**A Feature-Based Analysis & Comparison of IT Automation Tools:**

**Comparing Kaseya to LANDesk**

**Developed by:**Ruth Fernandez

**Advisor:**  
Dr. S. Masoud Sadjadi

School of Computing and Information Sciences

Florida International University

**Contact Information:**

[sadjadi@cs.fiu.edu](mailto:sadjadi@cs.fiu.edu),

<http://www.cs.fiu.edu/~sadjadi>

(305)348-1835

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**1. Introduction**

**Overview:**

Since its foundation in 1985, LANDesk has created innovative IT management products based in the application of new technologies oriented to absolve customers’s real business needs. This singular focus of the company has led LANDesk to become and remain one of the leading companies in its category. The company offers cost-effective systems, security and process management solutions that help IT teams automate and simplify the management of desktops, servers, and mobile devices. Following is the list of solutions develop by LANDesk:

**Systems Lifecycle Management:**

**LANDesk® Management Suite** – Discover, manage, update and protect all your endpoints with single-console control of any system from anywhere.

**LANDesk® Management Gateway Appliance** helps you manage users’ systems outside your corporate firewall and at geographically dispersed sites. It provides secure, Internet-based systems and security management without a VPN or dedicated leased line.

**LANDesk® Inventory Manager** – See, monitor and maintain assets in all hardware and software inventories.

**LANDesk® Handheld and Embedded Device Manager** – Manage and secure mobile resources and the information on them.

**LANDesk® Server Manager** – Assess server health instantly and keep servers available and running.

**LANDesk® Asset Manager** – Extend LANDesk Management Suite to see and track computer and non-computer resources.

**LANDesk® System Manager** – Extend LANDesk Management Suite to keep systems performing at their best.

**LANDesk® Application Virtualization** – Distribute and run a needed application without ever having to install it.

**Endpoint Security Management**

**LANDesk® Security Suite** – Perform active endpoint security management and completely secure all of your deployed systems.

**LANDesk® Antivirus** – Protect data and keep endpoints secure and operational.

**LANDesk® Host Intrusion Prevention System** – Prevent zero-day threats, even before the fix is available.

**LANDesk® Patch Manager** – Automate vulnerability assessment and patch management across mixed IT environments.

**IT Process Automation**

**LANDesk® Process Manager** – Automate and control your IT processes and introduce IT consistency and predictability across the organization.

**Service Desk**

**LANDesk® Service Desk** – Provide outstanding support services to employees and customers by accessing everything you need to monitor, trend, diagnose and remediate user needs proactively.

**Background:**

***History***

LANDesk, was established in 1985 as LANSystems. In 1991, was acquired by Intel which forms its LANDesk software division. Later, in 2002 LANDesk left Intel to operate independently. In 2006, LANDesk was acquired by Avocent Corporation (NASDAQ: AVCT) for a total consideration of $416 million. In December 2009 Emerson electric acquires Avocent to merge within its Network Power division. LANDesk today operates as a fully independent division of Avocent. In February 2010 Emerson claims its intention to sell LANDesk during first half of 2010 because they consider that it do not fit strategically with the company. LANDesk pioneered the systems management category over 20 years ago, and leads today with one of the most recognized and awarded solutions available. LANDesk maintains strategic alliances and partnerships with leading technology vendors and industry standards bodies to develop the most comprehensive, integrated systems available. The division has employees in 18 countries. LANDesk’s average annual revenue growth is 30% in US , and 50% of revenue outside the U.S.

