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

Today’s Environment

IBM TEM Environment

100 - 125 servers/5 different consoles/10 different agents on client, implemented over years

Software & Patch Distribution
Power Mgmt
Security Compliance & Vuln Mgmt
Asset & License Management
Endpoint Protection

1 TEM server
1 agent on each end point
1 console

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
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

<table>
<thead>
<tr>
<th></th>
<th>Previous Approach</th>
<th>With TEM</th>
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<tbody>
<tr>
<td>90K device deployment</td>
<td>6 months</td>
<td>1 week</td>
</tr>
<tr>
<td># of Management Servers</td>
<td>25</td>
<td>1</td>
</tr>
<tr>
<td>Annual Electricity Costs</td>
<td>$6.9M</td>
<td>$4M</td>
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<tr>
<td>Patch Cycle</td>
<td>7 Days</td>
<td>5 minutes</td>
</tr>
<tr>
<td>Software Inventory Cycle (license “true-up”)</td>
<td>3 weeks</td>
<td>20 minutes</td>
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<tr>
<td>Vulnerability Assessment Cycle</td>
<td>6 months</td>
<td>3 days</td>
</tr>
<tr>
<td>Security Configuration Cycle</td>
<td>5 months, 6 FTEs</td>
<td>2 weeks, 1 FTE</td>
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"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 Organization

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 staff’s 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 USD2.1M 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

Computers left on at night and on weekends

Real World Case Study – After TEM Power Management

Realizing Savings of 26 million kWh per year

Computers powered-off at night and on weekends
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!