



**SCRIPTLOGIC SOLUTIONS & IT LIFECYCLE
MANAGEMENT SUITES COMPARISON**

**A ScriptLogic
Product
Positioning
Whitepaper**

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INTRODUCTION TO SCRIPTLOGIC CORPORATION

ScriptLogic Corporation, headquartered in Boca Raton, Florida, is a leader in network administration software for Microsoft Windows-based networks. ScriptLogic’s software solutions are used every day on more than 3 million desktops and 75,000 servers at more than 13,000 customer installations around the world.

Founded in 1998, ScriptLogic has developed its product range according to the day-to-day needs of Windows network administrators, a fact demonstrated by numerous Readers Choice awards from Redmond magazine, Windows IT Pro and Windows Server System magazine.

With each new release, ScriptLogic’s products have evolved to cover an increasing share of the vast array of activities required to create and manage a network of Windows servers and desktops. With such a wide range of functionality, ScriptLogic products are increasingly compared to management suites from other vendors which take a higher-level, “broad brushstroke” approach to network administration. The purpose of this document is to consider how ScriptLogic Corporation’s desktop and (to a lesser extent) server products fit into the bigger picture of IT lifecycle management, and compare them with some comprehensive management suites from other vendors.

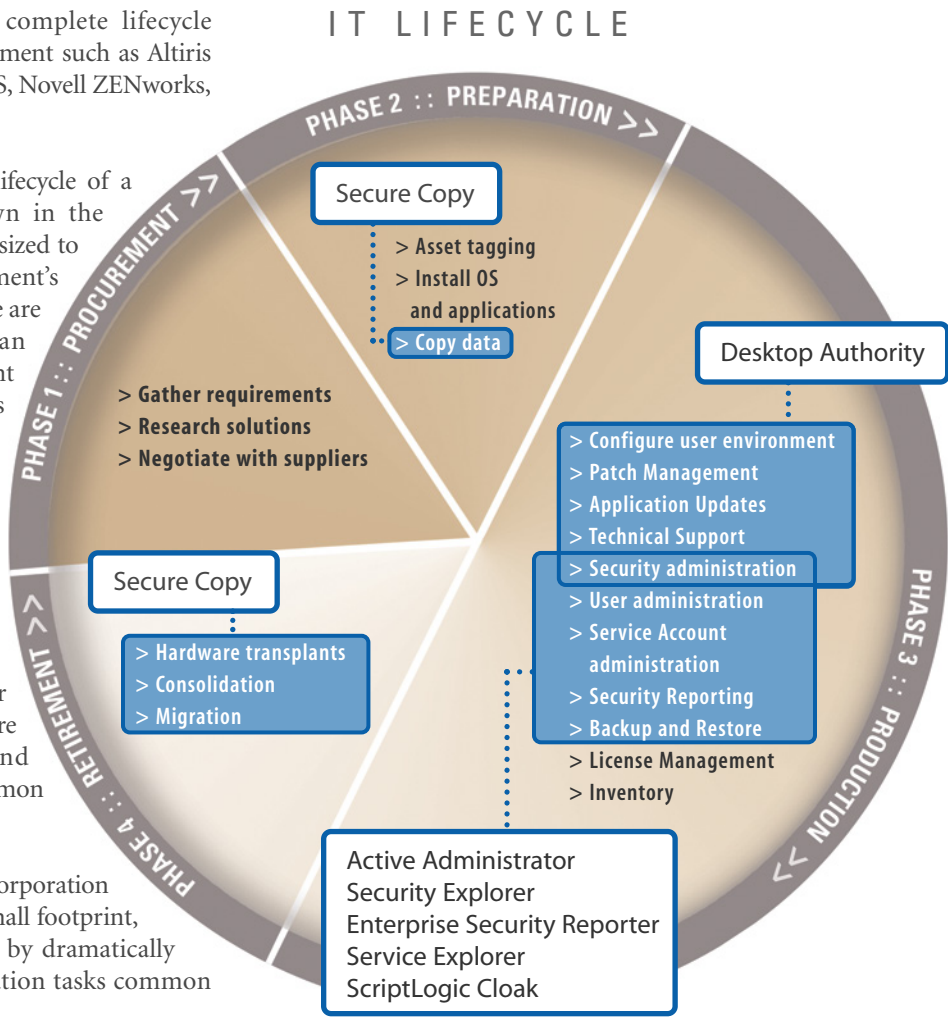
BACKGROUND

At ScriptLogic, we are frequently asked how our solutions compare with products that take a complete lifecycle approach to desktop and server management such as Altiris Client Management Suite, Microsoft SMS, Novell ZENworks, LANdesk, and so on.

To answer this question, consider the lifecycle of a Windows desktop or server, as shown in the diagram. In this diagram the phases are sized to represent the share of the IT department’s time which is spent on each phase. These are not accurate percentages, merely an indication of where most time is spent based on our experience and studies which reveal that the true cost of administering and managing a Windows desktop PC is typically 2-3x the cost of the hardware and software.*

Products which attempt to address the complete lifecycle of desktops and servers aim to cover all of these phases. Some have specialized functions for dealing with specific tasks in one or more phases, but they tend to be large and complicated and do not specialize in common day-to-day administration issues.

By contrast, products from ScriptLogic Corporation are quick to install, easy to use, have a small footprint, and immediately save time and money by dramatically simplifying time-consuming administration tasks common to all Windows networks.



*Source: Gartner Desktop TCO Update.

Furthermore, ScriptLogic products are mostly used within the production phase of the desktop or server lifecycle (with the exception of Secure Copy which is most often used during deployment/retirement projects). By concentrating on the

largest area of desktop and server lifecycle, ScriptLogic products have an immediate impact on lowering the cost of desktop and server ownership.

