

# Understanding the importance of IT Asset Management Tools

A quick guide for IT Professionals

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# Introduction to modern IT asset management

At Wanstor we have seen many traditional IT Asset Management (ITAM) systems not living up to their potential or customer promises.

Despite the challenges involved with many traditional ITAM systems, it has not deterred IT departments from pursuing the dream of having a centralised system. A centralised ITAM system should (based on vendor promises) be able to house all the data and provide functionality to support the entire IT asset lifecycle.

In summary, IT leaders understand that there is simply too much to gain by controlling inventory, avoiding massive unplanned expenses, increasing staff productivity and having easy access to information to make strategic decisions. When planned, executed and managed properly, the right ITAM strategy can reward business and not for profit organisations with stronger vendor discounts that have a direct impact in lowering both hardware and software spend and a more productive and informed IT department.

Having better control of the IT asset lifecycle also helps drive standards into IT teams, which will improve efficiency and reliability. At Wanstor, we believe the reason ITAM systems rarely deliver on their potential is not a functional one - most solutions offer more tools than the IT team could ever use or make useful.

The main reason for not delivering success can be apportioned on the difficulties of integrating them into the overall IT ecosystem.

Firstly, they are typically a collection of many disjointed asset applications often with incompatible technologies. Secondly, they often rely on canned adaptors and bulk loaders that limit the number of touch points they can access.

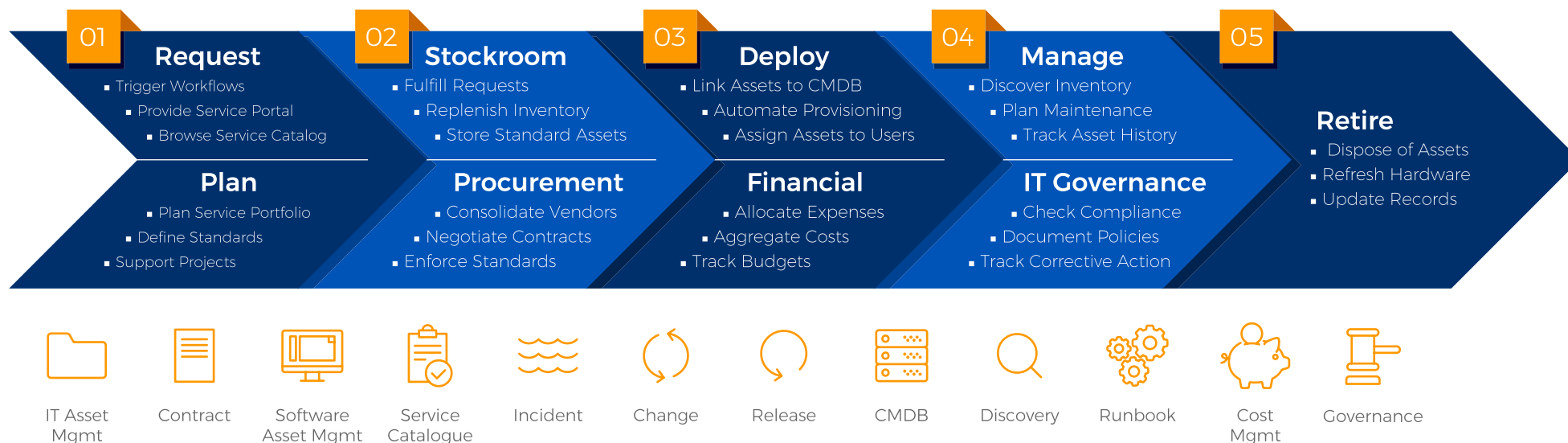
Finally, and most importantly, the workflow components included in these systems do not tie into other workflow systems used by IT. This effectively limits the possibilities of process automation to just a handful of simple use cases.

IT teams cannot advance in maturity due to the inability to tie together processes that cross multiple disciplines. If all of this sounds familiar, it is. This is the exact challenge IT faces when trying to figure out what to do with all of the outdated service management systems found throughout the organisation they provide services for.

By using ManageEngine's Desktop Central tools, many IT teams have been able to consolidate these into a single system of record that fully supports process automation.



