



Smart Endpoint Management: Tivoli Endpoint Manager (TEM)

Increasing the Business Value of IT:
one endpoint at a time

2011/05/18
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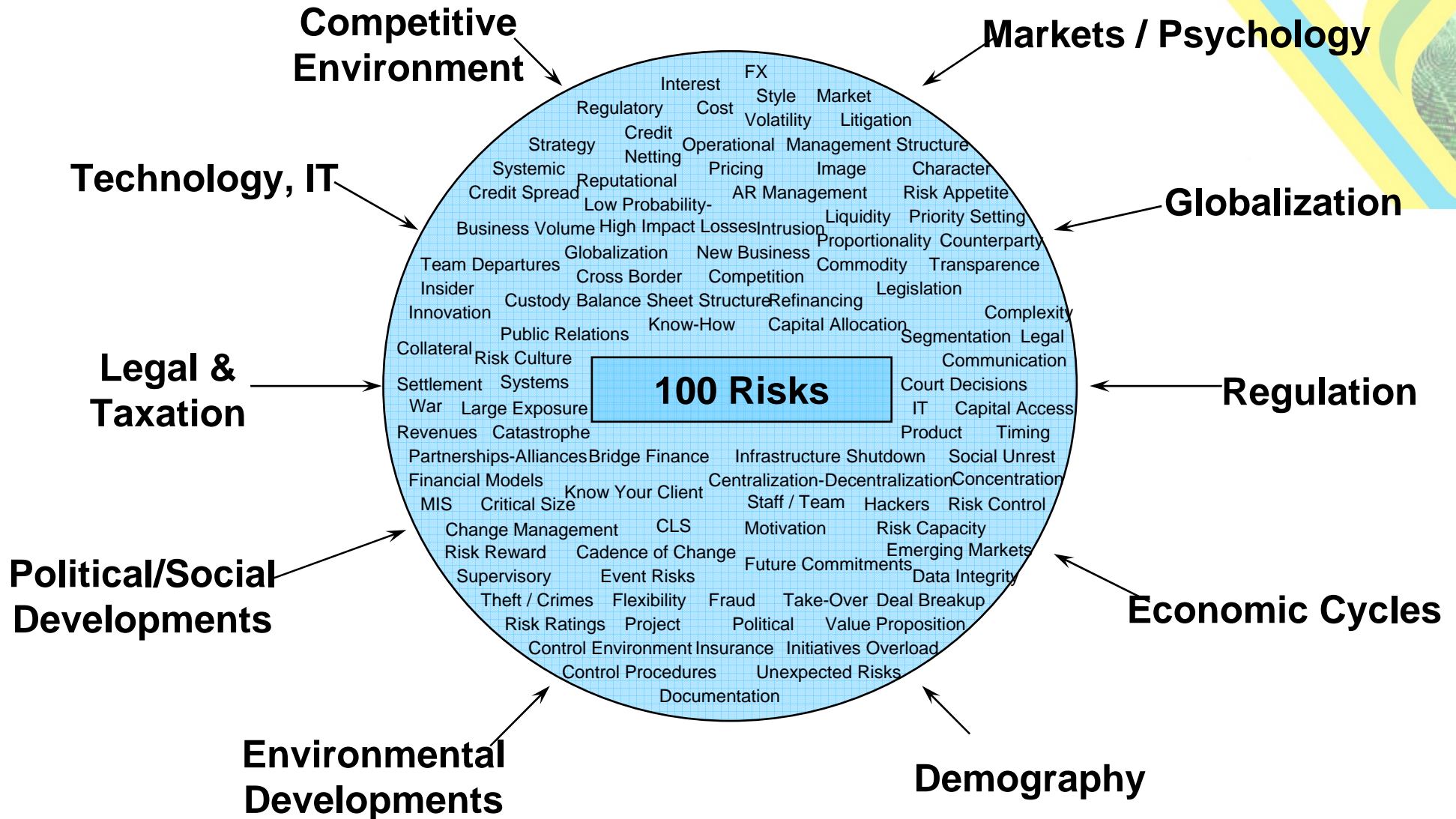
IBM **Security** Summit
IBM Security Solutions. Secure By Design.