ScriptLogic products fall into 3 distinct categories:
Desktop Management, Server Management and Active Directory Management.

Category	Products	Typical Tasks achieved in seconds
Desktop Management	Desktop Authority	<ul style="list-style-type: none"> > Logon script creation: printers, drive mappings, preferences, security policies... > Application/OS Patch deployment > End-User Technical Support
	ScriptLogic Enterprise	> All of the above except End-User Technical Support
Server Management	Security Explorer	<ul style="list-style-type: none"> > Add/remove file permissions ACEs without changing the rest of the tree > Backup file security for a whole server
	Enterprise Security Reporter	> Report security settings from a snapshot of the Windows network
	Service Explorer	> Update logon passwords for services on all computers
	Secure Copy	> Migrate files, file permissions, local users and groups to a new server and domain
	Cloak	> Hide folders and files that the user cannot access on local and remote file systems
Active Directory Management	Active Administrator	<ul style="list-style-type: none"> > Restore AD security > Identify historical AD changes > Test or roll-back Group Policy changes

To reiterate, the major differentiators between ScriptLogic products and desktop and server lifecycle products are:

- > **Focus:** on the most common, most time-consuming administration tasks in Windows production systems
- > **Size:** quick to install, low footprint
- > **Ease-of-use:** intuitive User Interface targeted at specific problems

COMPARISONS WITH SPECIFIC PRODUCTS

1) Altiris Client Management Suite

Altiris Client Management Suite focuses on the key functions within the desktop lifecycle:

- > Deployment
- > Inventory
- > Backup and Recovery
- > Software Delivery
- > Remote Control
- > OS imaging
- > PC Personality and OS Migration
- > Patch Management

It has proved popular with large enterprises for managing and automating the total lifecycle of desktop computers, and has impressive capabilities for deploying and commissioning new desktop machines from an image. In addition, Altiris supports end-to-end ITIL Service Support and Service Delivery processes managed through their web-based architecture and console.

However, Altiris Client Management Suite is cumbersome as a product for day-to-day management of the myriad of user preferences, connections to network resources, desktop settings and fixes. Following are examples of tasks where Desktop Authority and ScriptLogic Enterprise excel and Altiris Client Management Suite is not suitable:

- > Automatically mapping a new printer for all users on the 3rd floor when they next log on
- > Configuring 3 drive mappings to different parts of a file server, customized by user group, geographical location and whether they use Terminal Server
- > Adding an anti-virus patch that must be installed before the user runs Outlook
- > Patching Windows 98 machines that have a specific version of an app installed, but only for users in a particular OU, and not until they next shutdown their computer
- > Deploying Security Policies and desktop lockdowns to a group of users, but only when they connect from a particular set of devices

One other differentiating factor between Altiris Client Management Suite and Desktop Authority is pricing. Altiris Client Management Suite typically sells for around \$100 per seat whereas, at the time of writing, Desktop Authority costs a maximum of \$38 per seat, falling to \$13.50 per seat for 5000 or more.

There are two areas where Desktop Authority and Altiris Client Management Suite overlap:

1. Patch Management and Application Deployment

- > Altiris' Comprehensive Release Management includes packaging, preflight testing, application version tracking within a Definitive Software Library (DSL), and targeted software delivery
- > Desktop Authority's patch system is simpler and best-suited to smaller enterprises, but does have some advantages:
 - Desktop Authority's unique Validation Logic features allow for highly granular control over which users/machines will receive the patch using any combination of criteria including user name, group, OU, computer name, Windows version, IP/MAC address, whether a file exists and its version info, whether a registry key exists and its contents, and so on...
 - Desktop Authority can run application and Windows updates at logon/logoff/shutdown time, which can be essential for anti-virus patches. Altiris only runs patches at a specified date and time

2. Interactive Technical Support (remote control)

- > Altiris offers the ability to give the administrator real-time remote control of a remote users desktop
- > Desktop Authority contains this capability too, but also offers non-intrusive tools to manage and query the user's remote file system, processes, drivers, services and so on, all without disturbing their work.

In summary, Altiris Client Management Suite and Desktop Authority are complementary in many ways: Altiris is a tried-and-trusted solution for managing the overall desktop lifecycle whereas Desktop Authority is the industry's leading solution for day-to-day administration of the user's Windows environment. There are some overlapping functions, but these are essentially complementary solutions.

2) Microsoft SMS

The comparison between Microsoft's Systems Management Server (SMS) and Desktop Authority is very similar to the Altiris comparison. SMS is a robust product focused on managing the whole desktop lifecycle and especially large-scale software distribution, where Desktop Authority focuses on day-to-day desktop configuration.

This comparison is covered in detail in a separate white paper by Nick Cavalancia which is available from www.scriptlogic.com/whitepapers, entitled "Desktop Authority and Microsoft SMS."

CONCLUSION

As ScriptLogic's award-winning desktop and server management products have become more comprehensive they have increasingly been compared to more complex and wide-ranging network management suites from other vendors. The advantages of ScriptLogic's approach are:

- > **Focus:** on the most common, most time-consuming administration tasks in Windows production systems
- > **Size:** quick to install, low footprint
- > **Ease-of-use:** intuitive User Interface targeted at specific problems

In an ideal world enterprises would have a combination of overall lifecycle management tools as well as day-to-day configuration management tools such as Desktop Authority. However, in reality enterprises are often forced into a choice of one desktop "management" solution or the other.

Which you choose depends on your needs. If the immediate concern is locking down desktops, re-gaining control over the user's Windows environment and dramatically reducing the time spent by administrators on activities such as logon scripting and configuring network resources then Desktop Authority is the clear choice, and typically costs a lot less than a large and complicated lifecycle management suite.

For more information, contact ScriptLogic at www.scriptlogic.com or 1.800.424.9411.