Mark Veitch, Sales Director - Tivoli Endpoint Management, Australia and NZ

Tivoli Endpoint Manager
Built on BigFix Technology

Agenda

- Who was BigFix
- Tivoli Endpoint Manager - Product Overview
- Case Studies

Who was BigFix?

- **Headquartered in Emeryville, California, with more than 200 employees with annual turnover in excess of $100m**
- **The BigFix customer list counts many of the world's largest and most prestigious organizations in every industry including financial services, healthcare, retail, education, manufacturing, and public sector agencies**
- **More than 8,000,000 PCs, servers, and mobile devices under management**
- **Previous OEM partnership with IBM (Proventia ESC)**
- **Now a core part of IBM Tivoli Group's strategy and IBM's SMARTER PLANET initiatives**

Why Customers 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
- Reporting

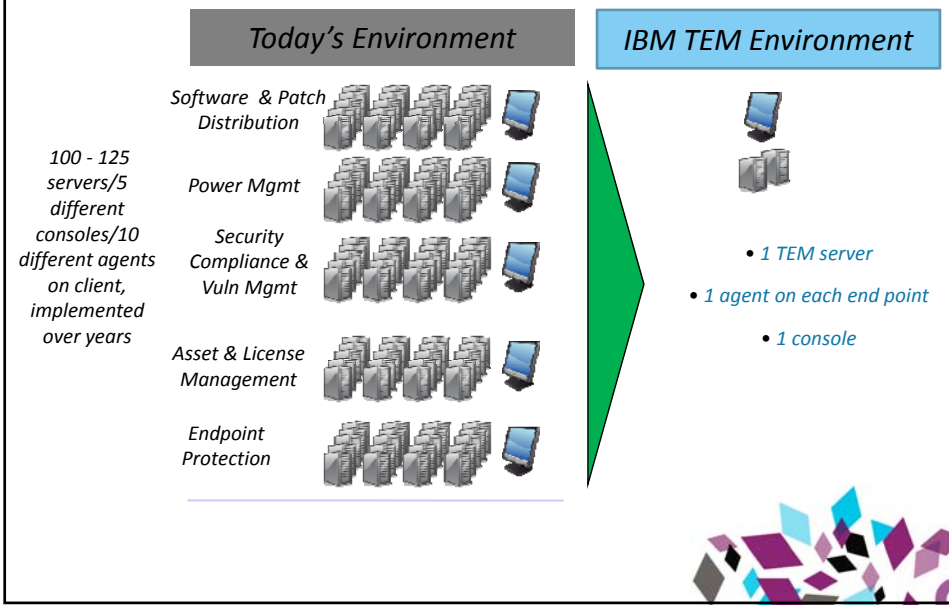
Fast Facts:

•Every day, trillions of $$$ flow through Tivoli Endpoint Manager managed computers

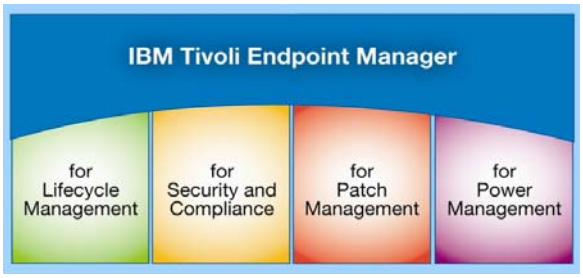
•Each year, over $350B in retail transactions is enabled by Tivoli Endpoint Manager technology

•Tens of thousands of hotel reservations are made every day on Tivoli Endpoint Manager-managed computers

Infrastructure Consolidation = Reduced O/S, DB, H/W, 3rd Party Management Application costs



Tivoli Endpoint Manager, Built on BigFix Technology



Using Tivoli Endpoint Manager (TEM), 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

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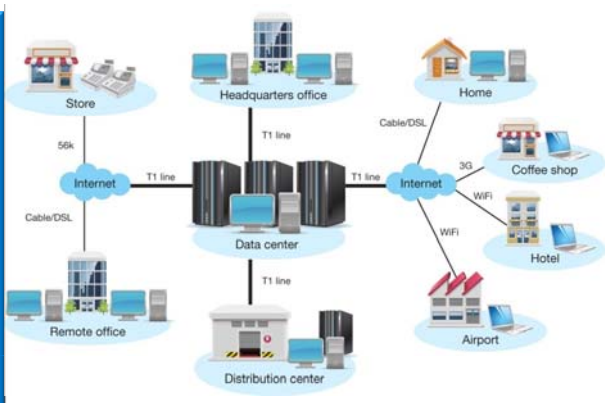
TEM Lifecycle Management: Smarter, Faster Endpoint Management