Agenda

- Risk
- Visibility in a Changing, Distributed World
- Endpoint Management- Challenges & Risk
- Integrated Service Management
- Tivoli Endpoint Manager
- Smarter, Faster & More Secure
- Key Take Aways
- Q&A



Exposure is Everywhere



Need for Visibility in a Changing, Distributed World



Critical Systems are Globally Distributed and in Constant Flux

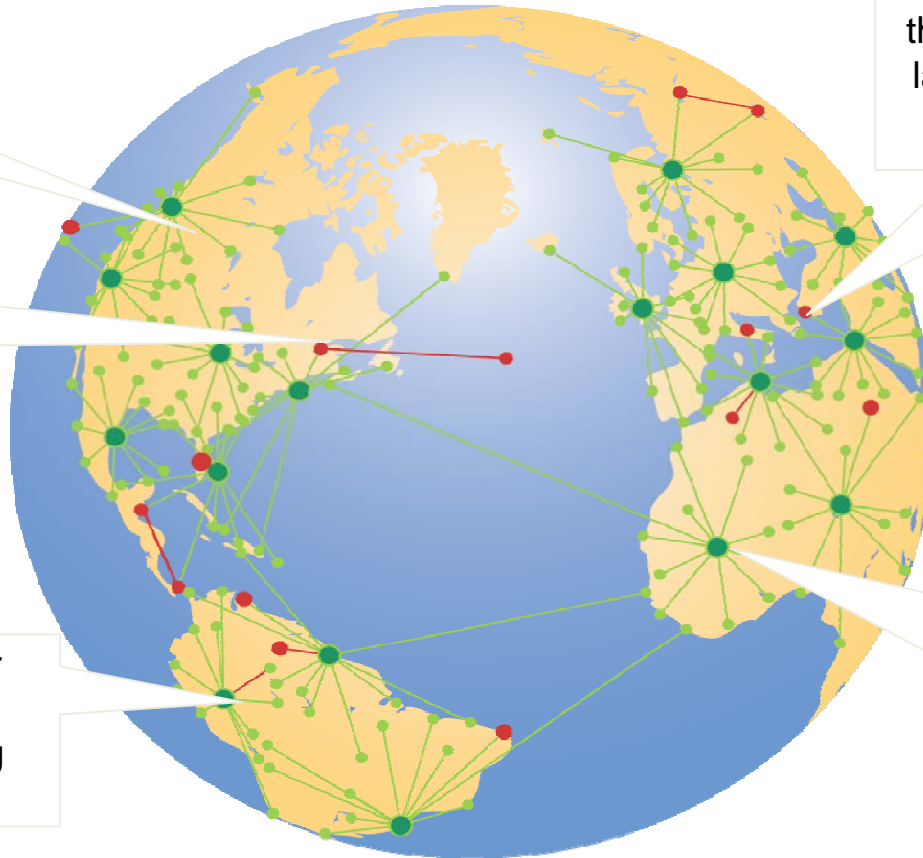
Find all assets on your network – NOW!

Patch hundreds of thousands of workstations, laptops and servers to the latest security level in minutes

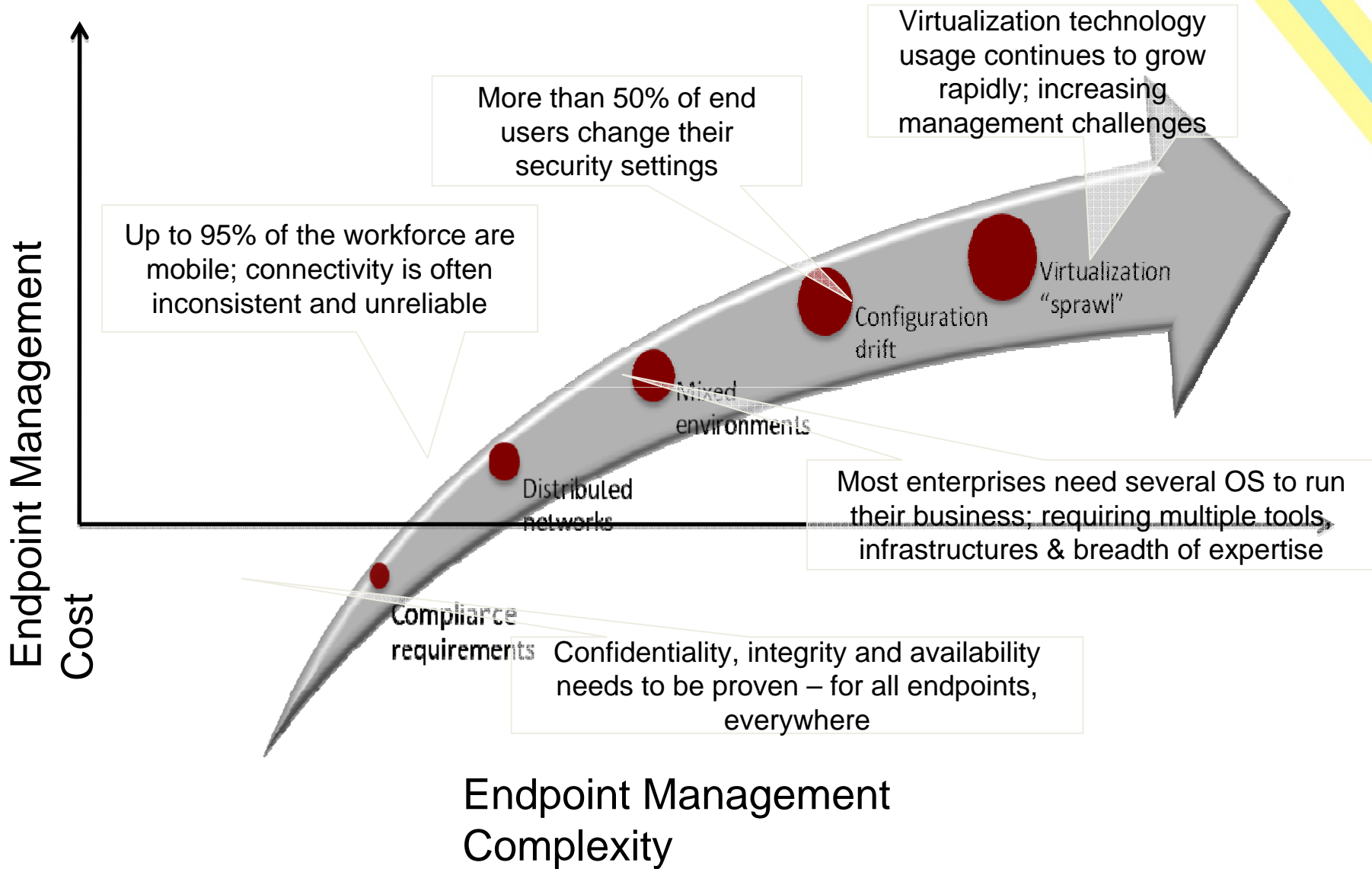
Deploy a software application to hundreds of thousands of workstations worldwide