# Introduction to modern IT asset management



“ A modern ITAM solution allows IT teams to consolidate legacy systems into one system of record and automate the asset lifecycle. ”

**Peter Lukes**  
Managing Director, Wanstor IT

# One system of record

At Wanstor we have discovered, that organisations who deploy ManageEngine's Desktop Central IT Asset Management software are often transitioning from stand-alone ITAM and Software Asset Management (SAM) point solutions to a fully integrated suite of applications sharing a common interface and database.

Ignoring features and functions for a second, just this transformation alone opens the door to incredible value by having data and processes merged together on one platform. At Wanstor we firmly believe that ITAM and ITSM are stronger together.

**As IT Service Management (ITSM) and ITAM work very closely together it makes sense for them to be managed in one system of record**

ITSM supplies a lot of data around asset failure and performance that is valuable for asset managers. Understanding which asset models perform best, or worst, can help the IT team to determine the best asset standards that will help increase the reliability of services over time.

ITAM collects inventory details that are useful to the service desk. This includes information about an end-user's machine, where they are located, and what software the end-user is entitled to have.

Having ITSM and ITAM together also helps business and not for profit organisations to make more informed decisions and design better processes by using technical data from the Configuration Management Database (CMDB) and business data from the IT asset repository.

Just imagine the value of having a change risk calculator that factors in asset details such as the age of the assets being changed or whether it was due to be returned from a lease expiring in sixty days.

These examples are just a glimpse of what is possible with ITAM and ITSM together.

## ITAM and Workflow

Perhaps the most exciting aspect of having ITAM on the ManageEngine platform is the ability to use the graphical workflow editor to automate activities together with other processes.

This can include something as simple as notifying a purchasing group to replenish low stock or something more advanced like identifying when unauthorized software has been installed and offering some instructions for correcting the violation.

It is important to note that ManageEngine asset management tool can access any data in Wanstor's service desk ticketing environment as well.

## ITAM and Service Catalogue

IT teams use service catalogues to offer a range of goods and services to their users. Standard asset models and product bundles make it easier to create a smarter service catalogue. Asset inventory capabilities allow for advanced workflows that can check inventory in stockrooms before issuing a purchase request.

ManageEngine's Software Asset Management (SAM) tools completely transform what can be done in a software request.

For example, after a software request is approved, the workflow can check available licenses and then automatically create an entitlement record under that license to record the approval. Multiple assets can be grouped into order guides to streamline the user experience.



# ITAM and Automation

## ITAM and Automation

IT teams who are actively trying to get the most cost savings and increased efficiency from their IT asset estate elect to use a range of automation tools embedded within the ManageEngine Desktop Central Asset Management product.

The automation tools enable expensive, slow and error-prone manual tasks to be transformed into automated ones processed by the workflow engine.

The tools provided to enable this automation are also extremely flexible in they can interface directly with virtual machines or integrate with configuration tools that an IT team may already have.

For example a software request process can be fully automated so that after approved entitlement is granted to a user, the asset management system will install the software directly on the user's machine or pass information to another tool that can do the installation.

The result is a fully automated process that saves lots of time and dramatically improves the end-user experience.

## ITAM and Analytics

The ManageEngine Desktop Central reporting engine makes it easy for IT teams to access and analyse any piece of information about their IT asset infrastructure.

**Any authorized person can create their own reports and dashboards without the need for report designers**

This means that questions can be answered much faster and decisions made sooner.

Something that used to be very time-consuming with legacy ITAM systems, like creating a report showing software compliance, can be completed in seconds and even scheduled and shared with managers and capacity planners instantly.

## ITAM and Discovery

One of the key challenges facing ITAM projects is data integrity. Projects that use multiple legacy products and separate technologies need to spend a lot of time and effort determining how to reconcile, normalize, synch, replicate, and identify data.

ManageEngine's Desktop Central allows IT Managers to bypass that extra effort by providing a robust agentless discovery tool on the same platform as all other ManageEngine applications.

This removes the need to build complex integrations leaving more time to extract value from the collected data. ManageEngine's IT asset management tool collects configuration details and maps relationships in the CMDB.

An IT administrator can then define which configuration classes also need to be tracked in the IT asset repository. Once defined, the records are automatically kept synchronized.

Discovery can be used at any stage of the asset lifecycle to streamline a process. For instance, after an asset is unboxed, it can be immediately scanned and recorded into the IT asset repository.