- *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)*



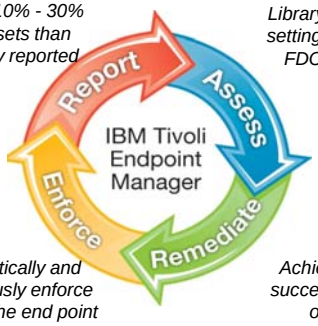
Whether it's a Mac connecting from hotel wi-fi, or a Windows laptop at 30K feet, or even a Red Hat Linux Server in your data center, Tivoli Endpoint Manager has it covered. In real-time, at any scale.

TEM – Security & Compliance: 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

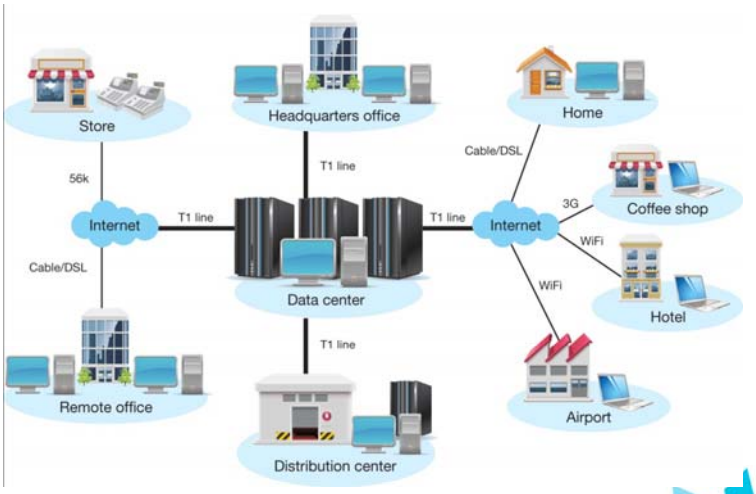
Library of 5,000+ compliance settings, including support for FDCC SCAP, DISA STIG



Automatically and continuously enforce policy at the end point

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

Endpoint Management Architecture



CASE STUDIES

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

"I just wanted to share this with you and the guys…. The April Microsoft Patch push began at 5:00 AM on 4/20 with 579,047 affected patch instances to push, the largest push to date. At 3:00 PM on 4/20 a total of 527,916 affected patch instances were fixed. This gives us a 91.17% affected patch instances fixed in only 10 hours!

I don't believe any other product could have accomplished what Tivoli Endpoint Manager accomplished here today." *--IT Manager, Large Healthcare Organizatio*

Real Customer Case Study

Edmonton Public School Board

- 80,000 pupils
- 228 schools and administrative sites
- IT Infrastructure supports teachers, administrators, computer labs etc
- "Tech as a Utility" business model

- **Business Challenges & Requirements**
  - Had to be cost competitive against external providers
  - Patching / software upgrades were taking weeks of staffs time
  - Laptop theft a major issue (tracking service cost $130pa per device)
  - Poor network bandwidth to many schools
  - Desire to re deploy staff from operational to higher value tasks
- **Result**
  - Reduced patch management staffing requirements from 3 full time staff to one part time resource
  - Cancelled the laptop tracking service
  - Quickbooks implementation estimated 55 days deployment took 4 hours by one person
  - Internal IT Services retained majority share of the schools business

Australian Customers

- **St Vincent's Hospital NSW**
- **Bendigo and Adelaide Bank**
- **Major Financial Institution**
- **Federal Government Agency**
- **Australian Non Profit Organisation**