**Highlights** :

LANDesk has been recognized throughout the technology sector by a wide variety of organizations, publications and industry groups. Some of their more recently awards include;

**2010 :**

Network Products Guide Product Innovation Award: Landesk wins in three categories: Asset Management, endpoint Security, and Management and Security.(5)

**2009:**

* [2009 Product Innovation Awards from Network Products Guide for LANDesk Asset Lifecycle M](http://www.networkproductsguide.com/innovations/2009/Avocent_Corp.html)anager
* Tomorrow’s Technology Today 2009: [LANDesk® Asset Lifecycle Manager wins Asset Management category](http://www.infosecurityproductsguide.com/technology/2009/Avocent_Corporation.html)
* [Security Products Guide Global Product Excellence Awards](http://www.infosecurityproductsguide.com/products/index.html): LANDesk® Asset Lifecycle Manager named Best Asset Management Solution.
* [LANDesk Management Suite wins Systems Management Award in Network World's Best of the Tests '09](http://www.networkworld.com/reviews/2008/020408-client-management-test-landesk.html)
* [LANDesk Security Suite wins Datamation's 2009 Enterprise Security Product of the Year](http://itmanagement.earthweb.com/columns/article.php/11079_3806071_2/Datamation-Announces-2009-Product-of-the-Year-Winners.htm)

**2008:**

* [LANDesk Security Suite 8.8 was named Network Products Guide's 2008 Product Innovation award winner for Unified Security Software](http://www.networkproductsguide.com/innovations/index.html)
* Leading analyst firm Garner Research places landesk in the Leaders Quadrant of its PC Life Cycle Configuration Management Magic Qaudrant.
* [EMA All-Star Award](http://www.landesk.com/uploadedfiles/EMA753_ESM-All-Stars_RR.PDF)

**2007:**

* [LANDesk Service Desk Named 2007 Editor's Best Award Finalist By Windows IT Pro](http://www.landesk.com/AboutLANDesk/AboutLANDesk.aspx?id=1384)
* [LANDesk Process Manager 3.0 is CRN Test Center Recommended](http://www.landesk.com/docs/press_kits/corp/crn7106_en-US.pdf)

**2006:**

* LANDesk Ranked Among the 500 Largest Software and Service Suppliers
* [Utah Business Recognizes LANDesk Board Member Ed Ekstrom](http://www.utahbusiness.com/parser.php?nav=article&article_id=4945)

**2005:**

* [LANDesk’s Joe Wang Wins Ernst & Young Entrepreneur of the Year 2005 Award](http://web002.ey.com/eoy/eoylook.nsf/AreaList/Utah)
* [LANDesk Software Named to Entrepreneur Magazine’s 2005 Best Business Software](http://www.entrepreneur.com/features/softguide/category/0,6570,Connectivity~Networking,00.html)

**User/customer base**

LANDesk sells through partners worldwide and its product are used by have customer from countries of North America, U.K, Europe, Middle East, Africa, Latin America and Asia Pacific.

LANDesk software is used to manage over 250 million desktops, servers and mobile devices.

Customer Success : There are numerous successful stories of customer, which have different industry background and have used a specific product according to their needs. Some of this storis are reproduced here from the Customer successes page of Landesk company(3):

“We were taken aback by the amount of hardware we were going to have to invest to implement SMS. If we

went with SMS, to support the 10,000 PCs distributed among our five major locations and 35 satellite office

buildings, we would have had to invest in 10 new servers. The fact that LANDesk required only two servers and

would be easy to implement in our environment made it a no-brainer.” **—Sharp Healthcare**

“We chose LANDesk® Management Suite because it was easy to implement and to use. Its remote control and

real-time inventory capabilities have increased the efficiency of our helpdesk. Not only did it meet our immediate

needs, it also allowed us to automate all our IT projects, creating more cost efficiencies and further improving the

service we offer to users.” **—Heineken France**

“We went through an evaluation of competitive products. Microsoft wasn’t nearly as complete as LANDesk. We

also looked at ZENworks. Altiris never made it in the door. The ease of use really stood out for us. How well the

LANDesk® solution integrated, with less hardware, was a big factor in our decision, too.” **—Gwinnett Healthcare**

“We found that the other package would have been twice as expensive as LANDesk® Management Suite. The

LANDesk Software solution not only offered all the functionality we needed, it also required less training than

competitive products, so it was by far the most cost-effective option.” **—Leitner**

**Major events:**

*Tradeshows and Conferences:* LANDesk organize conferences and tradeshows every month in several places. For example this year they have programmed the next events: Mett ITIL Service Management Congress in Bonn, Security Desk & IT Support Show (SITS) and Infosecurity Europe in London. ITIL Fourm 2010 in Frankfurt, SDI Annual Conference in Brighton, UK, IT Decisions 2010 Birmingham.