Perform critical updates over high latency, low bandwidth networks – without impacting productivity

Continuously enforce security configuration baselines on hundreds of thousands of workstations, servers, and mobile devices worldwide



Endpoint Management Challenges





The road to service innovation is not without it's Challenges



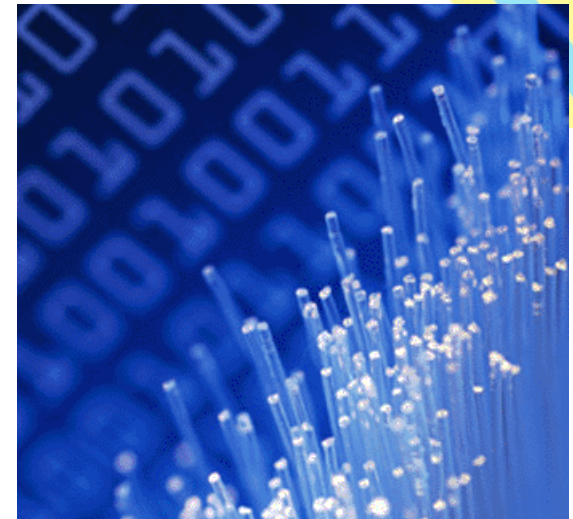
Higher Client Expectations

More service options, more quickly, with higher quality.



Greater Complexity

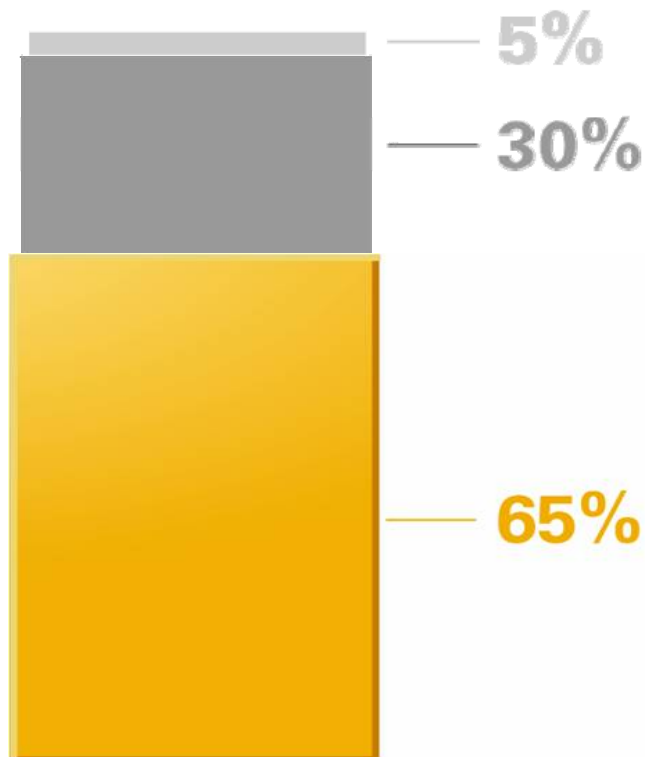
Services delivered across interconnected environments.



