



**IT & Asset Management
Quick-Start Consulting Services
for Servers**

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Server Management Quick-Start Services

Q-Armada provide a range of server management offerings that help you to better manage all your IT infrastructure elements and platforms. These include initial discovery of your server assets, comprehensive management of your inventory, software and patching requirements, as well as image deployment capabilities and the monitoring and management of server health, performance and capacity. All of Q-Armada's server management offerings are structured to deliver the desired outcomes and adhere to a methodology that is specifically designed to cater for server platform environments.

After many years of delivering Altiris server management solutions, it became apparent to Q-Armada that there are four fundamental aspects of server management that are common to most organisations. This has enabled Q-Armada to develop and deliver the consistent, repeatable and proven quick-start services that are contained in this booklet through our highly trained and experienced consultants.

This booklet outlines our Quick-Start consulting services that have been designed to deliver maximum value in a condensed timeframe to get you up and running with the Altiris technology without compromising quality or your business objectives.

Q-Armada Project Methodologies

Q-Armada's project methodologies include assessment, design and implementation services delivered in distinct phases which provide you clear and measurable milestones and ensure the project is delivered as planned.

This allows organisations to leverage their data and ICT technology, by providing a method of integrating their business processes with the technology. This will in turn, delivers better alignment of the IT function with the business objectives.

All services include documentation detailing the relevant project information and are structured to serve as an ongoing technical reference document.

About Q-Armada

Q-Armada Pty Limited is an Australian owned company specialising in Asset & Technology Management. Our primary objective is to assist our customers in the management of their assets as they move through their respective lifecycles (i.e. from acquisition to retirement).

We utilise a combination of proven, industry best-practice methodologies, with a wealth of experience in asset and systems management, to ensure we deliver a measurable business outcome to every service/engagement, be it strategic, financial or operational .

As a Symantec Gold Partner, Q-Armada is widely regarded as the most highly skilled and experienced partner in the Asia-Pacific region and have delivered Asset Management services to some of the largest organisations in the region. These include leading Australian investment institution (10,000 nodes), major New Zealand airline (7,600 nodes) and education institutions in Asia (80,000 nodes).

For further information, please contact Q-Armada on info@q-armada.com.

Q-Armada Consultants

Q-Armada consultants, their skills, history and background is firmly rooted in the technical and commercial management and operation of IT infrastructure assets and the related business processes.

We understand that it's vital for a consultant to not only have expert technical knowledge, but also a wealth of project experience and ability to ensure technology solutions meet business requirements.

Q-Armada place a strong value on all three components and employ likeminded consultants. Each consultant brings professionalism, quality and uncompromising business ethics to each project to ensure you receive the best possible results.

Altiris Notification Server 7.0 + Inventory Solution (for Servers) Implementation Service



Service Overview

The Q-Armada Altiris Notification Server 7 + Inventory Solution Implementation Service incorporates the assessment, design and implementation required to establish hardware and software inventory management. This critical first step to managing your server environment provides you immediate and reliable inventory information which delivers clarity on what you need to manage. Underpinning this Inventory Solution is the implementation and configuration of the core Altiris infrastructure which is a prerequisite for all your future Altiris Solutions.

What Does It Deliver?

The Q-Armada Altiris Notification Server and Inventory Solution implementation service delivers the following:

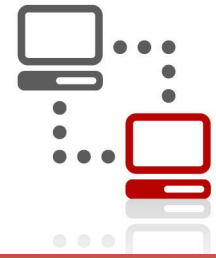
- > Installation and configuration of the core Altiris Notification Server infrastructure and Altiris Inventory Solution to a production pilot environment.
- > Establishment of inventory management capabilities including:
 - > The ability to report on and interrogate server systems across multiple platforms from a central repository.
 - > Establishment of an accurate inventory baseline:
 - > Comprehensive hardware information.
 - > Software inventory information.
 - > Service and server-specific information.
 - > Core inventory report set.
- > Project Documentation
 - > High Level Solution Design and Configuration documentation.
- > On the job skills / knowledge transfer.

Benefits

The Q-Armada implementation service ensures maximum leverage of the capabilities and benefits which can be derived from the Altiris Inventory Solution:

- > Establishment of a centralised inventory management platform that provides a critical baseline of your assets in your organisation which allows for ongoing management and support of your environment.
- > Get a complete view of your organisation to help balance jobs and workloads, optimise software licenses and reduce costs associated with OS deployments and software rollouts.

Deployment Solution (Server) 6.9 Implementation Service



Service Overview

The Q-Armada Altiris Deployment Solution Implementation Service incorporates the assessment, design and implementation required to establish image deployment infrastructure and capabilities available within the Altiris Deployment Solution version 6.9. This service helps you maximise your investment in Altiris software and ensures a successful initial implementation by leveraging Q-Armada's expertise.

