



Software Deployment and Patch Management

The role of a software distribution solution is to automatically install applications and patches with minimum effort. Since it can be used to easily provision, update or uninstall software on systems, our Deskcenter Management Suite solution does away with manual installations.

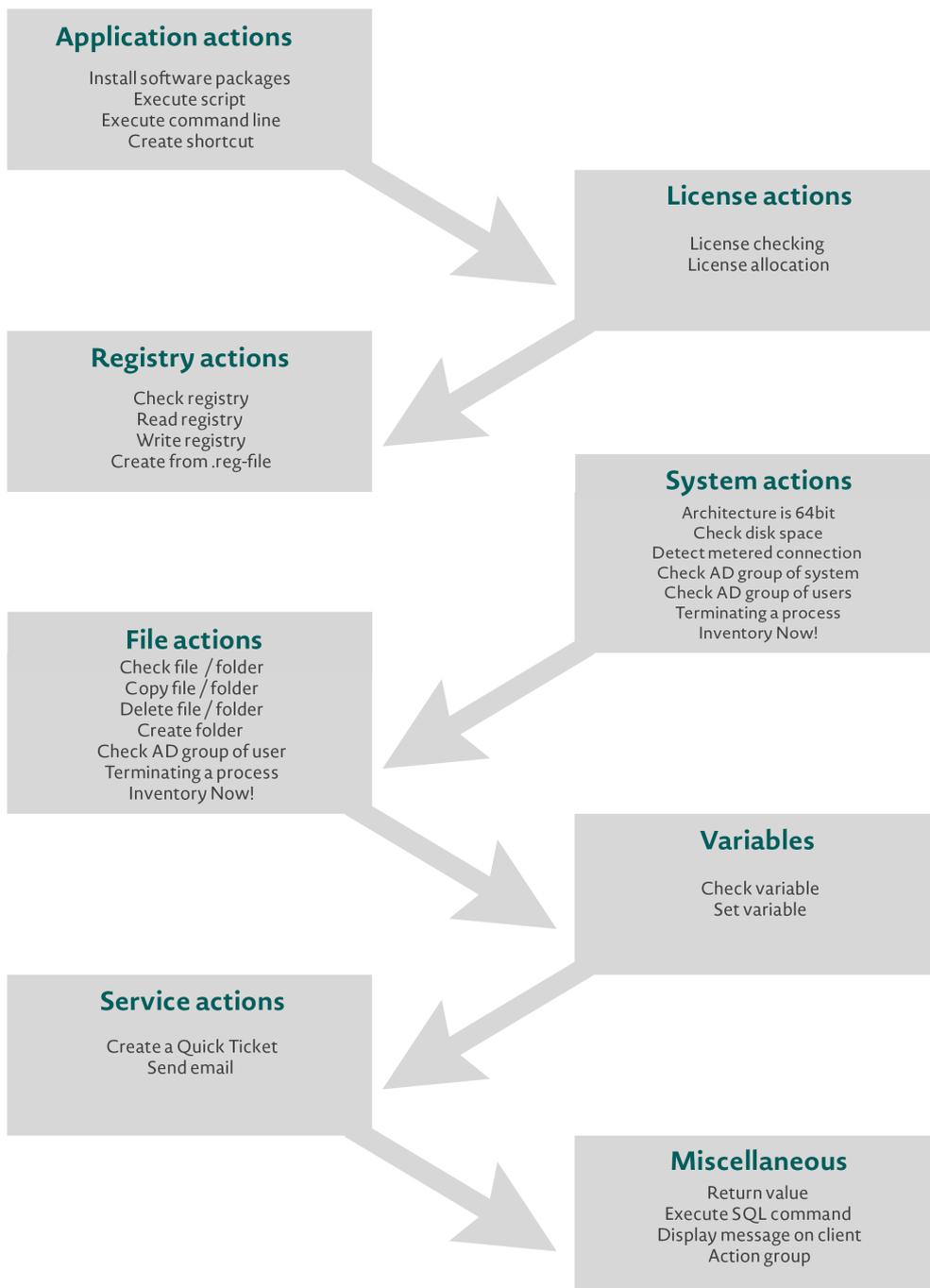
The associated standardization enables trouble-free, secure operation. All necessary configurations of the software packages, such as packaging and parameters, etc., are managed centrally.