*Partner events:*

LANDesk Service Desk Webinar

Partner; Network America

LDMS Overview Webinar:

Partner: Network America

IT decisions 2010

Partner Pangea Pavilion, NEC, Birmingham

*Web Events*

Asset Lifecycle management Webcast

National User Group Webcast

LANDesk/Lenovo innovation Webminar Series

*User Groups regional events.*

The company organize user group events for customer in North America as well as EMEA

**Educational efforts**

LANDesk Software have designated three ways to training users:

*Traditional Instructor-led Classroom (ILT):* Classes are dictated in a classroom located in the headquarters of Avocent’s LANDesk division in South Jordan Utah. It accommodates a maximum of 16 students.

*Instructor-led Online (ILO):* classes are delivered via the internet using a share desktop application. Students participate in an interactive classroom environment.

*E-learning:* This includes technical training content delivered on demand from Landesk’s digital library.

***Certifications:***

Certified LANDesk Engineer 9.0 Exam

Certified LANDesk Sales Person Exam (exam is designed for everyone planning to sell LANDesk).

**Major competitors & partners**

LANDesk maintains strategic alliances and partnerships with some of the most successful hardware, software and service providers in the systems, security and process management industry between them we can mention: Faronics and Ventis Solution. Landesk also have established vendor partnership with companies such as Intel, Lenovo, Microsoft, VMWare, Dell, Symantec, IBM, Unisys, LatinTech, Bizcarta, Pangea, AltirisPeoplesoft and others.

Amog its principal competitors there are Altiris, Microsoft’s Systems management Server, and Novell Zenworks.

**Contact information**;

Web site: <http://www.landesk.com>

Email: [sales@landesk.com](mailto:sales@landesk.com)

Headquarter region: Greater Salt Lake City Area

Head quarter address: 698 West 10000 South Suite 500 South Jordan, Utah 84095 United States

Avocent, LANDesk division has strong global presence with regional offices and development centers in Brazil, China, France, Germany, Ireland, Italy, Japan, Mexico, and Britain. The division has employees in 18 countries.

**OS Coverage:**

**Supported Core Server Operating Systems**

* Windows Server 2003 Standard Edition (32-bit) with SP1 or SP2
* Windows Server 2003 Enterprise Edition (32-bit) with SP1 or SP2
* Windows Server 2003 R2, Standard Edition (32-bit) with or without SP2
* Windows Server 2003 R2, Enterprise Edition (32-bit) with or without SP2
* Windows 2000 Server SP4
* Windows 2000 Advanced Server (32-bit) with SP4

**Supported Databases**

* Microsoft SQL Server 2005 Express Edition
* Microsoft SQL Server 2005 (SP2)
* Microsoft SQL Server 2000 SP4
* Oracle 10g Release 2
* Oracle 9i (9.2.0.7)

**Supported Console Operating Systems**

* Windows Vista Business/Ultimate/Enterprise SP1 (32-bit)
* Windows XP Professional SP1 or SP2 or SP3
* Windows 2000 Professional SP4
* Windows Server 2003 Standard Edition (32-bit) with SP1 or SP2
* Windows Server 2003 Enterprise Edition (32-bit) with SP1 or SP2
* Windows Server 2003 R2, Standard Edition (32-bit) with or without SP2
* Windows Server 2003 R2, Enterprise Edition (32-bit) with or without SP2
* Windows 2000 Server SP4
* Windows 2000 Advanced Server (32-bit) with SP4

**Supported Client Platforms**

Windows:

* Windows Vista Business/Ultimate/Enterprise SP1 (32-bit)
* Windows Vista SP1 (64-bit)
* Windows XP Professional SP1 or SP2 or SP3 Windows Vista
* Windows XP Professional, x64 Edition
* Windows 2000 Professional SP4
* Windows Server 2008 (32-bit)
* Windows Server 2008 (64-bit)
* Windows NT 4.0 Workstation SP6a
* Windows 98 SE
* Windows 95 B with Winsock 2
* Windows XP Embedded

