



# LANDESK® Total User Management

The heart of IT is about empowering people—and being able to serve and secure all types of users, on all the devices they use, wherever they are. The way your IT processes connect and automate across the IT infrastructure environment to provide users the tools, apps, data, and services they need for the job—and how you work with them—either increases user productivity and IT efficiency or introduces more chaos.

**At LANDESK our focus is on people and their devices, and our true value is in helping you establish a user-centered IT environment for the age of everywhere. LANDESK® Total User Management offers a unified, process-driven solution that helps you understand, manage, secure, and support your users and all their devices end-to-end—no matter where or when.**

## User Management Challenge

Your end users are gaining more and more autonomy to get work done. They also expect more flexibility and choice from IT, which must now manage multiple devices and services for those very same users. Multiply that by hundreds and thousands of employees and you have a huge management challenge on your hands.

The Total User Management suite is made up of four LANDESK IT management disciplines available under one user-based license—IT Service Management (ITSM), IT Asset Management (ITAM), Unified Endpoint Management (UEM), and Security Management. These disciplines help you improve processes and workflows across your business, unify data to gain insights into the state of the IT environment, and reduce management overhead. As a result, you can focus on more strategic and innovative projects without disrupting your end users. In addition, the Total User Management suite enables you to work with one strategic partner rather than managing multiple point vendors offering solutions that don't integrate easily. Your users remain the center of your IT universe, and you enable them and your IT staff to do their jobs more productively.



## Establish Consistent Delivery and Management of Services with ITSM

The delivery of IT services impacts the “anytime, anywhere” productivity of employees and organizations. User-centered ITSM solutions from LANDESK enable the consistent delivery and management of quality IT and business services across the enterprise. Implement automated workflows and processes within and beyond IT and generate visibility across systems and services. Benefit from all the capabilities expected from an enterprise-class service management solution, including ITIL®-verified incident, request, problem, change, and knowledge management as well as market-leading self service. Enable faster resolution to keep your users productive, through to effective management of the service portfolio.



## Experience Complete Asset Visibility with ITAM

LANDESK IT Asset Management (ITAM) Suite delivers intelligent insight into software compliance tracking, software license monitoring, inventory, asset lifecycle management, and reclamation. These capabilities integrate into a single Asset Manager Workspace providing the end user real-time analytics displayed in an infographic-style dashboard that is both drillable and actionable. Know what assets you have, where they are, how they're used, and how they're performing for better decisions at any stage of their lifecycle.



## Track Everything Your Users Carry with UEM

Knowledge workers use multiple devices—from laptops to tablets to smartphones—and IT must manage them all. LANDESK Unified Endpoint Management (UEM) makes it easier for you to view and support all the devices they carry without jumping between multiple tools. UEM is built on the strength of LANDESK Management Suite and integrates mobility management capabilities so your IT teams can see all the endpoints all at once. Role-based workspaces make it easy for everyone—from IT administrators to mobile users and more—to access needed tools and content from any device through a consistent, unified experience.



## Gain Comprehensive Protection without Disruption with Security Management

To deliver truly user-centered IT, your enterprise needs to implement user-centered security—the ability to protect all of the applications, resources, devices, and connections your users employ to do their jobs. And that protection must be dynamic—able to change in response to ever-evolving threats. The layered approach of LANDESK Security Suite enables such comprehensive protection. Application control reduces risk from zero-day attacks. Patch management keeps software up-to-date and remediates vulnerabilities quickly. Your IT environment is more stable, secure, and compliant with regulatory standards. In addition, the solution integrates with systems management for even greater risk reduction and control. Your users and your business are protected and productive, everywhere, all the time.



## Extend the Value of Total User Management with Xtraction

Complementary to the LANDESK portfolio of reporting capabilities, Xtraction offers incremental reporting value. You gain a consolidated business view of all types of LANDESK data and can visualize the state of your IT environment. IT and non-technical staff can create and view interactive reports and dashboards, easily pulling data from LANDESK and other data sources without coding. Users can drill down and filter results to focus on points of interest or areas of concern.

Visit [www.LANDESK.com](http://www.LANDESK.com) for information on the benefits of the Total User Management suite.

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