After new software is installed, discovery can be triggered to validate the installation on the target machine as well.





# Software Asset Management: The Future

Software asset management (SAM) is an important part of the ManageEngine ITAM solution that includes many compelling features to help IT teams reach higher levels of process maturity.

## **SAM and Virtualization**

Many IT teams use the ManageEngine Service Catalogue and automation workflows to provision resources on VMware.

Determining the correct cost of these virtual offerings can be difficult since software license models and costs are often not well understood or ignored.

There are significant cost implications from all the software licenses that are deployed in a virtual environment including operating systems, applications, tools, clients and plug-ins. VMware vSphere and vCloud Director licenses are expensive as well.

Billing is usually calculated by usage, which can lead to a massive bill that IT has to pay without any way of reconciling if proper software asset management and governance is not in place.

An important way that ManageEngine Desktop Central helps IT teams with virtual environments is by managing their entire lifecycle on one platform.

The same service catalogue that contains descriptions and pricing information for the virtual resources can also contain the software license entitlements that need to be approved with the request.

The same workflow that drives the creation of a virtual resource can also start a discovery task so that the technical and software installation information is populated in the CMDB.

This allows SAM to compare the software license and entitlement data against the discovered information in the CMDB.

This results in IT teams having an automated process to manage costs and maintain software license compliance.

## SAM and SaaS

Every year, SaaS solutions such as ManageEngine Desktop Central continue to prove their superiority over legacy, premise-based solutions, leading more and more business and not for profit organisations to subscribe to cloud-based applications.

Not surprisingly, the popularity of these applications has led to challenges controlling and managing the growing number of subscription licenses.

### IT teams that choose ManageEngine Desktop Central to manage all of their software license needs are future-proofing their investment

ManageEngine's Software Deployment tools help IT teams to stay on top of their SaaS compliance requirements by providing full support for subscription models.

Starting with the software license contract, all of the important details of the agreement are kept in Desktop Central. The software license record tracks the number of users that an organisation is permitted to have.

The integration capabilities built-into the platform allow IT teams to bring in data directly from SaaS vendors for tracking software usage.

Finally, software counters inform software administrators about their immediate and planned compliance levels. By combining the right ManageEngine Desktop Central tools, IT teams can offer a requisition process that allows users to request SaaS applications.

The license approver has access to the number of licenses on hand and the user's profile before approving the license entitlement.

Workflow and automation can also drive the process automatically by informing stakeholders of the SaaS application request and creating the transaction to add or remove the user.

This type of advanced automation can even be worked into the process for new hires.

It is also important to consider that when an employee leaves an organisation, it is also necessary to have a solution that can identify all of the software licenses and subscriptions that can be removed and recycled for other users.

ManageEngine's Desktop Central Software Management tool offers levels of depth and usability not commonly found in other software asset management systems.

For example, entitlements are not just about recording the names of employees that are entitled to use a software license. Software contracts have many restraints that must be considered to determine if a user or workstation should be entitled.

Some of these constraints reflect the details of a contract, such as a site license, that limits the entitlement of users to a specific geographic or technology location.

Other constraints could be external, such as government laws that prohibit certain software to be distributed in certain countries.

Having a solution that is clever enough to keep IT teams from making mistakes that may result in serious penalties reflects the progressive nature of Desktop Central.

Entitlements in Desktop Central also reflect the general desire in business today for people to be accountable for what they do or spend.

Software counters in Desktop Central's SAM give the option to break down the distribution and usage of licenses to various levels of the business.

This allows the IT department to hold the business more accountable at different levels including department, cost centre, business or location.

IT Asset managers can investigate further levels across the organisation to explain why there is a compliance violation and supply a list of unauthorized users.

Desktop Central provides more than just reports and counters of entitlement data. Notifications can be added to workflows that alert users and even their managers as soon as unauthorized software is discovered.

This notification can provide all the information and links needed to become complaint, without any human contact from the asset manager required.

Many IT teams primarily focus on finding non-compliant software and calculating the amount of licenses that need to be purchased to meet current compliance requirements.

Desktop Central has a feature which helps to identify planned compliance requirements. It uses entitlement data to help understand what should actually be purchased to be compliant with planned goals.

This allows IT teams to finally get ahead of vendors and optimize future license spend.