Apple:

* Mac OS 10.5.x, 10.4.11, 10.3.9, 10.2.8, 9.2.2

Novell:

* NetWare 6.0, 6.5

UNIX and Linux:

* Red Hat Linux Enterprise 3, 4, 5 WS
* Red Hat Linux 7.3, 8.0, 9.0
* SUSE Linux Professional 9.1, 10
* Ubuntu
* Mandriva Linux 10.1

Handheld:

* Windows Mobile 6 Standard and Professional
* Windows Mobile 5 Pocket PC and Smartphone
* Pocket PC 2003 SE and Phone Edition
* Blackberry OS version 4.1, 4.2, 4.3
* Palm OS 4.2 or newer on Treo 650
* Teklogix 753x
* Wyse (XP embedded)
* Neoware CA10 (Windows CE & XP Embedded)
* HP T5520 (Windows CE)
* HP T5700 (XP Embedded)

**Supported Client Platforms—Servers**

LANDesk® Management Suite can be used to manage these server platforms as clients. A LANDesk® Server Manager license\* is required to manage a server from the Management Suite console.

* Windows Server 2003 (SP1 or greater) Standard Edition
* Windows Server 2003 R2, Standard Edition
* Windows Server 2003 (SP1 or greater) Enterprise Edition
* Windows Server 2003 R2, Enterprise Edition
* Windows 2000 Server SP4
* Windows 2000 Advanced Server SP4
* HP-UX 11.1
* IBM AIX 5.1, 5.2, 5.3
* Red Hat Linux Enterprise 3, 4, 5 ES and AS (with or without EM64T)
* SLES 9 SP2, 10 (with or without EM64T)
* \*Solaris 8 (Intel Architecture)
* \*Solaris 8, 9 (Sun Sparc)

**Grouping Managed Devices:**

LANDesk provides multiple methods for grouping and filtering managed systems. The administrators can group devices by type, status, geographic location, department, roles or any combination of them. This solution give the option of customize how the devices are grouped using a definition group, characteristic that is useful when new devices are added because they go automatically to a group depending on the previous set up.

**Functional Coverage:**

[SYSTEMS LIFECYCLE MANAGEMENT](http://www.landesk.com/Products/Systems/index.aspx)

Integrated systems management with single-console simplicity.

* [LANDesk® Management Suite](http://www.landesk.com/Products/LDMS/Index.aspx)
* [LANDesk® Management Gateway Appliance](http://www.landesk.com/products/ldmga/index.aspx)
* [LANDesk® Application Virtualization](http://www.landesk.com/application-virtualization.aspx)

Products included in LANDesk Management Suite:

* [LANDesk® Inventory Manager](http://www.landesk.com/inventory-management-software.aspx)
* [LANDesk® Power Manager](http://www.landesk.com/products/PowerManager/index.aspx)
* [LANDesk® System Manager](http://www.landesk.com/Products/System/Index.aspx)
* [LANDesk® Server Manager](http://www.landesk.com/SolutionServices/product.aspx?id=740)
* [LANDesk® Universal Connector Integration Services](http://www.landesk.com/Products/Connectors/Index.aspx)
* [LANDesk® Software Development Kits](http://www.landesk.com/Products/SDK/Index.aspx)

Additional Products:

* [LANDesk® Classroom Manager](http://www.landesk.com/products/ldcm/index.aspx)

[ENDPOINT SECURITY MANAGEMENT](http://www.landesk.com/Products/EndpointSecurity/index.aspx)

Complete layered endpoint security with single-console simplicity.

* [LANDesk® Security Suite](http://www.landesk.com/Products/Security/Index.aspx)
* [LANDesk® Antivirus](http://www.landesk.com/antivirus-software-program.aspx)
* [LANDesk® Antivirus - Mail Server](http://www.landesk.com/products/antivirus-mail-server/index.aspx)

Products included in LANDesk Security Suite:

* [LANDesk® Patch Manager](http://www.landesk.com/patch-management-software.aspx)
* [LANDesk® Host Intrusion Prevention](http://www.landesk.com/Products/HIPS/Index.aspx)

[IT ASSET MANAGEMENT](http://www.landesk.com/Products/Asset-Lifecycle-Management/Index.aspx)

Comprehensive server management with single-console simplicity.

