

The Casper Suite — An ROI overview



Inside

Read how the Casper Suite delivers significant ROI in the following areas:

- Imaging
- Inventory
- Software Distribution
- Patch Management
- Settings and Security Management
- License Management
- Compliance and Usage Management

Introduction

In today's IT environment, it is more important than ever to manage resources with an eye towards efficient deployment and operability. Many organizations are discovering they can increase IT bandwidth by taking advantage of easy-to-use client management software tools, specifically designed to minimize staff time spent configuring, maintaining, and managing end-user workstations.

With JAMF Software's Casper Suite, IT departments can manage their Apple computers and mobile devices across the enterprise simply and effectively. Advance preparation of client machines to ensure consistency of hardware, operating systems, applications, and policies will ***reduce subsequent costs of managing the end user workstation across its entire lifecycle.*** The Casper Suite is designed to:

- Enforce your IT policies
- Help end users be more productive
- Protect the security of your IT infrastructure

Save time and increase productivity

The Return On Investment (ROI) for centralized client management systems can be seen in the time savings and productivity increases for both IT staff and end-users. Specifically, IT can proactively manage the environment with software tools rather than a additional personnel, which means IT managers can facilitate growth in the organization while keeping head-count the same.

Additionally, Help Desk calls are typically reduced for end-user problems as the systems are now carefully managed and maintained, again freeing IT resources and allowing end users to perform work without interruption.



The Casper Suite manages and standardizes software configuration from a central location to reduce the costs of supporting end users.



The Casper Suite lets you maintain a hardware inventory that will help you get the most out of each workstation.

Imaging

Standardizing and creating software configurations that are manageable, repeatable, and upgradeable is important for an IT organization to operate efficiently and effectively. Ensuring software configuration is standardized and manageable from a central location greatly reduces the costs of supporting end users.

Each organization needs to determine the ideal workstation configuration for the workgroup(s) it supports, and create the appropriate master disk image(s), ready to deploy when new systems are delivered. Inventory systems ensure that workstations are tracked through their entire lifecycles.

Benefits of Imaging with the Casper Suite

- Modular/package-based imaging significantly reduces time to deploy new Mac systems.
- Organization/department packages eliminate IT setup of user-specific configurations.
- Zero-touch deployment allows for full automation of the imaging process.

Inventory

One of the more time consuming tasks for IT is tracking computing assets and the software installed on them. Managing software licenses and enforcing rules regarding what can be installed on each machine has historically involved manual management and often caused IT to visit workstations to add applications as needed.

At some point in its lifecycle, every computer reaches an age where replacing it is less expensive than maintaining it. Before that point, however, many institutions “cascade” older hardware to less demanding users and roles. Using the Casper Suite, you can maintain a hardware inventory that will help you get the most out of each workstation before it needs to be retired.

Benefits of Inventory with the Casper Suite

- Scheduled inventory of all hardware and software provides accurate reporting for audits and compliance.
- Web-based interface provides IT staff with immediate access to accurate and dynamic inventory reports.
- Compare installed software to licenses owned for real-time license tracking.
- Automatic notifications about inventory changes to software and hardware allows proactive support regarding warranties, licensing, disk storage shortages, and other maintenance tasks.
- Integration with Apple’s Global Service Exchange (GSX) automatically tracks warranty status of managed workstations.



The Casper Suite gives you the ability to easily manage, schedule and distribute standard software packages and images.



The Casper Suite lets you manage updates from a central server to keep your systems consistent and secure.

Software Distribution

Software deployment processes are time-consuming, costly, and error-prone, ultimately tying up IT resources on low-value tasks.

Applications like Adobe Creative Suite, Final Cut Pro and Microsoft Office, as well as many virtualized applications, are key tools in many organizations, and critical to user's—and the org's—success. Ensuring the applications on users' workstations are up-to-date with the latest version and operating properly is critical to allowing your employees to reach maximum productivity.

Centralized software distribution tools also provide IT management with a great mechanism to remotely add and remove applications.

