environment to address business-critical needs, now and in the future.

#### **End-to-End Approach:**

To enable dynamic IT, FrontRange Desktop & Server Management can easily be integrated into additional applications, such as Help Desk, Service Desk, and ERP. This interplay dramatically boosts efficiency and lays the foundation for faster, more flexible response to new demands.

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*“Due to automated software management with FrontRange Desktop and Server Management the help desk calls from employees having problems with their PCs has reduced significantly, saving us the time and costs of troubleshooting issues.”*

**Klaus Stanulla** Team and Project Manager;  
WGV (Württembergische Gemeinde-Versicherung)

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## **The FrontRange Difference**

FrontRange Solutions' constant drive for innovation puts our customers in a position to meet new challenges and respond quickly to opportunity. As a global leader in the development and delivery of software applications tailored for the mid-market, FrontRange is the ideal choice for your IT Management needs. Our focus on automation, transparency, and modularity sets us apart from the competition, enabling your organization to gain control of its IT infrastructure with an integrated, single-vendor solution.

## **A Simple, Proactive Approach to Systems Management**

Performing time-consuming and redundant tasks takes away from more strategic projects that can help your business grow. FrontRange Desktop & Server Management reduces the effort associated with deploying and managing client and server systems with features that support every stage of the software lifecycle, from deployment to troubleshooting to retirement.

## **Automated Operating System Deployment**

Whether it's provisioning new employees or managing a mass migration, OS deployment and configuration are two of the most time-consuming software management tasks. Through automation, FrontRange Desktop & Server Management saves valuable time and eliminates sources of error. You can package the operating system, drivers, and configurations in just a few clicks, reducing not only the effort of the initial deployment, but also the amount of time your IT department must spend on ongoing administration.

## **Automated Software and Configuration Management**

FrontRange Desktop & Server Management dramatically simplifies IT management by automating application management tasks with a single-console interface for packaging, testing, deploying, and configuring software applications. Authorized IT staff can create software sets quickly and easily, and then automatically deploy applications to users based on criteria such as job description, location, department, or individual user profile.

## **Intelligent Packaging**

FrontRange Desktop & Server Management can dramatically speed deployment. Wizards allow IT administrators to create a range of package types — from operating systems and applications to system configurations and drivers — in no time at all. Processes and best practices are set up just once, and existing software packages are automatically adapted for use in desktop, server environments and HVD environments.

## **Network Discovery**

In today's complex environments, knowing exactly what hardware and software you have and where it is on the network is a real challenge. FrontRange Desktop & Server Management makes it easy by cataloging all IP-addressable hardware (including all servers, desktops, laptops, network printers, switches, and devices) and software on the network as part of a complete IT inventory that is always kept up-to-date. Your IT department can take advantage of 100% visibility to help control your sprawling network and manage it more efficiently.

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*“FrontRange Discovery has enabled us to regain control, helped us manage costs, and given us the peace of mind that we are compliant.”*

**Scott Graham**  
Consumer Credit Counseling Services

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### Automated User State Migration

Automating the backup and migration of user states for all users on a computer improves employee productivity and provides your IT department with the flexibility needed to react quickly to errors or changes. In addition to automatically recording all user data and settings, FrontRange Desktop & Server Management features silent deployment and execution, which mean users never have to interact with the program.

### Automated Patch Management

Effective patch management can protect your organization against hacking and malware, which often targets weak points of operating systems and applications. FrontRange Desktop & Server Management enables a high level of automation for all phases of patch management, from identifying vulnerabilities in the network and selecting relevant patches, to quality control and rule-based implementation. Automated searches provide a complete overview of threats, which enables your IT department to take targeted measures quickly and securely.

### Centralized Interface

FrontRange Desktop & Server Management features a centralized interface that allows different stakeholders and departments to collaborate and share software management tasks. Depending on their assigned authorizations, users can independently distribute applications or set up a computer without placing an order with the IT department. IT management tasks are accessible via a simple Web browser, and easy-to-use wizards lead the user through the necessary steps to prevent errors.

### Remote Access and Control

For organizations with dispersed networks, resolving problems often includes on-site visits, which are time consuming and costly. FrontRange Desktop & Server Management includes an application that enables authorized IT staff to access and control all systems on the network, including servers, clients, laptops, and user-free systems. Problems can be identified and corrected remotely, which speeds resolution and helps maintain availability and employee productivity.

### Automated Server Management

Your IT department can save time, reduce costs, and eliminate human error by automating not only desktop but also server environments. Wizards automatically package security patches and software installations as well as document the changes. The highly-automated software configuration management supports the fulfillment of service level agreements, increases system availability and reduces IT operating costs dramatically. The solution automatically synchronizes all servers that have the same role. This way inconsistent software states and configurations that endanger the availability and increase support costs can be eliminated. Precisely scheduled maintenance functions for servers increase the availability of business critical applications – with no additional hardware investment. This high level of automation offered by FrontRange Desktop & Server Management makes cross-system and cross-application processes more secure. At the same time, higher quality is achieved because IT staff only have to familiarize themselves with one tool for their entire IT environment.

### About FrontRange Solutions

FrontRange Solutions develops software and services that growing midsized companies and distributed enterprises rely on every day to build up excellent customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards based approach to simplify core business processes, including IT Service Management, Customer Relationship and Sales Force Management, and IT Asset Management. More than 150,000 organizations, including some of the world's best known brands use FrontRange services to quickly improve their interactions with external and internal clients and achieve better business results.



#### MORE INFORMATION

To learn how FrontRange Desktop & Server Management can benefit your business, contact a FrontRange Solutions representative at [www.frontrange.com/contact](http://www.frontrange.com/contact) or send an email to [sales@frontrange.com](mailto:sales@frontrange.com).

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