* [LANDesk® Asset Lifecycle Manager](http://www.landesk.com/asset-lifecycle-manager.aspx)
* [LANDesk® Process Manager](http://www.landesk.com/process-management-software.aspx)

[IT SERVICE MANAGEMENT](http://www.landesk.com/Products/IT-Service-Management/Index.aspx)

Manage the end-to-end delivery of business-aligned, quality IT services.

* [LANDesk® Service Desk](http://www.landesk.com/Products/Service-Desk/index.aspx)

Additional ITSM products:

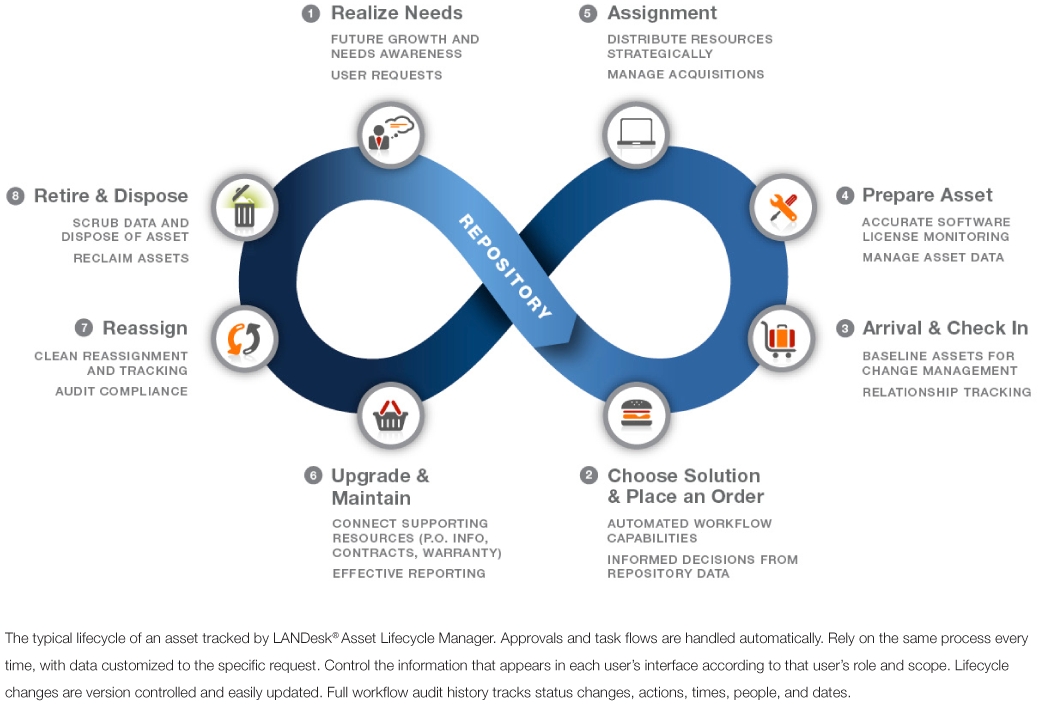
* [LANDesk® Web Desk](http://www.landesk.com/Products/Web-Desk/index.aspx)
* [LANDesk® Self Service](http://www.landesk.com/Products/Self-Service/index.aspx)
* [LANDesk® Configuration Manager](http://www.landesk.com/Products/Configuration-Manager/index.aspx)
* [LANDesk® Process Manager](http://www.landesk.com/Products/LPM/Index.aspx)
* [LANDesk® Active Knowledge](http://www.landesk.com/Products/Active-Knowledge/index.aspx)
* [LANDesk® Management Information](http://www.landesk.com/Products/Management-Infomation/index.aspx)
* [LANDesk® Pass Me](http://www.landesk.com/Products/Pass-Me/index.aspx)
* [LANDesk® Resource Manager](http://www.landesk.com/Products/Resource-Manager/index.aspx)
* [LANDesk® Computer Telephony Integration](http://www.landesk.com/Products/Computer-Telephony/index.aspx)
* [LANDesk® Asset Management Process Pack](http://www.landesk.com/Products/Asset-Management-Process-Pack/index.aspx)
* [LANDesk® Human Resource Process Pack](http://www.landesk.com/Products/Human-Resource-Process-Pack/index.aspx)
* [LANDesk® Release Management Process Pack](http://www.landesk.com/Products/Release-Process-Pack/index.aspx)
* [LANDesk® Process](http://www.landesk.com/Products/Process-Solutions/index.aspx) Solutions
  1. **Architecture**

