

# Why Should You Choose ZENworks 11?

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ZENworks

# Introduction

Your network may be a complex and heterogeneous jungle, but that shouldn't stop you from easily managing your endpoints from a single, central location. The Micro Focus® ZENworks® family of products has evolved over the last decade to become the most complete and capable endpoint management solution available. That's why thousands of organizations depend on it today.

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ZENworks uses a policy- and user-based approach to simplify and automate software patch deployment, asset tracking, endpoint security, operating system (OS) migration and a long list of other routine endpoint management tasks that you may be wrestling manually today. ZENworks is also the bridge that lets you perfectly align your IT department's output with your organization's business policies and goals. And because so much of what ZENworks does is automated, you can shift your employees' time, your budgets and other resources from mundane tasks and toward strategic IT initiatives.

ZENworks 11 is the latest iteration of this management solution and takes a major step toward completely automated and nearly effortless endpoint management. It brings the whole ZENworks family of what used to be independent ZENworks solutions together on a single, integrated platform. It also gathers a wider range of Windows, Linux and Apple Macintosh platforms and devices under the ZENworks endpoint management umbrella.

## ZENworks 11 Is an Adaptable Platform

ZENworks 11 adds a host of new capabilities to your IT arsenal, including the following:

- An architecture that adapts to your environment with flexible management choices for the platform OS, database, directory services and a range of supported devices
- A new identity-based, heterogeneous endpoint management platform that consists of a unified ZENworks Control Center console, a single ZENworks Adaptive Agent and ZENworks server software
- Integrated configuration, asset, patch and endpoint security management for Windows, Linux and Apple Macintosh endpoints
- Optional full-disk encryption for Windows devices
- Managed device location awareness that adds a new dimension to the identity-based approach found in ZENworks Configuration

Management, ZENworks Asset Management, ZENworks Patch Management and ZENworks Endpoint Security Management 11

- Power management and reporting features to bring your green initiatives closer to reality
- Standards-based protocols
- Network consumption control when rolling out new applications or installing updates
- Full manageability over the Internet using secure communication channels
- Simple and speedy installation, deployment and updates
- The ability to integrate seamlessly with your choice of user directory and database platforms
- Support for 64-bit hardware and operating systems
- Rapid installation with an appliance on VMware ESX(i) Hypervisor

## Choosing the Best Endpoint Management Solution for Your Business

Our vision is of an open enterprise, where simple, secure, productive and integrated IT environments support heterogeneous systems. Users depend on a variety of devices to help them achieve their maximum productivity, which creates the complex environment they work in today. And when you choose an endpoint management solution for your business you should look for a solution that is up to the task of managing the reality of complexity.

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ZENworks 11 gives IT organizations the power to support real users—with all their varied security needs, locations, devices and other demands—but in a way that simplifies management over the entire end-user environment from a central location. In keeping with our philosophy of openness, ZENworks 11 gives you the freedom to manage your systems using a paradigm that matches your organization's business policies and at the same time the working style of your staff. You can choose to manage your systems tactically, device-by-device, or strategically, in step with your organization's business policies, using any combination of four distinct management paradigms:

- Management by exception
- Management by location
- Device-based management
- User-based management

### Management by Exception

When you evaluate any configuration management solution or paradigm, you should carefully consider two important criteria. First, how well does the management paradigm scale? Second, how large a burden does it place on your IT staff as your employees continually update the solution to accommodate changing business policies? ZENworks 11 has the right answers to both of these questions. We pioneered the management-by-exception paradigm, and ZENworks 11 offers it as a powerful tool for continuously adapting to changing business policies and practices with minimal IT effort.

In most situations, management by exception complements policy-driven management paradigms. It allows for the strict, high-level enforcement of general configuration management rules across user or device groups while permitting exceptions at a more granular level to accommodate special needs.

For example, your business policies likely allow employees to access the corporate network from remote locations. However, if you applied this remote-access policy to all desktops—including those in the finance and legal departments—you would expose the company to regulatory penalties and corporate spies. Exception-based management allows you to

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create and automatically apply blanket policies across the company, but you can then apply more restrictive policies to PCs and users in specific groups or departments. In the example, we might apply a policy that restricts access to normal business hours, on-site employees and authorized users. Exception-based management gives you complete flexibility without making you manage separate policy sets for each user or machine silo.

