



IT/Q NEWS

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IT/Q, Smart Technology Management from *CompuCom Systems, Inc.*



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TABLE OF CONTENTS

Active Directory and Group Policy with NetIQ	3
Regulatory Compliance Solutions from Citrix	4
LANDesk Management Suite	5
Adobe Update	5
Consolidated Client Infrastructure from HP	6
McAfee Total Protection Solutions	7
CompuCom Wins LAR Award from Symantec Corp.	8

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Software Management Services with a Smart Side

Is your organization getting the most out of its Microsoft® Enterprise Agreement?

Organizations choose to sign a Microsoft Enterprise Agreement (EA) for many compelling reasons: it's the most cost-effective way to license their desktops and maintain compliance; it allows them to spread payments over three years; and it provides access to upgrades and support benefits through SA and/or the ability to deploy other Microsoft products without paying for them until their annual true-up.

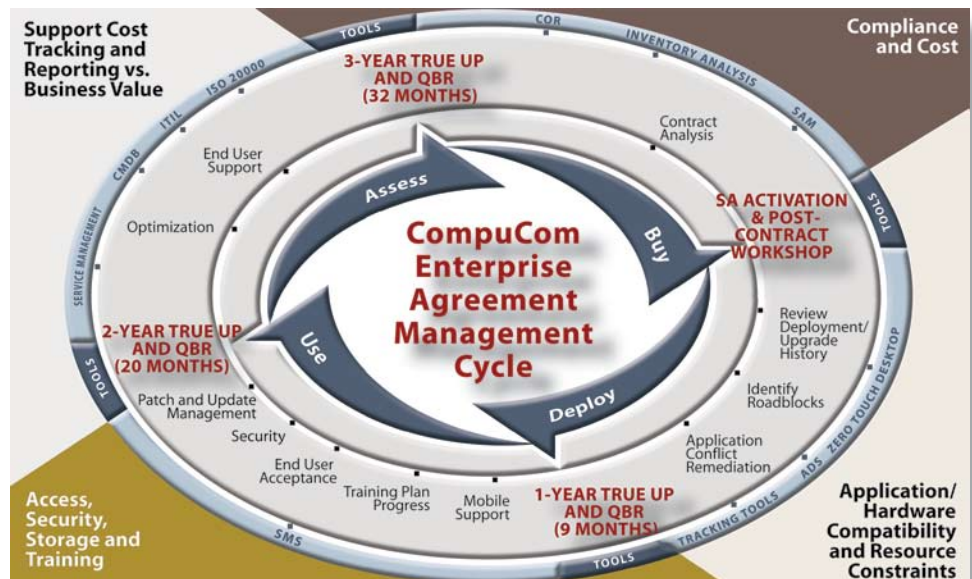
Whatever the reason was for selecting an EA, many clients nearing the end of their agreement question whether or not they got the return they were expecting and what they should do next.

CompuCom has been helping companies of all sizes manage their Microsoft EAs since 1998, when Microsoft launched the program, and has developed a proven set of best practices and

services around the management of Microsoft licensing agreements. On staff we have more than 20 senior licensing and SAM consultants who advise clients on how to get more out of their Microsoft investments.

So how do you ensure that your organization gets the most out of its EA?

Getting the most out of a Microsoft EA requires planning and support across your organization. Whether or not your organization will be able to deploy the most current version of Office and/or Windows® will depend on your organization's ability to cost-effectively update and manage PCs. Whether or not end users will be able to take advantage of mobile access and add-on products such as LCS will depend on your organization's security policies and telecommunication infrastructure.



Then there is Software Assurance. What benefits are your organization entitled to? How do you effectively communicate the benefits to the individuals who would use them? How do you distribute and consume benefits without creating significant amounts of work for yourself or the contract administrator?

Lastly, how will you efficiently plan and manage true-ups/downs and procure additional products? Do you add them to your existing EA or sign an additional Microsoft Select Agreement? How will you handle licensing and agreements for products Microsoft just purchased—such as AssetMetrix, Sybari, and Softricity—that you already own or were considering purchasing?

These are common questions and challenges most organizations have and need help managing. CompuCom licensing and SAM consultants help organizations address these questions in a systematic fashion.

Make sure you have the right people involved. Take it year by year. Set clear goals.

The first step in getting the most out of your Microsoft EA is getting the support you need within your organization to effectively utilize the technology and SA benefits you have purchased.

The second step is to leverage the resources supplied to you from Microsoft and your Enterprise Software Advisor (ESA) to help you deploy technologies, train users on new products and features, and leverage product enhancements made via service packs and acquisitions. CompuCom is an ESA and also has an extensive services organization that can help you get the most out of your Microsoft investments.

Want more out of your EA? CompuCom Software Consultants are here to help.

CompuCom has been termed the “LAR of the future” by many of our software partners. Because we not only help clients procure licensing agreements but also deploy and manage their IT assets, CompuCom has gained additional insights into what customers need to do to get the most out of their Microsoft investments.

To help clients do this, CompuCom has developed programs and methodologies that help clients better manage their EAs by addressing key technology concerns in a systematic fashion aligned with key dates associated with their EAs.

By proactively managing these milestones and setting technology and investment goals, organizations can ensure that they get the most out of their EAs. CompuCom has developed a baseline set of activities that it uses when meeting with clients to determine whether or not they could be getting additional value out of their EAs. We understand that every company has unique technology objectives but have learned that even clients with varying objectives find it helpful to have some type of baseline road map against which to benchmark their organizations’ effectiveness in leveraging an EA investment.

Organizations that are interested in this level of partnership are assigned a local Software Consultant who will take the lead in coordinating ongoing meetings and providing the resources and services needed to ensure that the organizations meet their goals.

For more information about CompuCom’s EA Managed Services and other licensing offerings, contact one of our SAM consultants by sending an e-mail to itq@compucom.com.

SA Corner – Training Vouchers and DDPS

Most of our Microsoft clients have been very pleased with the benefits offered by Software Assurance, including eLearning, Problem Resolution Support, TechNet Plus, and more. These benefits can add value to any organization by allowing for easier initial deployment, advanced software management, and seamless automatic updates. Some of the most commonly asked questions are related to the training vouchers. Here are some important facts to remember:

- The assigned Benefits Administrator is authorized to generate the training vouchers through the MVLS Website, and the vouchers can be distributed to employees via e-mail once they have been created.
- The employees will be sent instructions from Microsoft detailing how to sign up for courses, and the employees will simply provide voucher information for redemption.
- Vouchers can be traded for Desktop Deployment Planning Services days. The number of vouchers that must be redeemed depends on your agreement type and the initial dollar amount spent on Software Assurance.
- Microsoft trainers will actually come to your workplace to provide the DDPS training (if you have training facilities that meet their technical requirements), or they will reserve a training facility close to your location.
- The training can last anywhere from one day to 15 days (depending on SA purchased and available vouchers) and will introduce the most advanced techniques, processes, and tools to help your organization achieve the most cost-effective desktop environment.

CompuCom is also certified to deliver DDPS services. For more information regarding training vouchers and/or DDPS services, e-mail sa@compucom.com.