LANDesk offers a range of OS deployment options, including the use of a client agent or PXE boot.

* 1. **Auditing & Asset management**

LANDesk auditing and asset management features comes in the add-on packages called LANDesk Asset Lifecycle Manager. With LANDesk® Asset Lifecycle Manager, we can see what assets are in the business environment, who owns them, how they are maintained, and who should be charged back for asset-related services. We can view a visual mapping of all the assets in your environment, and a mapping of those relationships. By analyzing the data, users can make informed decisions regarding the changes that occur to the asset over its lifecycle, such as changing users, departments, cost centers, and functions (6). Some of the key features of this tool includes:

* The asset and any of its components can be tracked according to status, version, manufacturer, etc.
* The data included in reports can then be used to make informed decisions regarding history, upgrades, replacements, workflows, audits, etc.
* Intelligent workflow capabilities that let perform routine tasks such as procurement, backup, software upgrades, patching, security management, etc, automatically and with minimal user intervention.
* Scheduled task execution, including automated report generation and scheduled data sync to help make asset management data active.
* Software license definition, tracking, and entitlement management enables active software license reconciliation and recovery. Calculation tools help you understand the number of licenses owned, entitled, and available for intelligent software asset management.



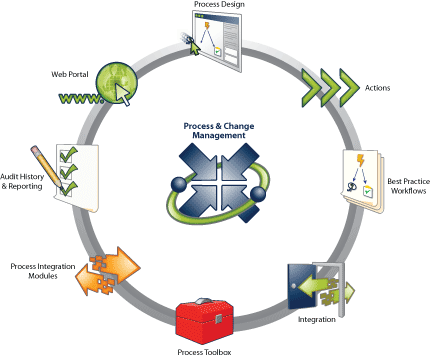
**1.3 Remote Control**

LANdesk remote control software allows to access and management the corporate resources anytime from anywhere. It is efficiently and secure All remote devices can be updated, inventoried, and monitored as if they were on the corporate network. It Centralize management and increase performance to rapidly respond to user requests for help. Optimize remote computer access for poor bandwidth conditions, reducing colors and suppressing desktop graphics to improve performance. In addition, remote control perform active maintenance on remote systems. With a open remote session in a device we can start a chat session with the device, also open the , file transfer dialog to transfer files to and from the device, and finally it also lets you browse to and execute a batch file or application on the device.

* 1. **Automation**

LANDesk® Process Manager is an add-on of LANDesk systems and security management solutions. LANDesk Process Manager improves IT and business processes while aligning IT and business services. It also helps to increase efficiency and reduce IT and operating costs. Its principal characteristic are:

* **Automated Processes with Full Control** create consistent, predictable IT workflows that automate redundant maintenance tasks.
* **Ease-of-Use and Flexibility** for its Web interfaceIt can be access by the users only an Internet connection.
* **Scalability and Cost-Efficiency**
* **Design and Management Capabilities**
* **Auditing and Reporting** Customizable reports and support for third-party electronic forms, such as Microsoft InfoPath, And the ability to share reports by the Web or email.
* **Integration** Access integration with LANDesk® solution-specific processes and third-party solutions, applications, forms and services to align your IT infrastructure and business process needs.



**1.5 Monitoring**

LANDesk monitoring solution is included in the LANDesk System Manager. It allows to Monitor hardware and software components in real-time, detect performance problems and remediate them before failures occur. This is make it through industry-standard interfaces, including CIM, WMI, SMBIOS, WBEM, WfM and more to provide a complete and accurate performance and troubleshooting capabilities.