# Optimising IT Asset Management

**ManageEngine's Desktop Central suite of tools includes significant functionality that enables IT teams to optimize their daily operations.**

As discussed earlier in this document many IT asset management systems are typically only able to collect data and generate reports and dashboards.

While this helps IT teams to make decisions that drive actions, a person or another system must actually perform the action. For example, a list of unauthorized users of Microsoft Windows 7 provides a software license administrator a starting point for taking action.

However, the administrator then has to take the time to discover more information about the unauthorized users and track each individual down to determine if access to the software should be revoked or replaced. This is obviously not an optimal solution.

Desktop Central allows IT teams to automate this activity. Instead of waiting for a report and manually tracking people down, the system can initiate a workflow as soon as an unauthorized user is discovered that automatically notifies the user of the situation and presents a survey to learn what functionality the person really needs to do their job.

The workflow can also follow logic to determine the appropriate corrective action, such as:

- Have a manager approve the software license for the user
- Issue a software entitlement record for the user
- Remove the software using automated processes
- Offer the end-user less expensive software of the same category
- Offer the end-user the latest standard software of the same category
- Install a free viewer that will allow the user to view the files
- Inform the software admin that their attention is needed

This example demonstrates that “optimisation” is more than just showing data in reports that tell you where you could save money.

True optimisation is designing and consistently executing automated processes that enforce company policies and reduce waste.



## Looking at Software Usage to Lower Costs

Another optimisation scenario is removing expensive software from authorized users who do not use the software frequently or at all. Desktop Central's SAM tool has placeholders to store usage information.

This can include the last time the software was used, the amount of time the software spent in the foreground or background of a user's desktop, and the amount of times that the software was accessed in a given period.

A similar workflow to the unauthorized usage example can be used to notify authorized users they are consuming a license that is being underutilized and give them an opportunity to complete a survey justifying why they need to keep the software or choose to uninstall it which returns the license to the pool.

The user can be presented with options to replace the expensive software title with free viewers or less expensive software from the same category.

An IT team could also choose to enforce a stronger policy that automatically removes expensive software from users based on a condition such as not using it for the last nine months, so the license can be re-issued.

If the IT team already has a good software requisition process, it would be a relatively painless procedure to have the user request the software they need if they need to use it again.

## Streamlining Vendor Management

By far the most direct and significant way IT teams can reduce hardware and software spend is to receive a higher discount from their vendors.

Desktop Central gives IT Managers who are responsible for vendor management with important data and tooling to help determine the optimal mix of vendors.

### The overall strategy is to consolidate vendors by understanding the overlap of similar products across all asset categories

By standardizing and removing redundant products, IT teams can focus on purchasing more from fewer vendors, which should earn the right to a higher discount and easier management.

One or two percentage points of discount with a major vendor could yield thousands of pounds in savings, depending on the size of the organisation.

By using Desktop Central's asset management and tracking software, IT teams can start to understand how many different vendors are being used in each asset category and how many of each product model is actually deployed over time.

Since all Desktop Central data lives in a single system of record, it is easy to track demand of each model and vendor through the service catalogue request history.

It is also easy to report the number of incidents, products, defects, changes, and outage records by model and vendor.

All of this data makes sure that IT managers can negotiate from a position of advantage. By standardising on fewer vendors and purchasing models, IT teams will have an effective way to increase their purchasing power.

However, consolidation can be difficult in organisations that exercise very little control of the requisition process. To help address this, Desktop Central makes it easy to define standard product bundles and make them available through the service catalogue.

Organisations can design product bundles to only include models from preferred vendors. A great use for product bundles is defining a set of product models by role.

As people refresh their equipment, they can only request from the bundles that fit their role, which will optimize the vendor mix over time.

### The Refresh Cycle

Once vendors and purchasing models are standardized, it becomes easier for the IT team to determine what equipment should be stored in stockrooms and where those stockrooms should be located.

Having equipment nearby allows user requests to be fulfilled quickly. Desktop Central helps organizations maintain these optimal inventory levels automatically.

**As supplies are consumed, stock rules can trigger transfer orders to replenish inventory from a central warehouse or directly from a vendor**

Rather than process individual orders that take time to process and ship, replenishments can be consolidated into bulk orders to get better vendor discounts.