The Casper Suite gives you the ability to easily manage, schedule and distribute standard software packages and images to client workstations. A task that would normally take several people hours to complete, can now be done in minutes by a single person.

Benefits of Software Distribution with the Casper Suite

- Distribution based on inventory criteria and network segments ensures accurate software deployment
- Self Service distribution model provides convenience for all users while reducing IT overhead
- Local distribution points ensure rapid deployment so users remain productive
- Policy engine ensures accurate and timely delivery of software to mobile users

Patch Management

Without proper patch management, you cannot keep your systems consistent or secure.

Once a new computer has been deployed, tasks such as applying application patches or fixes can be a daunting task for any organization. Typically, IT staff would visit each workstation and update the necessary configurations. The result is lost productivity—not only to IT but also to the end user—while the updates are being applied.

Managing the updates from a central server virtually eliminates lost productivity, and allows both IT and end users to focus on the important areas of running and growing the business.

Benefits of Patch Management with the Casper Suite

- Seamless integration with Apple's Software Update Server (SUS) ensures automatic enforcement of Apple updates.
- Inventory quickly identifies which systems require patches and automatically deploys them.



The Casper Suite ensures security controls and policies are consistently enforced and easy to monitor.



The Casper Suite provides tools that automatically inventory hardware and software licensing, greatly reducing overhead.

Settings and Security Management

Good client management practices are the foundation of information security. With the Casper Suite, security controls and policies are consistently enforced and easy to monitor.

Deep integration with Apple's native security frameworks allows for robust security without end-user disruption. IT admins can build and deploy configuration profiles to manage settings, and monitor security compliance with extensible inventory collection. Vulnerabilities can be identified and remediated with the flexible policy framework. And malicious software is kept at bay through software restrictions.

Good security management reduces IT efforts spent on manual remediation tasks, and minimizes the risk of costly security breaches.

Benefits of Settings and Security Management with the Casper Suite

- Automatic scheduled maintenance ensures routine maintenance tasks are always performed, so that end users can continue to be productive
- User Preference management ensures users always have the right preferences and settings, eliminating cumbersome Help Desk calls

License Management

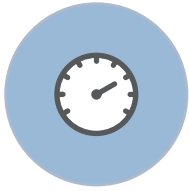
Users often install applications which may violate an organization's policies or cause license violations that put the company at risk. Developing clear policies and having the ability to enforce them are essential to the compliant management of the client environment.

The Casper Suite provides tools that automatically inventory hardware and software licensing, greatly reducing the overhead required for enforcing and managing end-user computing environments.

By enforcing application blacklisting, the Casper Suite ensures your policies are enforced through centralized security and application management.

Benefits of License Management with the Casper Suite

- Easily compare installed software to purchased licenses for quick compliance tracking
- Automated notifications to admins when licenses are violated prompts real-time response
- Fonts and plug-ins can be tracked in a single, easy-to-use interface



The Casper Suite makes it easy to track and monitor the use of software licenses across the enterprise.

Compliance and Usage Management

Compliance legislation such as Sarbanes-Oxley (SOX) has changed the IT business.

SOX compliance without automation tools like the Casper Suite is extremely labor intensive, as organizations have no means to audit machines and provide evidence for external auditors. Typically, organizations without tools would have to send audit staff to a sample of workstations to verify the configuration. This process is not only time consuming and expensive, but causes a disruption in an organization's business processes.

Compliance not only relates to the requirements enforced by governmental entities but also to software licensing. Organizations typically license software for use either on a per seat license or a number of concurrent users. Without tools like the Casper Suite, it is very difficult to track and monitor the use of software licenses across the enterprise, and your organization could come under scrutiny.

Benefits of Compliance and Usage Management with the Casper Suite

- Automated enforcement of security settings ensures corporate compliance
- Remote resets of admin passwords quickly deal with security threats
- PDF reporting gives real time access to system status

Conclusion

JAMF Software's Casper Suite reduces Mac total cost of ownership by improving enterprise-wide resource efficiency, and increasing IT staff and management productivity.

For more information, please contact JAMF Software at (612) 677-7075 or visit www.jamfsoftware.com.