**1.6 Patch Management**

[LANDesk® Patch Manager](http://www.landesk.com/Products/Patch/Index.aspx) is an integrated module in [LANDesk® Security Suite](http://www.landesk.com/Products/Security/Index.aspx) that enables you to research, review, and download available patches with automated vulnerability assessment and effective patch management. The health dashboard console provides system health and status summary with the tools required for incident resolution including in-band and out-of-band remote control and network based diagnostic tools.

Some of the Key Features: of LANDesk® Patch Management software are:

* Quickly evaluate systems using active vulnerability scanning
* Efficiently remediate known vulnerabilities
* Provide ongoing patch management, including application patching for desktops, notebooks, and multiple platforms
* Use with most antivirus software
* Integrate with [**LANDesk® Management Suite**](http://www.landesk.com/Products/LDMS/Index.aspx) for comprehensive systems management
* Interface with other LANDesk solutions to demonstrate compliance with Payment Card Industry Data Security Standards (PCI DSS), Federal Desktop Core Configuration (FDCC), Security Content Automation Protocol (SCAP), and other regulations(9)

**1.7 Backup & Disaster Recovery**

LANDesk does not offer directly any Backup & Disaster Recovery software solution

**1.8 Endpoint Security**

LANDesk delivers layered endpoint security with the following products : [LANDesk® Security Suite](http://www.landesk.com/Products/Security/Index.aspx), [LANDesk® Antivirus](http://www.landesk.com/antivirus-software-program.aspx), [LANDesk® Antivirus - Mail Server](http://www.landesk.com/products/antivirus-mail-server/index.aspx) and [LANDesk® Management Suite](http://www.landesk.com/Products/LDMS/Index.aspx). These solutions enables to automate patch management and deployment, control and encrypt USB and other devices to prevent data leakage, enforce endpoint security policies for mobile users, and grant network access control to protect against virus outbreaks and unauthorized access. These solutions even help to demonstrate compliance with regulatory standards such as Payment Card Industry Data Security Standards (PCI DSS), Federal Desktop Core Configuration (FDCC), Security Content Automation Protocol (SCAP), and more.(8)

The layered endpoint security of LANDesk allows to:

* Discover and inventory all the devices connected to your network and all the software running on those devices, even if a local firewall is operating.
* Stay current with patching requirements of security.
* Maximize malware protection
* Detect and remediate machines that are out of compliance with security configuration standards.
* Enforce network access control (NAC) with remote configuration assessment, quarantine and remediation capabilities for noncompliant machines.
* Prevent data loss through theft or negligence with policy.
* Enforce encryption on all allowed data and file transfers to USB devices.

**1.10 Help Desk**

LANDesk® Service Desk is a next-generation graphical business solution delivered through a range of interfaces, including console, Web portal, or PDA, enabling your organization to deliver outstanding IT support services to employees and customers.

LANDesk Service Desk combines ITIL-verified and process-driven incident, problem, and change management; customer support; assignment; service levels; escalation; and e-mail notification, and is suitable for any organization that seeks to provide an outstanding level of support service

Key Benefits

* More efficient and higher quality problem solving.
* Intuitive, role-based information delivery reduces training requirements
* Valuable business insight through real-time graphical monitors
* Faster incident logging and resolution
* Powerful self-service to help users help themselves
* A simple and effective way to introduce and use ITIL best practices
* Highly configurable to meet individual organizational needs
* Seamless integration with leading Enterprise, Desktop and Network Management systems

**.11 Reporting**

Landesk offers a full-featured reporting capabilities in LANDesk® Process Manager where is integrate all the information of the business processes. The reports are customizable reports and let manage the resources more effectively to optimize the organization operation. The ability to share reports by the Web or email helps ensure clear, consistent communication across your enterprise.

