

# ZENworks Suite

A robust Unified Endpoint Management and Protection solution, ZENworks Suite helps organizations manage and secure their endpoint devices, protect their endpoint data, package and deliver endpoint software, monitor and manage software licenses and effectively support end users.

## Product Highlights

The OpenText™ ZENworks Suite combines the tools you need to manage, secure and protect your endpoint environment and data, and do it from one place. In addition to the complete ZENworks platform—OpenText™ ZENworks Asset Management, OpenText™ ZENworks Configuration Management, OpenText™ ZENworks EndPoint Security Management, OpenText™ ZENworks Full Disk Encryption and OpenText™ ZENworks Patch Management—you also get two additional products. Hybrid Workspaces improves your workforce's productivity, allowing users to get to their applications wherever they are and IT to reduce application conflicts and deliver a better application experience. OpenText™ ZENworks Service Desk Standard Edition helps you be better organized and responsive to user needs and provides a self-service experience that is tightly integrated with the rest of the solution. The combination of these products gives you everything you need to manage, secure and protect your endpoint devices and empower end users.

## Key Benefits

ZENworks Suite provides a unified endpoint management and protection solution that:

- **Reduces the costs and risks of managing endpoint devices.** The number of endpoint devices users are accessing has exploded in recent years. The location users are working from has changed drastically in the recent past. All of this has

led IT to find ways to be more responsive to their needs while reducing the risk the business faces. By providing single console management of all your devices, ZENworks allows you to use a common console and management paradigm that uses management by exception to allow even the most complex environments to be managed by a small number of IT resources. This allows you to drastically reduce the costs when compared to implementing specialized endpoint management solutions for Windows, Linux, Mac and Mobile management. Unlike other solutions, ZENworks is simple and easy to get up and running and provides everything you need right in the box. You can further reduce costs associated with license overages using software asset management.

- **Frees up IT resources to focus on other priorities.** Because IT can now be much more efficient and can automate many of their day-to-day tasks they can be retasked to other priorities for the business. ZENworks allows a small number of endpoint managers to manage tens of thousands of devices effectively.
- **Improves end user productivity and satisfaction.** The way that your employees and learners are working has changed. They expect to get access to the applications and data they need from wherever they are, and they expect to do it with little or no direct

## What's Included in the ZENworks Suite?

- ZENworks Configuration Management
- ZENworks Asset Management
- ZENworks Full Disk Encryption
- ZENworks Endpoint Security Management
- ZENworks Patch Management (60-day patch subscription included)
- ZENworks Service Desk, Standard Edition
- Hybrid Workspaces Packaging

interaction with IT. ZENworks provides self-service capabilities that let users get the applications, data and services they need, while allowing IT to have the right level of approvals and governance in place. With the ability to support users as they work from anywhere, your users will be happier and more productive.

- **Protects the organization from embarrassing security compromises.** We've all seen that story about a lost laptop or stolen mobile device and now the company is on the front page of the paper or above the fold on every Internet news site. With the security capabilities of ZENworks Suite you can ensure your devices are secured against common threats such as malware, network attacks, and USB device attacks. You can ensure your devices aren't the low hanging fruit for hackers by automatically patching them and you can use the included encryption capabilities to protect your data in case the device is lost or stolen.

## Key Features

ZENworks Suite is not just a management suite, and it's not just a protection suite, it's a Unified Endpoint Management and Protection solution—you get everything you need in one box:

- **Software Asset Management** allows you to track and manage the contracts and software assets within your organization. See how many licenses and machines your employees use so you can stop paying for those you don't need. Track that information against what you bought to ensure you have enough licenses to avoid costly license overage fees. Leverage the Configuration Management Database (CMDB) of ZENworks Service Desk to extend asset management to manage the lifecycle of hardware and even non-IT assets such as office furniture, vehicles, etc.

- **Endpoint Device Management** manages the lifecycle of your current and future endpoints, with support for Windows, Mac, Linux, iOS and Android devices. Using Internet-friendly protocols, the ZENworks Suite is suited for the work-from-anywhere environment of today's workforce, allowing you to easily manage and protect devices whether the user is in the office, at home, or on the road. With capabilities ranging from software distribution and updating, OS imaging, device provisioning, hardware and software inventory, remote desktop management and more you'll be able to ensure users are safe and productive.

- **Endpoint Security Management** provides fine-grained, policy-based security for your Windows desktop and mobile PCs—including the ability to automatically change security configurations depending on a user's role and location. By creating and managing policies from a central console, the ZENworks Suite makes it possible to implement and enforce tightly controlled, highly adaptive security policies without placing any configuration or enforcement burden on end users. With capabilities that include endpoint firewall, folder encryption, WiFi security, VPN enforcement, Storage Device Control and powerful scripting interface you'll have everything you need to protect the organization's Windows devices. ZENworks Endpoint Security Management also provides fully integrated malware and virus protection that protects against known and unknown (zero-day) malware threats.

- **Full Disk Encryption** not only lets you encrypt a hard drive, but lets you do it from wherever you are. With pre-boot authentication you can further protect the device by requiring authentication before allowing the system to boot. Your IT staff can manage all encrypted devices from a web-based console while

still providing automated data protection that completely locks out threats.

- **Endpoint Software Patch Management** lets you identify, track and remediate missing patches and the associated vulnerabilities. Set patch policies so all your endpoints have the right OS and third-party application patches at the right time. Understand what CVEs are impacting your environment and automatically remediate them. This results in patch application that is up to 13 times faster than manual processes. Monitor patch compliance and automatically apply updates and patches to meet predefined standards. (60-day Patch subscription included with ZENworks Suite; additional patch subscription required beyond 60-days).
- **ZENworks Service Desk, Standard Edition** gives you the ability to do more with less. ZENworks Service Desk helps ensure that you are managing incidents and service requests in a timely manner, keeping up with your committed service levels, and keeping your organization running like a finely tuned machine. ZENworks Service Desk also integrates with ZENworks Configuration Management and ZENworks Asset Management to provide an Enterprise Application and Service Store that IT can use to deliver applications and services with automated approval workflows and delivery through ZENworks and LDAP integration. A full ITIL add-on is also available that extends the solution to include Change Management, Release and Deployment Management and more.
- **Hybrid Workspaces** makes it easy to package software as containers that are abstracted from the machine they are installed on. This reduces conflicts, allows you to extend the support of legacy applications and improve security while reducing deployment and update times.

The synergies between all the features of ZENworks are too many to name, but the features are all focused on a single goal: to keep your users productive and protect corporate devices and data from those who would cause harm.

Connect with Us



With an included library of pre-packaged applications, you can package applications faster than ever. The available Application Streaming allows you to deliver these applications to your hybrid workers and remote learners regardless of their location or device.

Learn more at  
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