# Samantha™ & LANDesk® Integration
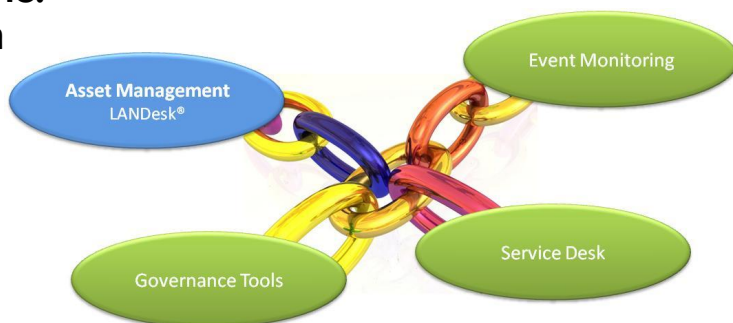
## Save Money. Save Time. Create your CMS with LANDesk® and a Samantha™ CMDB.

### Leverage what you have.

**Putting IT together with a federated data model**



(diagram labels: Asset Management LANDesk®, Event Monitoring, Service Desk, Governance Tools)

### Leave the best to the best.

With the proliferation of personal computing in the 1980's, organizations since then have required a way to better manage distributed personal computers. By the mid-90's, a software category was born, Desktop Management. These products perform the functions of asset inventory, computer discovery, software distribution and remote control. Generally, these products install agents on the computers which report-back to a central repository.

If you own an Asset Management solution, don't throw your investment away.

ITIL version 3 directs organizations to create a Configuration Management System (CMS) from a federated linking of a CMDB to other service management tools. No longer is a "one-size-fits-all" a cost effective way to go. Because of this, Net Watch Solutions follows the newly preferred federated approach.

The System Asset Management System™ - a,k.a. Samantha™ - is a cutting-edge, enterprise configuration management database (CMDB). It is a business management tool, a product "at home" with IT management and executives, as a business intelligence tool. Quite intentionally, its product strategy relies on your best of breed solutions for systems management, event management and service support.

### The federated advantage

The most effective approach relies on federatation – an information store that has inputs from a combination of tools. Samantha™ puts it together – bringing high value capabilities (e.g. application dependency mapping, change prediction) and authoritative systems information.

### About LANDesk

Voted 2009 Datmation Product of the Year, LANDesk has been a leader in Desktop Management since 1993. LANDesk enterprise management solutions simplify IT complexity, protects personal computer endpoints, and improves IT service levels. You can use its centralized reference repository to help make IT business decisions and drive business processes based on verified fact rather than guesswork.
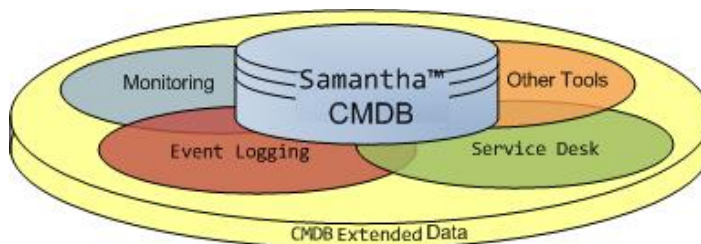
LANDesk® Management Suite combines discovery, software distribution, mobility management, OS migration, remote control and reporting in a single console. Manage, control and update PCs, Macs, laptops, and mobile devices – regardless of location..

Features include:

- IT asset management
- Inventory management
- Software distribution
- Patch management
- Desktop and server configuration
- Antivirus protection
- Extensive reporting

