

»»» Software distribution

Several manual steps.
Or one automated process with full control.



Quickly and efficiently getting software to users is critical. If someone has to wait, tempers go up and productivity and efficiency go down. Systems management solutions make it easier to get software to users, but you can end up spending time every day addressing software request after software request. Some solutions even require so many manual steps, you may feel like you're trapped endlessly responding to requests and never able to be proactive.

There is a way to make it all faster and easier without relinquishing control over the over the steps taken or the outcome—add LANDesk® Process Manager to your existing LANDesk® systems management solution. Or if you're not already using LANDesk® solutions, start doing so.

LANDesk Process Manager lets you create consistent, predictable automated IT workflows to automate redundant maintenance tasks to save time, hassle and money and go from reactive mode to proactive mode.

Say you manage 2,500 systems and:

- You distribute a new piece of software to just 1% of users (25 users) once a month—a different software to each user at different times (not taking into account large distributions of new OSES or new software versions for widely used programs).
- 50% of your distribution process involves redundant maintenance tasks.
- Each distribution takes one hour of your time.
- Finance estimates your total hourly cost (wages, space, healthcare, equipment, etc.) at \$75 per hour.

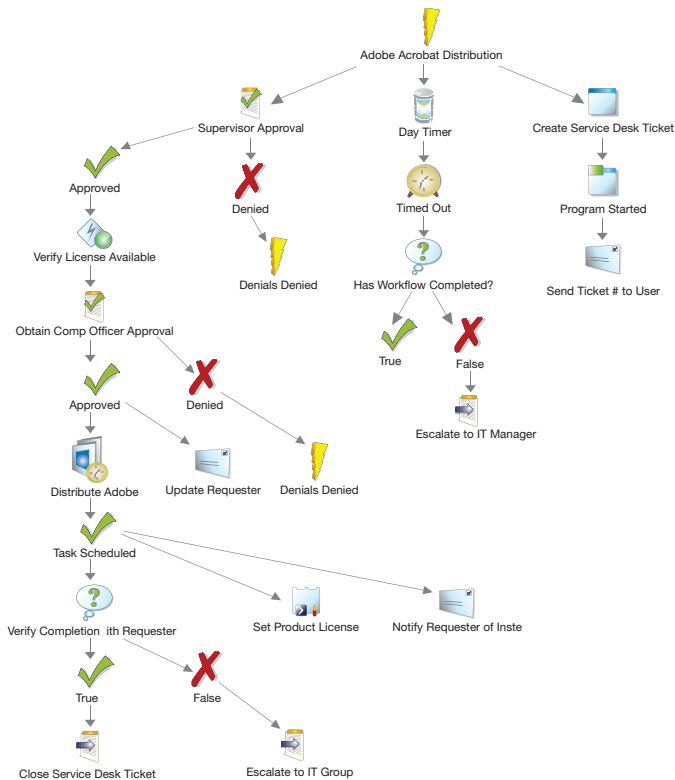
At that rate, each year, you spend 7,500 hours to push 300 software distributions at a cost of \$22,500. If you automate your software distribution process with LANDesk Process Manager and LANDesk® management solutions, you could potentially save yourself 150 hours and the company \$11,250 annually. And that's just for a few distributions a month and assuming that only 50% of your current process involves redundancy!

	Software Distribution without LANDesk® Process Manager	Software Distribution with LANDesk® Solutions and LANDesk® Process Manager	Savings with LANDesk Process Manager
Annual hours to complete	300	150	150
Annual cost to complete	\$22,500	\$11,250	\$11,250

That's 300 hours you can spend being less reactive and more proactive—300 hours you can spend demonstrating and extending your value to the enterprise. You also:

- Perform LANDesk® management tasks even better with a process-specific tool that lets you automate without losing control
- Increase your control and flexibility while reducing risk
- Improve communications and reduce the burden on your IT team
- Facilitate access to information among different groups and more robust reporting through centralization
- Provide a clear audit trail for every action taken and result achieved during the distribution

Sample Software Distribution without LANDesk® Process Manager	Sample Software Distribution with LANDesk® Solutions and LANDesk® Process Manager
<ol style="list-style-type: none"> 1. A user submits an automated request for software 2. You log the request in your tracking system 3. Timers are initiated for Service Level Management 4. You send notification to the requester with an incident number 5. You request permission from the requester's supervisor 6. You send a status update notice to the requester once you've received the supervisor's reply 7. You run a query to identify if licenses are available 8. You send notice to your compliance officer for approval 9. Your compliance officer gives approval 10. You package the application for distribution 11. You push the package to the requester 12. You close the ticket in the tracking system 13. You send final notices of completion to all parties 14. You verify with the user that installation is complete 	<p>Create an automatic workflow—<i>once</i>—in LANDesk Process Manager and ever after:</p> <ol style="list-style-type: none"> 1. A user submits an automated request for software that kicks off an automated workflow 2. The requester's supervisor's approval is done via an automated e-mail 3. License availability is checked automatically 4. The compliance officer's approval is obtained by an automated e-mail 5. With approvals, software is automatically distributed to the requester 6. Verification of installation is handled by e-mail 7. The ticket is automatically closed
<p>The end result: Software is successfully distributed. You've had to open your administration console multiple times throughout the process.</p>	<p>The end result: Software is successfully distributed to your specifications and per your chosen process in just minutes—with just a few manual touch points (e-mails in this sample) and no trips to your console. You're working on more strategic projects. You're out of the reactive fire-fighting mode and can be more proactive, enjoy more predictability and do more of the things you haven't had time to do.</p>



A multistep manual process or clicking a button in an e-mail.

You decide.

Learn more about IT process efficiency. Contact LANDesk or your LANDesk Solution Provider to learn more about using LANDesk® Process Manager to manage your LANDesk® management solutions or switching from your current systems management solutions to a LANDesk environment today.

◀ With LANDesk® Process Manager, the entire software distribution process is a simple automated workflow you create once.

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