At Wanstor we understand that equipment refreshes are a necessary part of doing business. When done manually, they can be very time-consuming and disruptive.

By using Desktop Central the tools deployed will provide the information and technology that allows IT Teams to automate much of the equipment refresh cycle saving time and productivity.

The common thread is that having a single system of record allows ITAM and every other ManageEngine application to work closely together.

In addition to having a common database, workflows provide IT Teams with the ability to automate activities that drive accountability and efficiency.

Wanstor believes that ManageEngine's Desktop Central solution enables truly transformational service automation that breaks down the silos that have prevented organizations from fully optimizing their IT and business operations over many years.

# ManageEngine Desktop Central Overview

To help business and not for profit organisations manage their IT estates, Wanstor has partnered with ManageEngine to design, deploy and manage their Desktop Central solution for customers in the UK.

## Integrated Desktop & Mobile Device Management Software

Desktop Central is a unified endpoint management solution that helps IT teams manage servers, laptops, desktops, smartphones, and tablets from a central location.

By using a Desktop Central solution from ManageEngine, IT teams can automate regular desktop management routines like installing patches, distributing software, imaging and deploying OS, managing IT Assets, managing software licenses, monitoring software usage statistics, managing USB device usage, taking control of remote desktops, and more.

It supports managing Windows, Mac and Linux operating systems. It also helps IT teams to manage mobile devices to deploy profiles and policies, configure devices for Wi-Fi, VPN, email accounts and so on., apply restrictions on using cameras, browsers and so on, and to secure devices by enabling passcode, remote lock or wipe. IT teams can manage all iOS, Android and Windows smartphones and tablets using one tool.

## The need for unified endpoint management

IT asset footprints are growing rapidly in today's business and not for profit organisations. Managing these assets has become more challenging for IT teams with the ever-increasing numbers of laptops, desktops, tablets, and mobile phones, which are otherwise known as endpoints.

The best way for IT teams to make sure devices are being managed properly is by employing endpoint management software. Endpoint management becomes even harder with varied devices, or with devices that travel outside of the organisation's network.





# Benefits of unified endpoint management

Single-solution architecture	A single, centralised platform for endpoint management will help IT teams avoid complicated integrations among different software on multiple platforms. They will no longer need to compile, compare, and evaluate reports from different sources.
Ease of onboarding	A unified endpoint management platform allows organisations to easily push out device policies, applications, and environments, meaning devices go from out-of-the-box to in-use faster and with better baselining.
Helps improve IT security	Security is one of the primary concerns for any organisation today. Recent ransomware attacks just prove how dangerous zero-day vulnerabilities can be. A unified endpoint management solution makes it easy for IT admins to keep track of suspicious activities across all endpoints.
Improved visibility	Enterprises can monitor inventory, usage, vulnerable systems, and much more from one place. This visibility provides not only opportunities for cost saving, but also the ability to troubleshoot, diagnose, and resolve issues remotely.
Unified corporate IT environment	All the benefits of a unified endpoint management platform combine to deliver the single greatest advantage to organisations: a unified corporate environment in which experience is optimised across the organisation on corporate networks.

## What is unified endpoint management?

Unified endpoint management is an umbrella approach to managing all the endpoint devices within an organisation from a central location.

In general, a typical unified endpoint management solution provides secure updates, patch management, automatic hardware and software inventory tracking, logging, mobile device management, software and OS deployment, workstation remote control options, license management, and overall quick remediation capabilities for IT professionals.

# Key Desktop Central Features: Desktop Management

## Desktop Management

Manage Windows, Mac and Linux



### Patch Management

Automate patch deployment per OS and other third party applications, shield Windows and Mac from security threats



### Asset Management

Manage your IT assets, Software Metering, Software License Management, Prohibited Software, and more



### Active Directory Reports

100+ out-the-box reports provides a quick and complete insight of the Active Directory infrastructure



### USB Device Management

Restrict and control the usage of USB Devices in the network both at the user-level and at the computer-level



### Remote Control

Troubleshoot remote desktops with multi-user collaboration, file transfer, video recording, and more



### Service Pack Installation

Scan and detect missing service packs of OS and Applications and automate deployment to stay up-to-date



### Software Deployment

Simplify software distribution to install and uninstall software with built-in templates for package creation