If you are looking to manage your desktop computers, LANDesk is a product to consider.
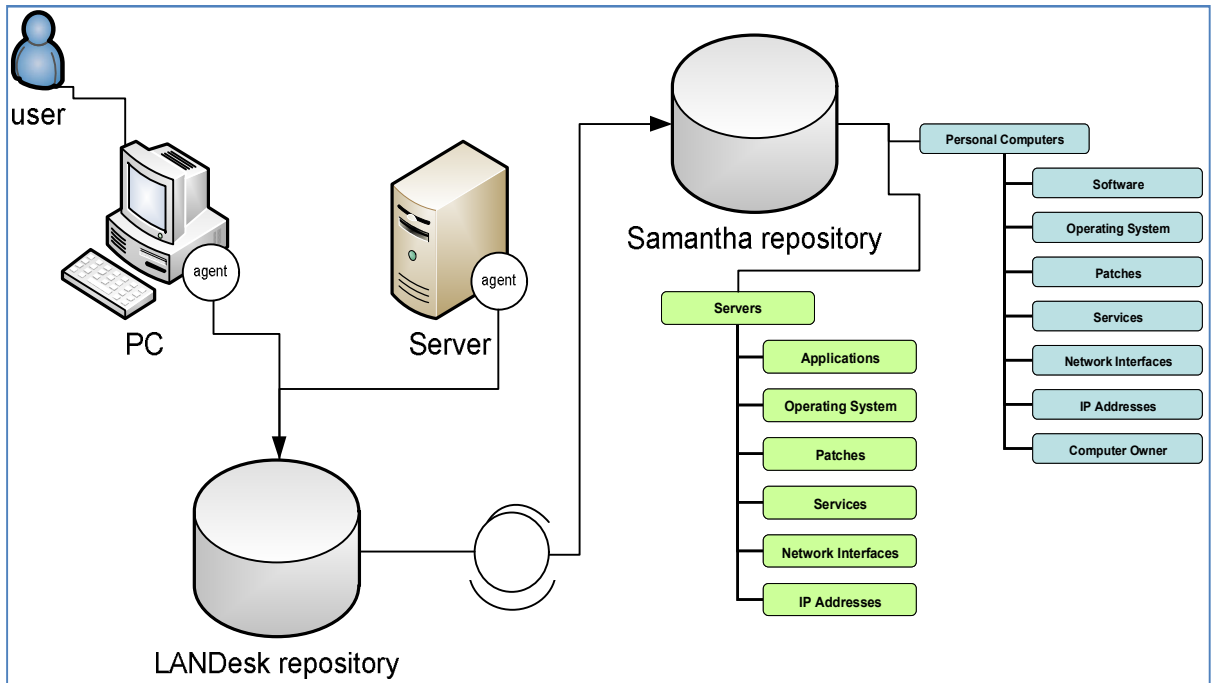
www.landesk.com.



(diagram labels: Monitoring, Samantha™ CMDB, Other Tools, Event Logging, Service Desk, CMDB Extended Data)

**Net Watch Solutions, Inc.**

**www.netwatchsolutions.com**

# A CMS Model: With Samantha™ CMDB and LANDesk® Asset Management



**Control costs, optimize software investments, and gain the insight you need**

## Blend desktop & system management.

LANDesk is an agent-based solution, one that provides accurate inventory information and end-user computing accountability. This product is an excellent solution to aid your management of desktop resources.

The desktop, however is only one piece of the overall infrastructure. PCs are connected to network switches and access enterprise applications from shared servers. An overall Configuration Management System (CMS) is needed to blend it all together, where the System Asset Management SystemÎ is king.

Real-time integration allows Samantha Configuration Management to discover and manage computers identified in the LANDesk repository. Integration pre-populates numerous data types and field, including:

- Personal computers
- PC owner
- Servers
- PC software
- Server applications
- Patches
- Services
- Network interfaces
- IP addresses

Real-time polling indicates 1) newly discovered assets, 2) changed assets, and 3) missing assets. Reporting allows you to flag changed assets for manual intervention, at the next polling cycle, or after the next meeting of the Change Advisory Board.

## Add scale when and where you need it

As your business needs grow, SamanthaÎ meets many diverse needs. Features include traditional ITIL capabilities like Configuration, Change, Incident and Problem Management. Manage your financial obligations with Financial Management. Take support to a new level with Service Management and prove your reliability with Availability Management.

Business-facing capabilities include Jobs, Controls, Complex Change Rules, Business Alignment, and Project Management. True value comes from custom integration of your CMDB to enable unique business requirements of your particular industry.

It begins with the repository. You end-up as a recognized value-leader in your company and across your industry.

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## Other Samantha™ integrations

Netwatch Solutions is continually developing integrations with popular, best-of-breed tools:

- Microsoft Active Directory
- Configuration Management: SQL Server native discovery
- Configuration Management: DNS Address native discovery
- Asset Management: Net Watch Solutions Audrey™ probes (SNMP & WMI agentless auto-discovery)
- Service Desk, Numara® Footprints®
- Event Monitoring, Ipswitch What's Up Gold
- Job Management: Commvault Simpana (data backup solution)

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