Real Customer Case Study

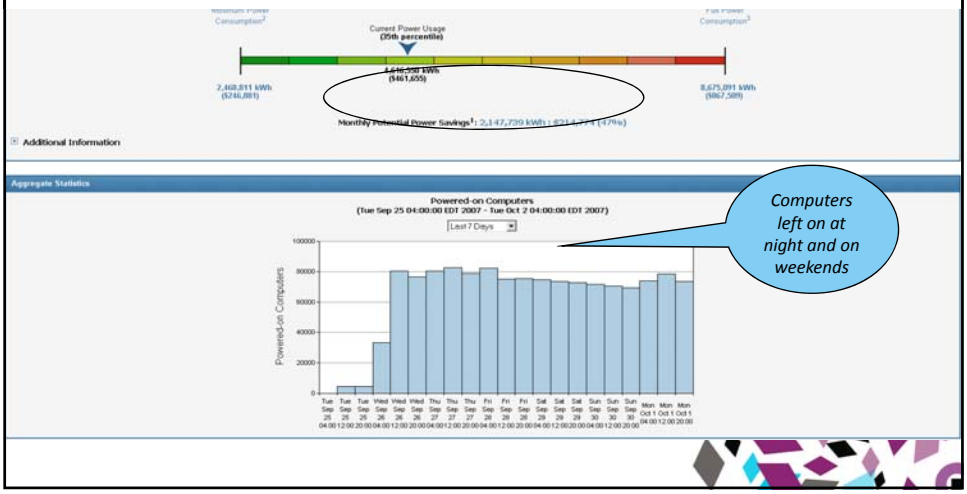
Miami-Dade County Public Schools

- 345,000 pupils
- 22,000 teachers
- Over 400 schools and administrative sites
- 4th largest school system in the U.S.
- 100,000 computers supporting class-rooms and administrative functions.
- Power costs to run these facilities in the millions of dollars

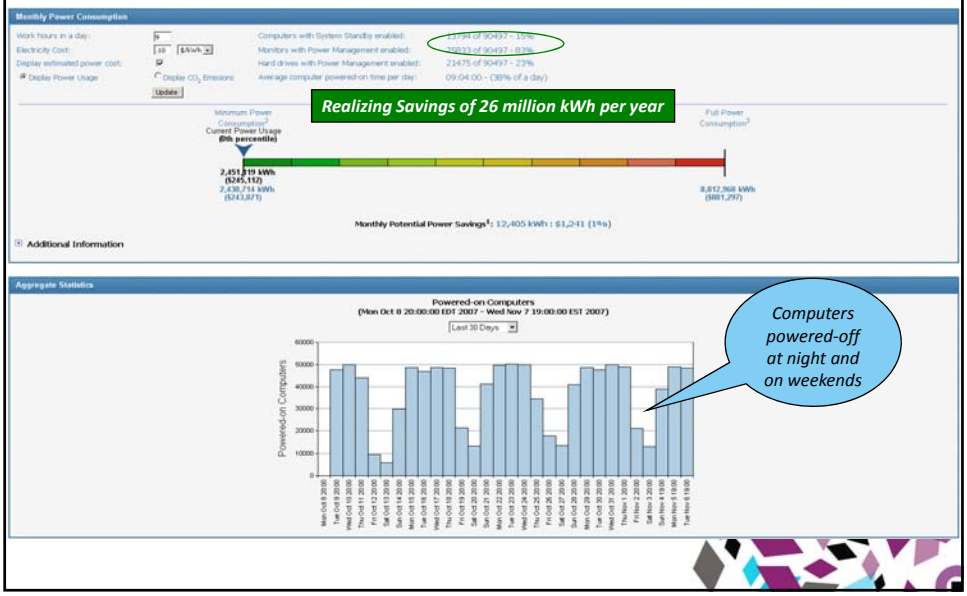
- **Business Challenges & Requirements**
  - To find creative ways to save tax payers money was a key priority.
  - Need for a flexible conservation program to accommodate their diverse user community.
  - Maximise conservation with impeding systems maintenance or health
  - Remote power on capability critical for emergency security updates/patches.
  - Scalability – system must handle 100,000 endpoints
  - Flexibility was critical to support varying student curricula (day & night schools), faculty and administrative programs, test labs etc.
  - Ability to flag computers that should never be powered off.
- **Result**
  - Initial estimates (based on power data collected by TEM) indicated a potential power saving of USD$2.1M dollars. However after full implementation of BigFix PM controls, the actual savings were……

$USD4.2M dollars per annum

Real World Case Study – Before TEM Power Management



Real World Case Study – After TEM Power Management



Miami-Dade County Public Schools

"These $4.2M savings [from Tivoli Endpoint Manager Power Management] are impressive, but they are just the beginning."

--Tom Sims, Director of Network Systems

Special Offer!

- Provide you with a free 30 day license of Tivoli Endpoint Manager software and technical assistance to conduct a review of your environment to produce a report on the potential cost savings by deploying TEM Power Management

- Email markveitch@au1.ibm.com

OR

- See us at the stand!