Increased Risk

Growth in business service data & security threats

Endpoint Management: The Risk Types



Evil geniuses who attack us with zero-day attacks < 5%

30% can be resolved through Patch Management

System configuration represents 2/3 of all system weakness

Source:
SearchSecurity.TechTarget.com



I told you not to open that attachment



Royston
roystonrobertson.co.uk



Endpoint Management: The Three Cs



The Configuration Mgmt market to rise to \$5B by 2014. (IDC)

Complexity

- Manage Complexity, Simplify and Automate
 - Coordination across business processes through the organization
 - Heterogeneous endpoints, networks, applications and OSES

Compliance (Risk)

- Ensure Compliance, Reduce Risk
 - Security vulnerabilities
 - Inaccurate inventory
 - Industry regulation compliance and auditing (COBIT, SOX, HIPAA, and more)

Patch is #2 client concern according to Gartner report. (2009)

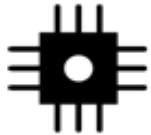
Cost

- Reduce TCO & Operational Costs
 - Remove manual intervention
 - Remove unnecessary configuration diversity
 - Improve efficiency



Integrated Service Management

What clients need to enable service innovation is visibility, control, and automation across the entire infrastructure and life-cycle



INSTRUMENTED



INTERCONNECTED



INTELLIGENT

Integrated Service Management enables service innovation by providing Visibility. Control. Automation.™ across smarter business infrastructures and the end-to-end service chain.



VISIBILITY



CONTROL



AUTOMATION



IBM Service Management: a comprehensive solution built on Industry Best Practices



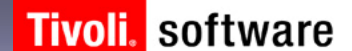
IBM Service Management



Best Practices, Methodologies, and Services



Service Management Platform



Service Delivery & Process Automation

Service Availability & Performance Management

Storage Management

Security, Risk & Compliance

Datacenter Transformation

Asset Management

Network & Service Assurance

Visibility

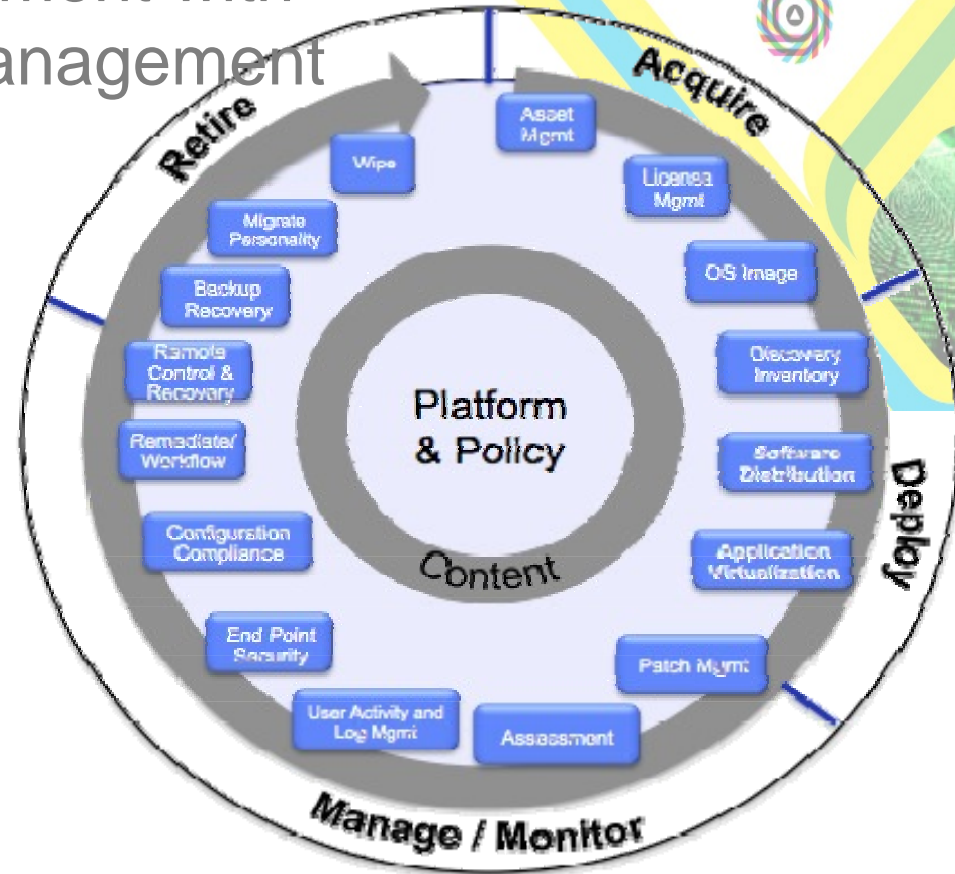
Control

Automation

 Core segments where BigFix enhances our portfolio

Heterogeneous endpoint management with converged security & endpoint management

- Lifecycle and Security Management across multiple end points –user roles with multiple devices
- Delivers common, policy based lifecycle endpoint management across heterogeneous end point types
- Automates tasks such as device configuration, software distribution, backup & restore, asset management, security management, migration and retirement
- Endpoint lifecycle and security management is a critical component of end to end service management