What Does It Deliver?

The Q-Armada Altiris Deployment Solution Implementation Service delivers the following:

- > Assessment, design and implementation of core Altiris Deployment Server Infrastructure and Altiris Deployment Solution to a production pilot environment.
- > Establishment of image deployment capabilities including:
 - > Image capturing capabilities
 - > Image deployment capabilities
 - > Software distribution and configuration capabilities
 - > Integration with bare metal hardware configuration tools from vendors such as Dell.
- > Project Documentation
 - > High Level Solution Design and Configuration documentation.
- > On the job skills / knowledge transfer.

Benefits

The Q-Armada implementation service ensures maximum leverage of the capabilities and benefits which can be derived from the Altiris Deployment Solution:

- > Establishment of a centralised image deployment capability.
- > Imaging and provisioning automation across multiple platforms.
- > Security capabilities which help ensure that only standardised and approved images are deployed with a corporate standard configuration.
- > Enables IT to rapidly provision services and applications to meet business needs
- > Removes the 'human error' factor associated with operating systems and applications being installed in non-standard configurations.
- > Reduces down-time for computers requiring rebuild.
- > Accordance with Microsoft & Altiris Best Practices.

Altiris Notification Server 7.0 + Patch Management (for Servers) Implementation Service



Service Overview

The Q-Armada Altiris Notification Server 7 + Patch Management Solution implementation service incorporates the assessment, design and implementation required to establish patch management capabilities for your server fleet utilising the Altiris toolset. Designed specifically to cater for the needs of server environments, this service helps you to maximise your investment in Altiris software and ensures a successful initial implementation by leveraging Q-Armada's expertise.

What Does It Deliver?

The Q-Armada Altiris Notification Server and Patch Management Solution implementation service delivers the following:

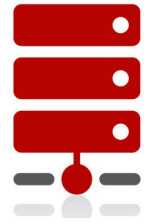
- > Installation and configuration of core Altiris Notification Server infrastructure and Altiris Patch Management Solution to a production pilot environment.
- > Accurate targeting of operating system patches to the target servers that need them.
- > Compatibility with organisational maintenance windows to ensure that patches are installed during the designated window.
- > Ability to report on server patch compliance.
- > Ability to phase patches into your server fleet in a controlled manner, reducing risk.
- > Project Documentation
 - > High Level Solution Design and Configuration documentation.
- > On the job skills / knowledge transfer.

Benefits

The Q-Armada implementation service ensures maximum leverage of the capabilities and benefits which can be derived from the Altiris Patch Management Solution:

- > Intelligent software detection and analysis to ensure that servers install the patches that they require.
- > Comprehensive vulnerability and compliance reporting.
- > Accurate targeting and deployment of patches along with verification.
- > Automation of patch deployment so that patch management becomes a repeatable operational task rather than an expensive project based activity
- > Reduction in support costs through increased automation

Altiris Server Management Suite 7 Implementation Service



Service Overview

The Q-Armada Altiris Server Management Suite 7 implementation service incorporates the assessment, design and implementation required to establish hardware and software inventory, image deployment, software management (including patch) and server monitoring and real-time visibility. Designed specifically to cater for the needs of server environments, this service helps you maximise your investment in Altiris software and ensures a successful initial implementation by leveraging Q-Armada's expertise.

What Does It Deliver?

The Q-Armada Altiris Server Management Suite 7 implementation service delivers the following:

- > Assessment, design and implementation of core Altiris infrastructure and the following Altiris Solutions to a production pilot environment:
 - > Inventory Solution (7.0)
 - > Software Management Solution (7.0)
 - > Patch Management Solution (7.0)
 - > Deployment Solution (6.9)
 - > Monitor Solution (7.0)
 - > Real Time Systems Manager (7.0)
- > Establishment of server management capabilities including:
 - > Ability to discover and gather inventory from your servers and infrastructure devices along with agentless inventory for network devices.
 - > Ability to provision servers remotely with tools to deploy images, change configurations, distribute and manage software and performing tasks such as running scripts and restarting services.
 - > Monitoring and alerting, both agent and agentless.
 - > Centralised alerting with powerful event management.
- > Project Documentation:
 - > High Level Solution Design and Configuration documentation.
- > On the job skills / knowledge transfer.

Benefits

The Q-Armada implementation service ensures maximum leverage of the capabilities and benefits which can be derived from the Server Management Suite:

- > Provides complete visibility into your organisation's server systems giving you insight into what you have, where it's located and what state it's in, all from a central location.
- > Simplifies management of the server lifecycle through the use of a centralised suite to discover, provision, manage and monitor servers.