Functionality with benefits:

- » Fully automated and fast deployment of any software
- » Standardization of the deployed software
- » Provisioning of software packages for mobile employees even without a VPN connection
- » Role- and rule-based deployment of software including Microsoft Active Directory integration
- » Time and cost saving for patch management processes
- » Remote management and automation cut down on local IT
- » Company-wide compliance support
- » Closure of security gaps with the option to patch after installation, for Microsoft and third party suppliers
- » Up-to-date patch level analysis to detect applications that are outdated or missing patches
- » Its graphical workflow editor with over 30 pre-defined actions for the fast and simple completion of software packages
- » Workflow integration from other Deskcenter modules such as asset management, licence management and helpdesk
- » No requirement for any proprietary script languages



- ✓ Decreased total operating cost (TOC) thanks to a high degree of automation
- ✓ Increased productivity and quality
- ✓ Fast re-establishment of productivity in the event of system failures
- ✓ High degree of standardization among systems





Patch management process

1. Discovery:

Continuous inventORIZATION of the endpoints and searching for unknown endpoints (bring your own device, shadow IT, etc.) supply the information about where patches may be required.

2. Identify:

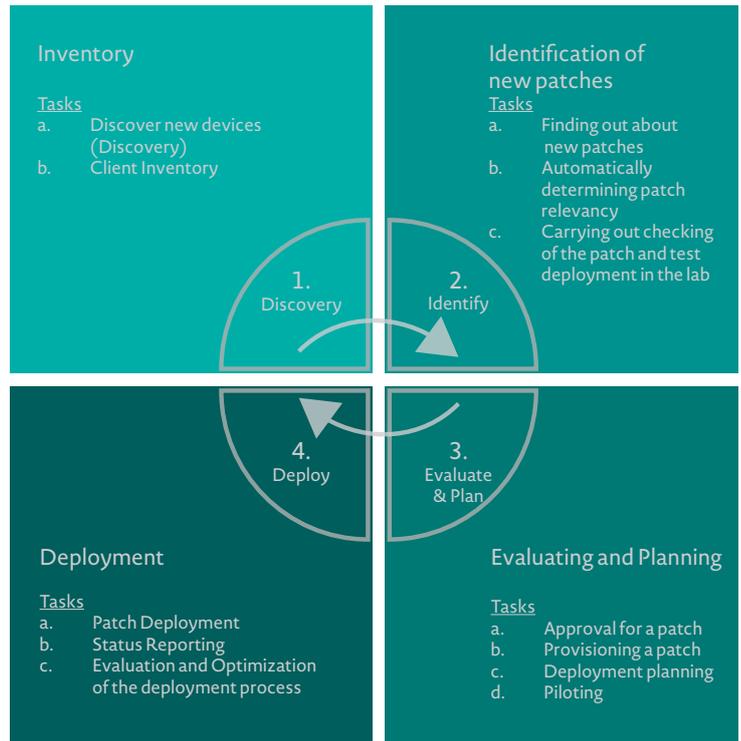
Patch level analysis: At the press of a button, various catalogs provide information about which software a patch requires and which clients are affected.

3. Evaluate and Plan:

Provision the patch, either via your own software package, the AppCloud package or Microsoft patch management, and test the rollout.

4. Deploy:

Deployment of patches to their endpoints, regardless of whether LAN, VPN or cloud. Keep an eye on security deployment progress anytime with defined KPIs about reporting.



Application example

Version change of MS Office Package

The change to the current Office package should take place throughout the company. The rollout has a particular focus on time and incurred costs. Problems can potentially occur in the event of a manual uninstallation since, for example, not all components of the software are removed cleanly. This can give rise to licence problems owing to double counts.