### Windows Configurations

25+ predefined configurations including Power Management, USB Device Management & Security Policies



### User Administration

Define roles with selective privilege and delegate users to these roles for effective management



### Power Management

Apply energy saving power schemes, shut down inactive computers and get system uptime reports



### OS Deployment

Comprehensive disk imaging / deployment feature supports deployment needs in both offline and online mode



### Mobile App

Start managing your desktops and servers on the go. Download mobile app for iOS devices

# Key Desktop Central Features: Mobile Management

## Mobile Device Management

Manage iOS, Android and Windows



Windows 10



### Device Enrollment

Enroll devices manually, in bulk or let users self-enroll their iOS or Android devices with two factor authentication



### Asset Management

Scan to fetch details of installed apps, enforced restrictions, installed certificates and device hardware details



### App Management

Distribute in-house and store apps to devices, remove or disable blacklisted apps, assign redemption codes for commercial apps and more



### Security Management

Configure stringent security policies such as passcode, device lock to protect corporate data from outside threats.



### Profile Management

Create, configure and associate policies and profiles for different departments, roles or groups



### Audit and Reports

Audit mobile devices with out-of-the-box reports such as Rooted Devices, Devices with Blacklist Apps, etc.

# In-depth focus: Asset Management

An IT administrator must be up-to-date on the information about the software and hardware used across the organisation they work for. Manual compilation and reconciliation of IT assets is effort-intensive and error-prone.

Desktop Central's web-based inventory management not only helps automate this task, but also provides out-of-the-box network inventory reports.

## Inventory management features

- Perceive audit ready hardware and software inventory details.
- Schedule scanning of systems to collect inventory data.
- Manage software licenses, category, and compliance.
- Detect, block, and auto-uninstall prohibited software in the network.
- Have real time access to software usage statistics.
- Automate alerts on specific events such as installation or uninstallation of new software, removal of hardware, etc.
- Over 20+ out-of-the-box reports and the ability to create custom reports across different formats.



## Scheduled inventory scanning

Desktop Central scans the Windows desktops and servers in the network periodically to collect hardware and software details and stores them in your the database. The inventory scanning interval is flexible and can be configured to meet the real-time needs of your organisation. This enables administrators to have access to up-to-date inventory information any time, without any manual intervention.

## Alert notifications

Desktop Central sends email notifications to IT administrators for the following events:

- New hardware is added or removed in the network
- New software is installed or uninstalled in the network
- Non-compliance of software licensing policy
- Prohibited software is detected in the network

## Hardware inventory

The hardware inventory provides complete details about the hardware used in the network. The hardware inventory reports helps IT administrators to:

- Sort computers by memory
- Sort computers by OS and service pack version
- Sort based on hardware manufacturers
- Sort by age, disk usage, type

## Software inventory

Software inventory in Desktop Central gives IT Administrators access to:

- **Software metering:** Usage details of specific software such as number of times it has been used, total usage duration, systems with specific software etc.
- **Software details:** View commercial and non-commercial software information including vendor name, installation date, and software version.
- **Software license compliance:** Provides the ability to view the compliant and non-compliant software being used in the network.
- **Prohibited software:** Blacklist software, block executables through, and auto-uninstall prohibited software in the network.
- **Warranty management:** Track the warranty information of the hardware assets managed by your IT team.

## Network inventory reports

Desktop Central provides out-of-the-box reports to view the software and hardware details of the network. These reports help IT administrators to gain a quick and accurate view of the network inventory. The ability to export reports to PDF or CSV formats help integrate with third-party reporting engines or to print it out for future reference.