### Management by Location

According to research from Gartner and IDC, the number of traditional static desktops within organizations is shrinking. You probably already knew this from your own observations. The number of laptops is growing almost daily because they bring so many benefits to their users. But they are a management headache for IT. Take the example of an application rollout. Laptops throughout the company are likely connected in offices, airports, hotels, home offices and even across 3G connections. Each one may have a different connection characteristic that doesn't fit the way you distribute applications.

Desktops, too, present location-based management challenges. You clearly don't want them reaching over wide area network links to communicate with your management system. You want management to occur locally whenever possible, and anything that touches the central site should only do so when the network load is low.

The challenges don't end there. You also need to manage your security posture on these diverse devices. Most devices inside the office network are safe, but those outside that perimeter are at risk. Therefore you need to adjust firewall configurations, pluggable devices, encryption, wireless and so on based on location.

ZENworks includes the ability to manage based on location, adding a new dimension to your control. You can create policies that reflect business requirements for any given device location.

### Device-Based Management

Many organizations base their configuration management practices on the devices they manage. In fact, most configuration management products on the market today use this method. Without user-based and exception-based policy management, these products typically treat business policies, users and their needs as afterthoughts, because they

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link each user to a specific device. With applications, policies and configuration parameters tied to a single device, or even a set of devices, employees are stuck in rigid roles that tie their hands when faced with ever-evolving business processes. ZENworks 11, on the other hand, emphasizes user-based management.

ZENworks 11 includes device-based management capabilities to give IT departments the flexibility to use it in conjunction with other management paradigms to fill special needs. For example, device-based management may be the best option for call centers, where multiple people share a single PC in shifts. Manufacturing-floor PCs and public kiosks are also examples where device-based management may be more appropriate than user-based management. Companies that normally rely on user-based management may also need to set up a device quickly for ad hoc, tactical purposes. For example, configuring a device to automatically run a presentation in a conference center makes more sense than creating a new user for that single instance.

With the ZENworks 11 architecture, you can turn to device-based management whenever it suits your needs. Because device-based management is very familiar to most IT professionals, and because it offers the fastest way to configure a machine, device-based management is the default management paradigm when you first install ZENworks 11.

### **User-Based Management**

This is the gold standard. User-based systems management considers user identities, group roles and business policies for automation, security and IT control and has always been our specialty. Although we dramatically enhanced the underlying ZENworks architecture with ZENworks 11, it preserved the full power and complete range of user-based management capabilities.

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True user-based configuration management disassociates users from the specific devices they use. This makes it possible to treat users as the company's most valuable managed assets and relegate devices to their proper role as tools that serve the needs of users. Allowing you to manage people—rather than machines—as first-class configured entities means that policies, applications and configuration details can follow users from machine to machine. User-based management also ties IT policies directly to business policies, which cuts the time it takes them to respond to changing business conditions. A user-based approach also leverages identity stores and business systems across the enterprise to eliminate errors, increase security, standardize workflows, document regulatory compliance and support effective decision-making.

Where device-based management is almost purely tactical, the user-based paradigm represents a truly strategic approach to systems management. With ZENworks 11 you can mix and match both approaches—based on your changing business and IT requirements—by using the management-by-exception paradigm. For example, ZENworks 11 allows you to apply a policy to a specific device and then selectively override that policy based on the identity of the user currently logged on. Conversely, you can also override a general user- and role-based policy based on a specific machine and its context, such as when a mobile device attempts to access the network from outside the firewall.

### **Choose the Best Management Solution**

ZENworks 11 offers your business a long list of unique benefits and advantages. It combines and integrates configuration, asset, patch and endpoint security management for Windows, Linux and Apple Macintosh devices. It offers a single, modular architecture that maximizes flexibility and scalability, simplifies and speeds management throughout the device lifecycle, minimizes processing demands on managed clients, reduces bandwidth consumption for management processes and uses standards-based protocols to seamlessly integrate with your choice of

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user directory and object database. It lets you manage systems based on user identities, roles, groups and locations, so IT personnel can work hand-in-glove with the company's business priorities and policies. Finally, it gives you a secure, web-based console for unified control over all your management tasks—virtually anywhere. In short, ZENworks 11 is the best solution for managing your endpoint jungle.

To read the experiences of ZENworks customers, go to: [www.novell.com/success](http://www.novell.com/success)

### **About Micro Focus**

Since 1976, Micro Focus has helped more than 20,000 customers unlock the value of their business logic by creating enabling solutions that bridge the gap from well-established technologies to modern functionality. The two portfolios work to a single, clear vision—to deliver innovative products supported by exceptional customer service. [www.microfocus.com](http://www.microfocus.com)



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