With Deskcenter Management Suite, no scripts or programming knowledge are required for the rollout because software packages can be easily created, thanks to the graphical user interface. The applications are assigned to the respective systems and quickly reached through the software deployment so that they are provided with the current version. The Deskcenter software deployment ensures that outdated program

components are fully and cleanly removed before a new installation.

A defined workflow ensures that a check of unassigned licences is carried out before the installation. Only if this check is successful will the next stage (installation) take place.

If no more licences are available, email notification can be sent to the licence manager or a request can be made in the helpdesk to create further licences. Following successful installation, an available licence is automatically assigned to the corresponding target system in a workflow system.

During inventORIZATION, the deployed software is saved so that the data are available in the asset and licence management, or likewise in Service-desk.



Department-wide rollout of software

A department is to be fully equipped with new software. This means that it is important to provision the software very quickly in order not to interrupt operations.

With Deskcenter Management Suite, no scripts or programming knowledge are required for the rollout because software packages can be easily created, thanks to the graphical user interface. The applications are assigned to the respective systems, without a pre-defined time plan, so that installation can be carried out immediately. In order not to disrupt the current operation, the installation parameters were configured such that a shutdown is disallowed and a silent installation takes place.

With the software deployment, all systems are reached quickly, regardless of location, and thus are provided with the current version. During inventORIZATION, the deployed software is saved so that the data are available in the asset and licence management, or likewise in Servicedesk.

Provisioning software in a home office



An employee working from home—or in the field—needs new software. Not all employees use a VPN solution, and there is no option for them to come into the office in the short term. With Deskcenter Management Suite, no scripts or programming knowledge are required for the rollout because software packages can be easily created, thanks to the graphical user interface.

The applications are assigned to the respective system. The rest of the process takes place fully autonomously. The user in question does not have to open a VPN or be on the company network. The client can be reached from a corresponding Deskcenter service via WSS (WebSocket Secure). Owing to the WSS configuration, it makes no difference to the administrator how the user is connected or that they can be reached only via the internet.

During inventORIZATION, the deployed software is saved so that the data are available in the asset and licence management, or likewise in Servicedesk.

Standardization of software portfolios

Many different applications with the same range of functions are installed on the company's systems. Regular update processes are not only costly, but they also require extensive implementation. Support from the IT staff for all applications is difficult to implement. Different licensing models with different manufacturers complicate licence management, and the added value from standardized licence procurement cannot be utilized.

Using the software discovery catalog, this multiplicity can be resolved, which very significantly reduces costs and workload. In conjunction with the software discovery catalog, applications are classified according to their functions, e.g. PDF reader, PDF writer, various browsers, etc. Using this classification view, the various applications can be uninstalled from the systems via the software deployment and a company-wide application can be rolled out uniformly.

Integration into other Deskcenter modules is granted at any time, for instance, to create helpdesk tickets in the event of errors or to integrate licence management with full automation.



Non Microsoft Patch Management

Not every manufacturer delivers updates for their applications on regular fixed dates in the month. The larger the software landscape of a company, the more complex and time-consuming patch management processes become. The big question that the IT department must answer is: “Where do we have unpatched and outdated software?”

A patch level analysis can answer this question.



This analysis is carried out based on the software discovery catalog and the software products identified and standardized there. The individual applications are clearly displayed in a custom overview with their patch status through a meaningful traffic light system. Thanks to the integrated reporting system, it is immediately apparent which version of an application is installed on which systems.

From the patch level display, self-created software packages can then either be rolled out with their workflows or software packages from Deskcenter AppCloud can be used.

Deskcenter AppCloud is a special service by means of which hundreds of software packages to date have been provisioned and transferred into the deployment process, either manually or based on rules. The unpatched applications are thus improved to the newest version.

The software packages are specially packaged and provisioned by Deskcenter for customers, and unnecessary tools such as toolbars, etc. are also removed. This means that the IT staff can concentrate on important projects and not have to deal with any time constraints in terms of patch checking or packaging work.