# Achieving ROI from your Desktop Central Investment

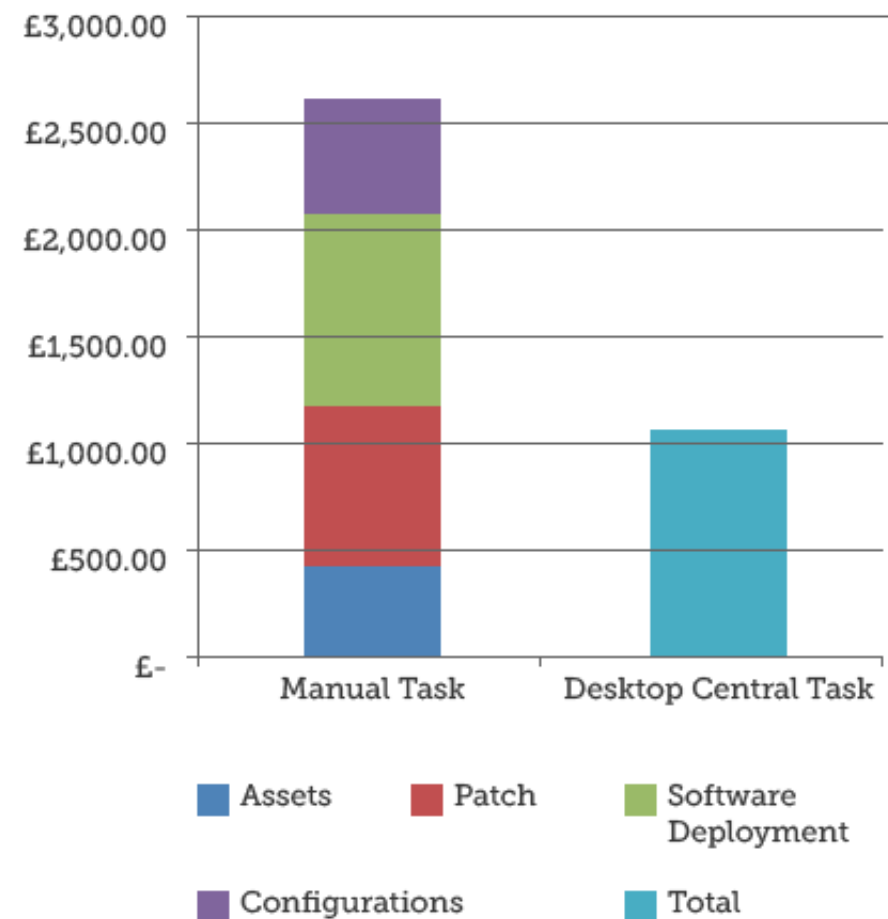
This example will demonstrate how Desktop Central saves IT teams, time, money and effort with a relevant and robust ROI calculation

## Assumptions

Network of 100 computers  
Hourly salary for a technician is £35

## Notes

- While the cost of executing each task manually can be calculated, this is difficult within Desktop Central as it is integrated software. The graph to the right shows the total cost of performing these tasks using Desktop Central as opposed to manually.
- Whether IT teams do these tasks once or multiple times a year, the cost of doing it with Desktop Central is going to remain the same or may increase marginally, if you take into account the time spent by the technician in initiating the tasks from the management console



\*savings figures based on ManageEngine research 2018

# Manual task execution vs Desktop Central task execution

Task	Manual Execution		Desktop Central Execution		Annual Savings
	Man-Hours	Cost	Man-Hours	Cost*	
Performing asset scanning, patch management, software deployment, and configurations once in a year	114	£3,990	2.63	£1,087	<b>£2,903</b>
Perform Asset scanning once in a quarter, install patches once a month (excluding Microsoft Patches), install software and configure systems once a year	284.92	£9,972	2.63	£1,087	<b>£8,885</b>
Perform Asset scanning once in a quarter, install patches once a month (excluding Microsoft Patches), install software and configure systems once a year	484.84	£16,969	2.63	£1,087	<b>£15,882</b>

\* includes an additional £995 towards the annual subscription fee for 100 computers

# Comparing Manual task execution vs Desktop Central task execution

Procedure	Time per Computer	Time per 100 Computers (Manual)	Time per 100 Computers (Desktop Central)
Manual Scan to get hardware and software details	5 Mins	8.33 Hours	2 Mins
Identify missing patches for 3rd party applications like Adobe, Java, Firefox, etc.	3 Mins	5 Hours	2 Mins
Download required patches from the vendor's website and install them	5 Mins	8.33 Hours	5 Mins
Identifying missing Microsoft Patches	5 Mins	8.33 Hours	2 Mins
Downloading and Installing missing Microsoft Patches	5 Mins	8.33 Hours	5 Mins
Deploying simple software app	3 to 5 Mins	5 to 8.33 Hours	2 Mins
Deploying MS office applications	15 Mins	25 hours	15 Mins
Installing Service Packs	3 Mins	5 Hours	2 Mins
Configuring display settings, application settings, browser settings	3 Mins	5 Hours	2 Mins
Applying security policies, restricting USB device access, file restrictions	5 Mins	8.33 Hours	5 Mins
Local user management, mapping drives, installing printers	5 Mins	8.33 Hours	5 Mins