**1.12 System/User/Admin Management**

LANDesk® System Manager helps to monitor systems, security and server performance. It also offer Comprehensive reporting capabilities combine with an executive dashboard to give insight into business intelligence. And only LANDesk systems management software offers anytime, anywhere secure systems management and server management across the Internet(11)

With LANDesk System Manager, the organizations have accesses to the tools needed for proactive health and security management on any of 19 operating systems. Some of the key features are:

* Detect performance problems and remediate them before failures occur by proactively monitoring your hardware and software components in real-time.
* Keep your systems up and running by establishing performance thresholds and configuring alerts as well as leveraging remote connect, Wake-On-LAN and BIOS flash tools.
* Secure your systems by detecting asset changes, chassis intrusion and unauthorized modem use as well as scanning for and remediating vulnerabilities.
* Plan your maintenance needs with historical performance reports and data analysis as well as text and graphical reports with drill-down capabilities.

**1.13 Usability**

LANDesk products Management Suite and Security Suite, offer very user friendly GUI for configuration and management. The setup was easy to perform as well as the configuration and use of the tools. It does not required of specialized training. Entry level IT Administrator would be able to learn quickly how to use the product and makes it a powerful technological mechanism to improve the company’s productivity.

**1.14 Reliability**

LANDesk has higher levels of operational efficiency and highly reliable systems. Both consoles: The management suite and security suite are very responsive, all the policies and processes set up were planned and deployed in a controlled and reliable manner. “The solution ensures to provide reliable services and respond to incidents quickly, enabling 24/7 service delivery” (7).

**1.16 Supportability**

LANDesk® Management Suite support diverse platforms such as Windows, Mac, Novell, Unix, Linux and platforms for mobile technology. LANDesk agents can be deployed to manage servers, desktops, laptops, and mobile devices. LANDesk offers qualified technical support and training for all its products..

**2.2 Rating Results Explanation/Discussion:**

*Individual Solution Comparison Rating System Table*

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | ***Kaseya*** | ***LANDesk*** |
| 1 | Architecture | 4 | 5 |
| 2 | Audit & Asset Mgt | 4 | 5 |
| 3 | Remote Control | 4 | 5 |
| 4 | Automation | 4 | 4 |
| 5 | Monitoring | 4 | 4 |
| 6 | Patch Mgt | 4 | 5 |
| 7 | Backup & Disaster Recovery | 3 | 0 |
| 8 | Endpoint Security | 4 | 5 |
| 9 | User State Mgt | 4 | 3 |
| 10 | HelpDesk | 4 | 5 |
| 11 | Reporting | 4 | 4 |
| 12 | System | 4 | 4 |
| 13 | Usability | 4 | 4 |
| 14 | Reliability | 3 | 4 |
| 15 | Performance | 4 | 4 |
| 16 | Supportability | 3 | 4 |
|  | **Total** | **61** | **65** |

LANDesk software offers almost all the IT Automation tools that any company would want from a client management product. The company's products have asset inventory/discovery, security vulnerability detection and remediation, software distribution, IT compliance reporting, patch management, software license management, security policy enforcement, and endpoint device power consumption management. Among them the company’s strengths are the Patch Management and Audit & Asset Management, and their weaknesses are Backup and Disaster Recovery because it is not offered at all as a LANDesk product. To accomplish this task you have to use a third party backup tool.

**3. Glossary**

• **Core server:** The center of a management domain. All the key files and services for Management Suite are on the core server. A management domain has only one core server.

• **Console:** The main LANDesk Management Suite interface.

• **Web console:** The browser-based Management Suite console that offers a subset of the features available in the main console.

• **Core database:** Management Suite requires one database for each core server, and if you have multiple core servers, you can use a core rollup database that summarizes data from the core servers.

• **Core rollup database:** A database that is optimized for querying. Core rollup databases summarize data from multiple the core servers. Only the Web console can access the core rollup database.

• **Clients:** Desktop computers, servers, laptops, or handheld devices, in your network that have LANDesk agents installed. A core server can manage as many as 10,000 clients.Larger environments require multiple core servers

**4. Acknowledgements**

*I would like to thank LANDesk Software for the free45-day Trial Version for their LANDesk Management Ssuite solution. provided in their website.*

**5. References**

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