

## PRODUCT BRIEF

### AT A GLANCE

Client Management Suite simplifies the daily IT operations challenges by consolidating and automating endpoint lifecycle management tasks.

### KEY BENEFITS

- Identifies and remediates known vulnerabilities
- Automates hardware and software deployment and configuration
- Manages multiple endpoint platforms from a central, unified console
- Enables end users to request and install software

### KEY FEATURES

- Patch Management
- Deployment, Provisioning, and Migration
- Modern Device Management
- End User Self-Service

# Client Management Suite

## Overview

Organizations are implementing stronger authentication mechanisms to help positively distinguish legitimate users from fraudulent ones, but what about their devices? One of the tenets of Zero Trust is to verify every identity and device requesting access. External attackers continue to target end users and their devices, with the most successful attacks exploiting known vulnerabilities simply because endpoints were not properly configured or patched. These weaknesses exist because many organizations lack real-time visibility into the state and use of their own endpoints and software.

Symantec® Client Management Suite (CMS) addresses this challenge through the following four key features:

- **Patch Management:** Symantec CMS centralizes and simplifies the detection and remediation of security vulnerabilities by automating the deployment and application of patches.
- **Deployment, Provisioning, and Migration:** Symantec CMS provides a comprehensive solution for deploying and managing desktops, laptops, and physical and virtual servers.
- **Modern Device Management:** Symantec CMS simplifies the process of managing devices by leveraging protocols built into the operating system rather than an agent.
- **End User Self-Service:** Symantec CMS enables users to request and install software through a modern software portal that provides an app-store experience.

Symantec CMS gives you an accurate picture of your organization's assets with three core features: it ensures compliance during software audits, it uncovers savings by eliminating the purchase of unnecessary licenses, and it enables you to avoid vendor penalties and fines.

## Patch Management

Many successful attacks exploit previously-known vulnerabilities for which a patch was already available from the software vendor. However, patching endpoints often requires longer implementation cycles due to the necessary demands of pre-testing to minimize potential service disruptions.

Symantec CMS improves overall security by providing automated, robust patch management capabilities, including the following features:

- Support for Microsoft, macOS, RedHat, CentOS, and SUSE updates
- Support for laptops, workstations, and servers
- Support for security and non-security related updates
- Support for commonly used third-party applications
- Peer-to-peer downloading for sites with limited bandwidth

## Patch Management (cont.)

Symantec CMS patch management also enables organizations to report on compliance and create software update policies based on the CVE-IDs assigned to associated vulnerabilities. Combined, these capabilities enable organizations to successfully combat threats by providing the means to easily detect vulnerabilities throughout your environment and quickly remediate them from a central console.

### Real-Time Management

The foundation of secure and successful endpoint management is an accurate picture of what you have. Symantec CMS provides network discovery and inventory tools that automatically collect this information and populate it into the Configuration Management Database. The solution can also perform inventory actions on-demand and in real-time using a feature called Time Critical Management (TCM). This feature provides immediate intelligence about what is happening in your environment to help make the right decisions faster than ever. Additionally, TCM also includes Patch Now support, which can be used to identify and remediate zero-day vulnerabilities by initiating the execution of a patch system assessment scan and installation of software updates on-demand.

### Remote User Endpoint Management

The number of people working remotely increased significantly in recent years and is expected to remain at high levels for the foreseeable future. This presents a challenge for organizations as remote desktops and laptops may fall behind in updates. Symantec CMS addresses this issue with Cloud-Enabled Management (CEM). CEM ensures that inventory, patches, and software stay current on Windows and Mac devices even when they are disconnected from the corporate network. CEM utilizes a gateway to provide trusted communications with remote clients outside the firewall even when users are not connected through VPN. Additionally, when users are working remotely and their devices are connected by VPN, cloud-enabled management provides a means to optimize traffic flow so only critical business traffic is routed over the VPN.

## Deployment, Provisioning, and Migration

Symantec CMS provides IT administrators with a comprehensive solution for deploying and managing desktops, laptops, and physical and virtual servers across a broad array of platforms. The solution provides OS deployment, configuration, PC personality migration, and software distribution capabilities that can be used to create automated, repeatable processes. You can use these new processes to reduce the cost of provisioning desktops, laptops, and servers. Build a reference system with your organization's standard operating environment, including both OS and apps, and then mass deploy a hardware-independent image to new and existing systems. These deployment capabilities ensure consistent configurations across large numbers of endpoints. Additionally, because each system is unique, you can assign security identifiers (SIDs) and configure user names, IP addresses, and other network settings. These deployment capabilities support both Windows and Linux on a wide variety of hardware types, including desktops, laptops, thin clients, and servers. The following items are key deployment features:

- A web console that is well suited for distributed access and detailed security models
- Support for Windows PE and Linux pre-boot images
- Support for PXE and iPXE environments
- Support for hardware independent image deployments
- Remote imaging support
- Hands-free migration

Symantec CMS also provides the ability to configure new systems using imaging, scripting, or a combination of both.

## Modern Device Management

The paradigm for endpoint management is evolving. As vendors have added management capabilities to operating systems, Modern Device Management (MDM) simplifies the process of managing devices by leveraging protocols built into the operating system rather than an agent. In the case of macOS, some important management settings can only be configured through MDM. Symantec CMS includes native MDM capabilities and specifically provides the ability to enroll macOS devices, configure the value of numerous management-related properties, install applications, and perform actions such as collecting inventory data and shutting down, restarting, locking, and erasing devices.

## Summary

Managing an IT environment in today's world continues to become more complex. There are a wider range of devices and operating systems, more vulnerabilities and threats, and users who need to be able to work from any location using any device. This complexity requires IT to have immediate intelligence on what is happening in their environment, and IT must have the ability to take instant action to ensure users are productive and protected. The key capabilities of CMS help strengthen endpoint security and maximize user productivity.

## End User Self Service

Symantec CMS reduces help desk calls related to software requests by simplifying the process of delivering and installing software. The solution includes a modern software portal that provides an app store-like experience that most users have grown accustomed to on their mobile devices. The portal enables users to request and install software with little or no administrator involvement. In addition, the portal can be customized with your organization's logo and branding, and is accessible across all browsers from any Windows or Mac computer on which the Symantec endpoint management agent is installed.

For more information, please visit: [broadcom.com/symantec-epm](https://broadcom.com/symantec-epm)