# 10 Reasons your IT team needs to purchase Desktop Central today

<b>Integrated Desktop and Mobile Device Management Solution</b>	<ul style="list-style-type: none"><li>■ No need to rely on multiple tools for managing Desktops and Mobile Devices</li><li>■ A single management console for all desktop and Mobile management tasks</li></ul>
<b>Enhances Network Security</b>	<ul style="list-style-type: none"><li>■ Helps patch systems and applications automatically</li><li>■ Enables administrators to apply windows security policies</li><li>■ Restricts and customizes external device usages like USB, external hard disk, etc. in enhancing network security</li></ul>
<b>Increases Productivity</b>	<ul style="list-style-type: none"><li>■ Robust support for BYOD</li><li>■ Fosters collaboration between employees with their mobile devices</li><li>■ Enables employees to access corporate resources from anywhere</li></ul>
<b>Manages Distributed Environment</b>	<ul style="list-style-type: none"><li>■ Manages geographically distributed computers, devices and users from a central management console</li><li>■ Allows setting up distribution points to minimize the WAN bandwidth consumption</li><li>■ Provides control on mobile devices irrespective of location</li></ul>
<b>Higher Return of Investment (ROI)</b>	<ul style="list-style-type: none"><li>■ Saves operational costs by automating various routine activities like Patch Management, Software Deployment, mobile application</li><li>■ Manages BYOD and save costs from investing in new devices</li><li>■ Enable and set up Power Management to see immediate savings on desktop power consumption</li><li>■ Effective software license management will save cost of unused licenses</li><li>■ Accessing asset information, installing software, tracking tickets now performed within single console i.e. by integrating Desktop Central with Service Desk Plus</li></ul>
<b>Reduces Training Costs</b>	<ul style="list-style-type: none"><li>■ Simple point and click installation package includes an embedded relational database and webserver</li><li>■ Saves working with multiple packages reducing training costs by providing a simple, user-friendly interface</li></ul>
<b>Completely Web-based</b>	<ul style="list-style-type: none"><li>■ Completely web-based offering unparalleled flexibility in accessing the systems and mobile devices from anywhere</li></ul>
<b>Integration with other ManageEngine Products</b>	<ul style="list-style-type: none"><li>■ Seamless integration of data with ManageEngine ServiceDesk Plus and AssetExplorer</li><li>■ Help Desk and Desktop Management functions can be performed from single integrated console</li><li>■ Integrates with ManageEngine Products such as Servicedesk Plus and IT 360 Applications</li></ul>
<b>Easy Installation &amp; Setup</b>	<ul style="list-style-type: none"><li>■ Single installation package including all required installables such as database and web-server</li><li>■ Installation within 10 minutes and setup within one hour</li></ul>
<b>Affordable Solution</b>	<ul style="list-style-type: none"><li>■ Offers competitive price and ease of deployment on standard hardware, supporting desktops, mobile devices and servers</li><li>■ Accustoms without steep learning curve</li></ul>

## Wanstor Customers using ManageEngine Desktop Central



# Final Thoughts

Today's modern worker is no longer confined to a physical office or a Windows desktop or laptop. Although traditional Client Management Tools (CMT) would have been sufficient in the past, they are no longer enough to manage the increasing diversity of platforms and devices, BYOD, and frequent Windows 10 updates.

While many business and not for profit organisations have adopted Enterprise Mobility Management (EMM) solutions to manage mobile endpoints, maintaining both CMT and EMM without any integration is highly inefficient. Instead, IT teams need to select the right Unified Endpoint Management (UEM) solution.

Unified Endpoint Management combines traditional Client Management with Enterprise Mobility Management providing the IT team with a single view to manage devices, apps and data.

For more information about Wanstor and ManageEngine's Desktop Central solution please email us at [info@wanstor.com](mailto:info@wanstor.com) call us on **0333 123 0360** or visit us at [www.wanstor.com/manageengine-it-management-software.htm](http://www.wanstor.com/manageengine-it-management-software.htm)