Endpoint Spectrum



**DESKTOP & LAPTOP
ENDPOINT**

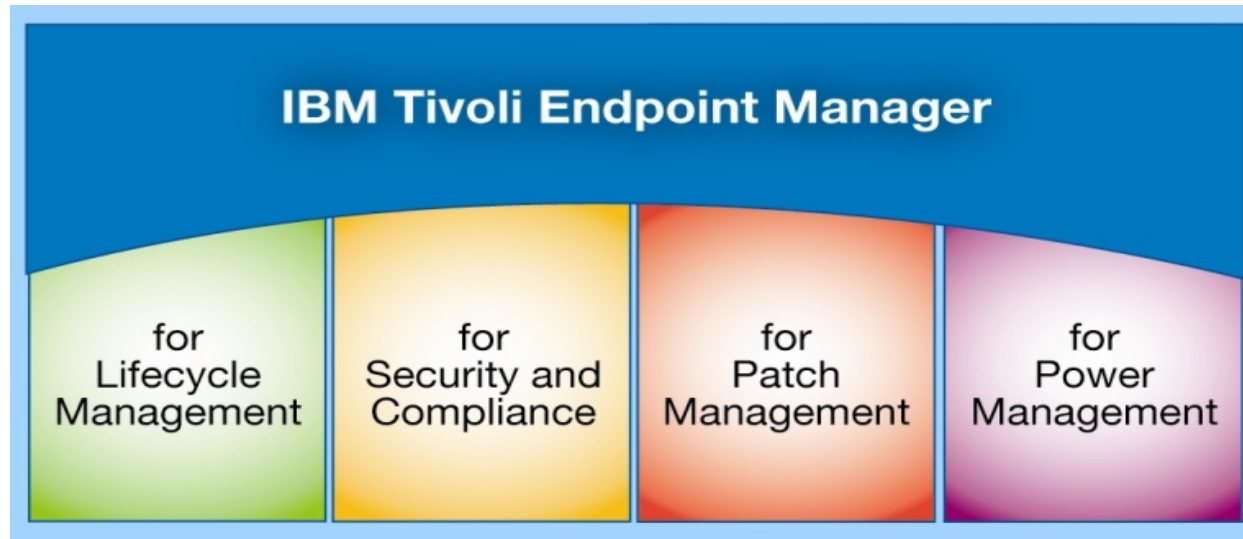


**MOBILE
ENDPOINT**



**PURPOSE SPECIFIC
ENDPOINT**

Tivoli Endpoint Manager, Built on Bigfix Technology



Using Tivoli Endpoint Manager, clients can:

- See all endpoints: physical, virtual, fixed or mobile
- Fix issues anywhere in minutes, regardless of bandwidth or connectivity
- Deploy in days, over any network or geography
- Achieve continuous compliance – across platforms
- Simplify operations and enjoy rapid time to value

Why Customer's Choose Tivoli Endpoint Manager



- Real-time visibility
 - Single agent sees all, does all
- Unprecedented scalability
 - One server for > 250K endpoints
- Broad coverage
 - Multi-platform, multi-purpose, on-network, off-network
- Rapid time-to-value
 - Installs in hours, remediates in minutes

Fast Facts:

- Every day, trillions of \$\$\$ flow through Tivoli Endpoint Manager managed computers
- Each year, over \$350B in retail transactions is enabled by Tivoli Endpoint Manager technology
- Tens of thousands of hotel reservations are made every day on Tivoli Endpoint Manager-managed computers



Tivoli Endpoint Manager Platform Elements



Single Intelligent Agent

- Continuous self-assessment
- Continuous Policy enforcement
- Minimal system impact (<2% cpu)



Powerful policy language (Fixlets)

- Thousands of out-of-the-box policies
- Best practices for ops and security
- Simple custom policy authoring
- Highly extensible / applicable

15 across all platforms



Single Server & Console

- Highly secure, highly available
- Aggregates data, analyzes & reports
- Manages >250k endpoints



An existing TEM managed asset can become a relay in minutes

Virtual Infrastructure

- Designate any TEM agent a relay or scan point
 - Built-in redundancy
- Leverage existing systems/ shared infrastructure

Tivoli Endpoint Manager: How It Works



Lightweight, Robust Infrastructure

- Use existing systems as Relays
- Built-in redundancy
- Support/secure roaming endpoints

