

UEM: Unifying management of all your devices

OpenText unified endpoint management (UEM) solutions enable administrators to manage all of their devices from a single console, while giving users a better experience and helping them be more productive



Key features of UEM solutions

- Single management console for managing all device types
- User-centric, as well as device-centric management
- Endpoint security, encryption, and patch management
- Software asset management and service desk
- Configuration and automation for endpoint devices, applications, and services
- Compliance management through endpoint security, patch, and asset management
- User self-service capabilities

Understanding UEM

For a long time, organizations have separated the management of their endpoint devices with tools for PC lifecycle management and tools used for managing their mobile devices with little or no overlap. But vendors now offer solutions to manage both. Many of these management tools are often referred to as UEM solutions, but different people have a different opinion of the true definition for UEM.

One definition of UEM is a suite of solutions that can manage all of an organization's devices. Another similar definition with a subtle difference is a single tool that enables management of all types of devices. Others feel that UEM is simply the general ability to manage all devices in a similar manner. While each of these definitions has merit, a more view of UEM is a single solution that enables the management of all devices in a similar manner.

UEM solutions that meet this criteria enable IT administrators to employ consistent processes and procedures for managing all their devices in a way that reduces management costs and overhead, while enabling better management outcomes in terms of business, user, and IT productivity.

Resources

[OpenText unified endpoint management solutions >](#)

Why employ UEM?

Digital transformation

Often when discussing the merits of UEM the focus gravitates to either IT benefits or user benefits. But one of the most compelling benefits of UEM can be its ability to enable businesses to initiate digital transformation that accelerates greater business success. Forward thinking executives see the immense value in fostering a digital culture in their organization. UEM has become a key component in enabling secure digital workspaces that drive a digital culture—where all users can always safely connect and collaborate wherever they are, with any device.

Digital cultures create greater employee engagement, productivity, and job satisfaction. UEM-enabled digital transformations power innovation that gives organizations a competitive edge and ratchet up customer and partner service levels to game-changing heights. And the right UEM solution can make it possible for all that to happen in a secure, controlled, and compliant manner.

IT advantages

IT administrators are perhaps the biggest proponents of UEM. A single solution that enables them to manage all of an organization's devices in a similar manner significantly streamlines and simplifies the way they work. They don't have to keep jumping back and forth between different management consoles to manage different devices, whether they're desktops, laptops, servers, smartphones, or tablets. They don't have to learn new interfaces and processes when a new device type is introduced. They have a consistent way to manage and secure all their mobile and non-mobile devices, which increases productivity and minimizes configuration errors and security oversights. All of that adds up to IT teams that have greater job satisfaction and more time to focus on more strategic initiatives, while lowering overall IT costs and creating a more secure and smoother running environment.

User proficiency

If IT administrators are the biggest proponents of UEM, users are the biggest beneficiaries. UEM manages the software, patching, and security of users' devices so workers can focus on proficiency in their work, not on managing software updates. Additionally, UEM enables workers to experience greater remote access and flexibility. Because IT administration is handled centrally, remote workers no longer have to worry about security, access, and stability issues and can use all the same collaboration and productivity tools as when they are in the office. UEM helps remote workers keep their software and devices up to date with the newest updates, patches, and features. And with endpoint data encryption, IT administrators can rest assured that user data is safely transmitted, whether the user is remote or in office. Using UEM to manage updates to all users and all devices makes digital transformation easier than ever.

UEM you can trust

OpenText™ ZENworks empowers you to manage all your devices in a similar manner from a single pane of glass in a way that advances digital transformation to give your business a competitive edge, simplify and streamline IT, and enable greater user proficiency and productivity.