Cloud-based Content Delivery

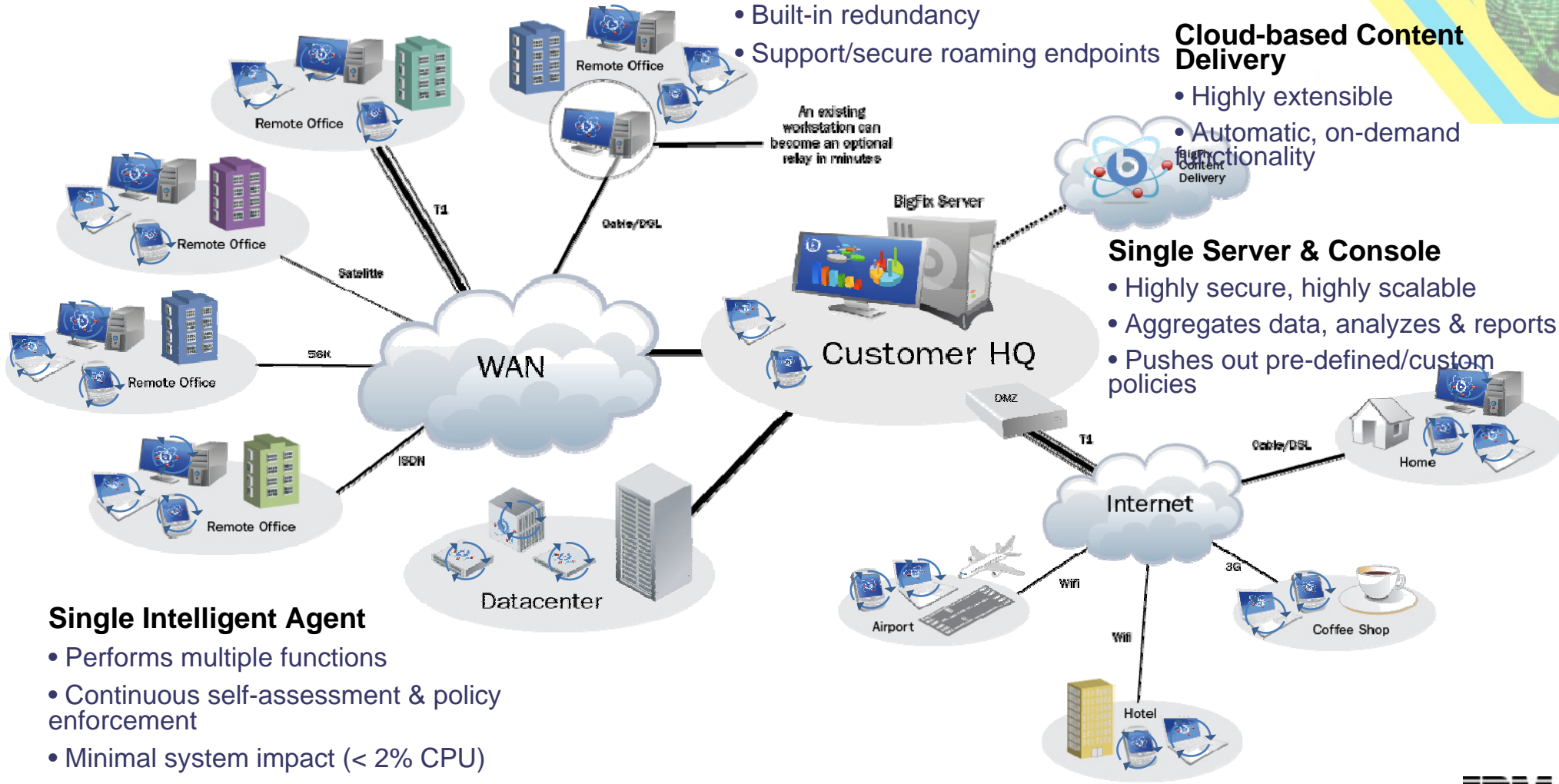
- Highly extensible
- Automatic, on-demand functionality

Single Server & Console

- Highly secure, highly scalable
- Aggregates data, analyzes & reports
- Pushes out pre-defined/custom policies

Single Intelligent Agent

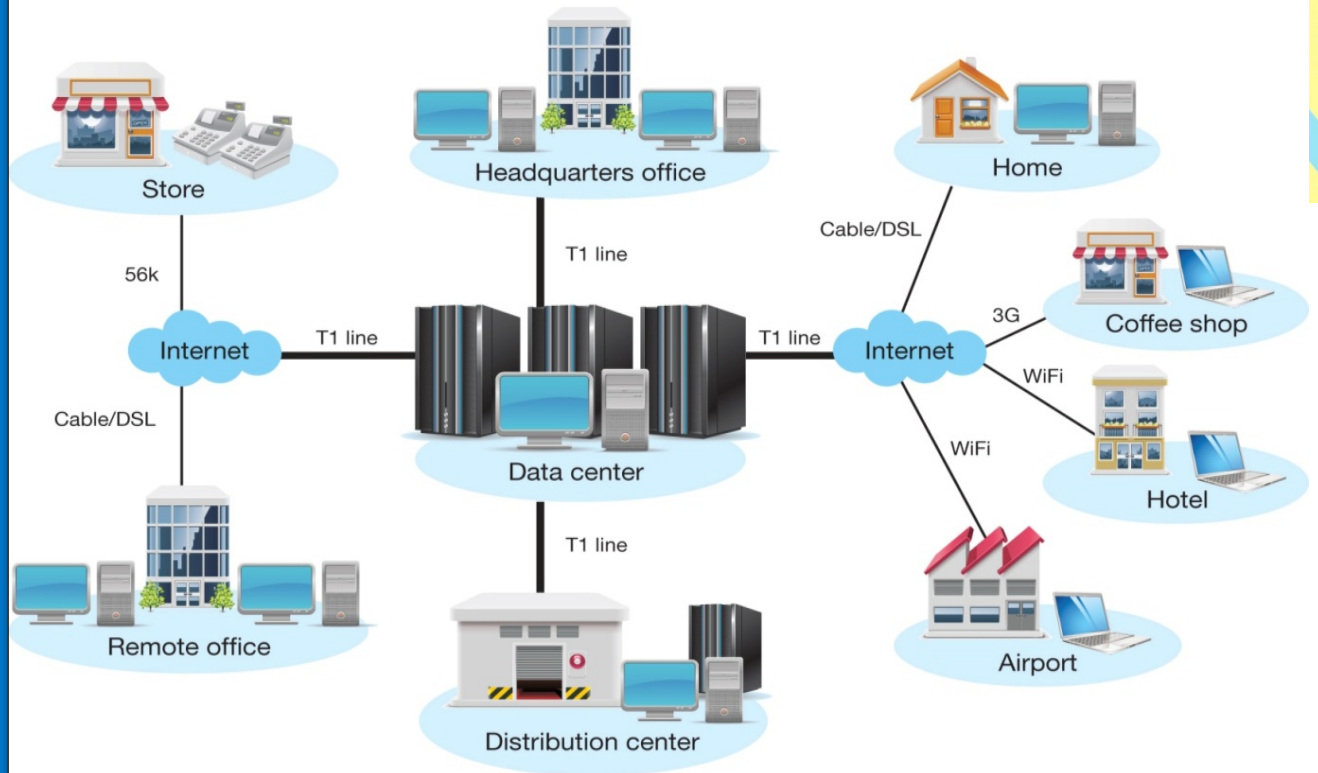
- Performs multiple functions
- Continuous self-assessment & policy enforcement
- Minimal system impact (< 2% CPU)



Tivoli Endpoint Manager: Smarter, Faster



- Network Asset Discovery
- Endpoint HW, SW Inventory
- Patch Management
- Software Distribution
- OS Deployment
- Remote Desktop Control
- Software Use Analysis (add on)
- Power Management (add on)



Whether it's a Mac connecting from hotel wi-fi, or a Windows laptop at 30K feet, or Red Hat Linux Server in your data center, Tivoli Endpoint Manager has it covered. In real-time, at any scale.

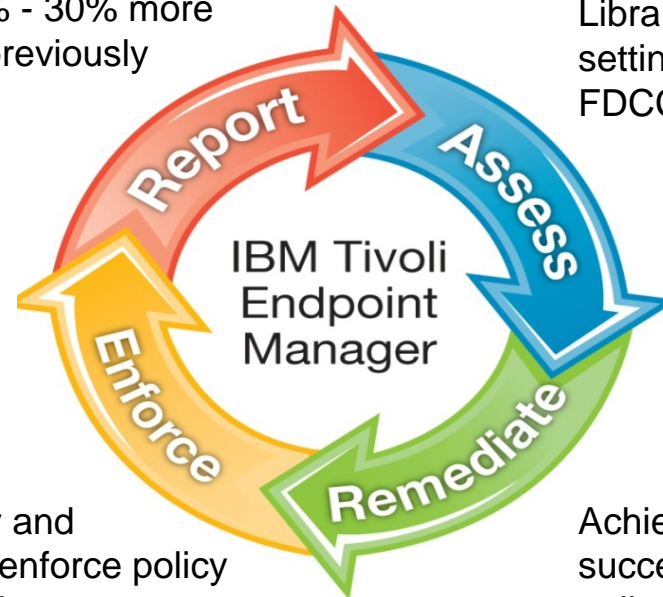
Tivoli Endpoint Manager: See More, Secure More



- Patch Management
- Security Configuration Management
- Vulnerability Management
- Asset Management
- Network Self Quarantine
- Multi-Vendor Endpoint Protection Management
- Anti-Malware & Web Reputation Service (add on)

Discover 10% - 30% more assets than previously reported

Library of 5,000+ compliance settings, including support for FDCC SCAP, DISA STIG



Automatically and continuously enforce policy at the end point

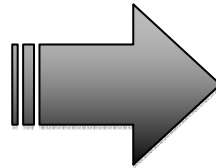
Achieve 95%+ first-pass success rates within hours of policy or patch deployment



Closed Loop Speed is Our Advantage



Traditional Solutions



TEM



Challenge	Traditional client/server tools	TEM Platform
Complete the policy enforcement loop	Everything is controlled by the server, which is slow	Distributed computing with intelligent, universal agent
Increase the accuracy and speed of your knowledge	It can take days to accurately close the enforcement loop	Policy enforcement is accomplished and proven in minutes instead of days
Scalability cannot be attained without large infrastructure investments	Administrators are still managing tools instead of being productive	Distributed processing means scalability is unlimited
Adjust system policies depending on environment, location	Scan-based assessment, leading to stale data false sense of awareness	Real-time situational awareness



Tivoli Endpoint Manager: Low TCO, Real Savings

	Previous Approach	With TEM
90K device deployment	6 months	1 week
# of Management Servers	25	1
Annual Electricity Costs	\$6.9M	\$4M
Patch Cycle	7 Days	5 minutes
Software Inventory Cycle (license "true-up")	3 weeks	20 minutes
Vulnerability Assessment Cycle	6 months	3 days
Security Configuration Cycle	5 months, 6 FTEs	2 weeks, 1 FTE

Tivoli Endpoint Manager: Drive Down Cost & Complexity



Distributed architecture matches today's enterprise

- Bandwidth Throttling for low bandwidth networks
- Effective mobile and remote computer management

Blazing Speed

- 100x faster than competing solutions

Pervasive Visibility and Control

- Heterogeneous support across all computing assets - fixed and mobile - physical and virtual

Massive Scalability

- Manage thousands to hundreds of thousands

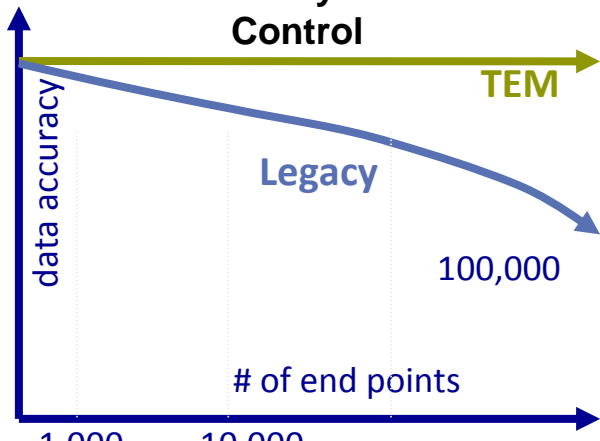
Extreme Productivity

- 1 FTE performing the task of a dozen

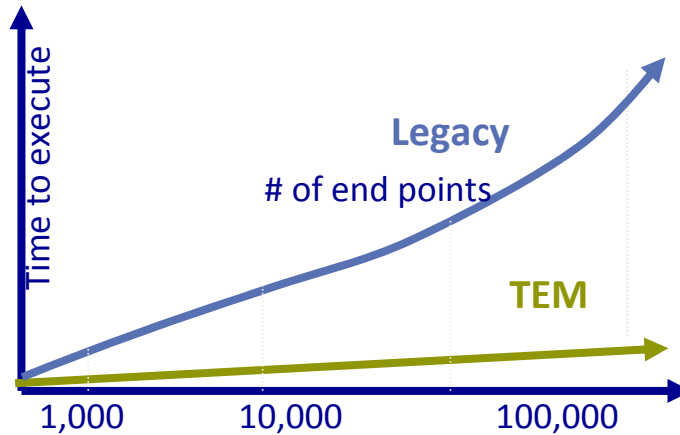
Revolutionary Economics

- Proven ROI and the Lowest TCO

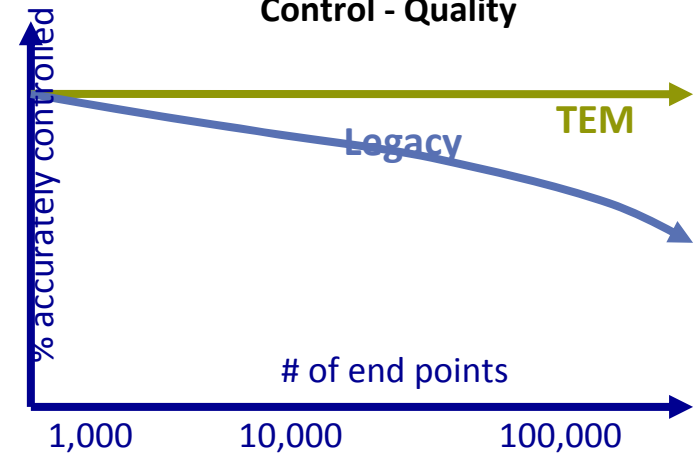
Visibility and Control



Control - Speed



Control - Quality





THANK
YOU

