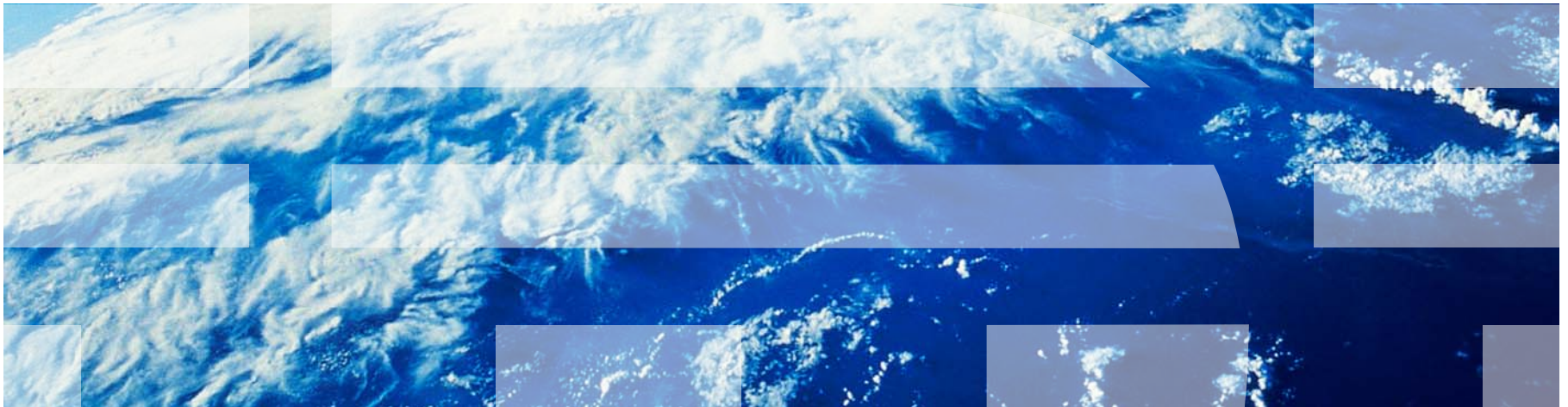# Mobile Security- Managing & Securing The Endpoint

Steven Scheurmann– VP Sales APJ, Tivoli Endpoint Manager

April 4, 2011

Agenda

- Endpoint Trends and Challenges

- Integrated Service Management- What Clients Need

- Our Strategic Focus and Value Proposition

- Tivoli Endpoint Manager

- Q&A

Source: If applicable, describe source origin

The road to service innovation is not without its challenges…
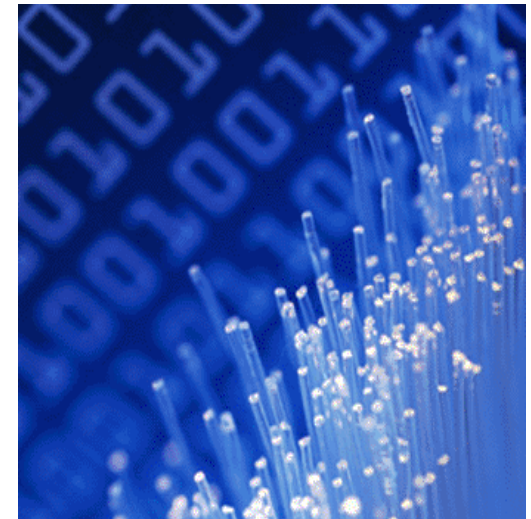

Higher Client Expectations

More service options, more quickly, with higher quality.

Greater Complexity

Services delivered across interconnected environments.

Increased Risk

Growth in business service data & security threats

not for distribution

Endpoint Management: The Three Cs

Complexity

- Manage Complexity, Simplify and Automate
  - Coordination across business processes through the organization
  - Heterogeneous endpoints, networks, applications and OSes

Compliance

- Ensure Compliance, Reduce Risk
  - Security vulnerabilities
  - Inaccurate inventory
  - Industry regulation compliance and auditing (COBIT, SOX, HIPAA, and more)

Cost

- Reduce TCO & Operational Costs
  - Remove manual intervention
  - Remove unnecessary configuration diversity
 - Improve efficiency

IBM's strategic focus is heterogeneous endpoint management with converged security and lifecycle management

- Lifecycle and Security Management across multiple end points –user roles with multiple devices

- Delivers common, policy based lifecycle endpoint management across heterogeneous end point types

- Automates tasks such as device configuration, software distribution, backup & restore, asset management, security management, migration and retirement

- Endpoint lifecycle and security management is a critical component of end to end service management
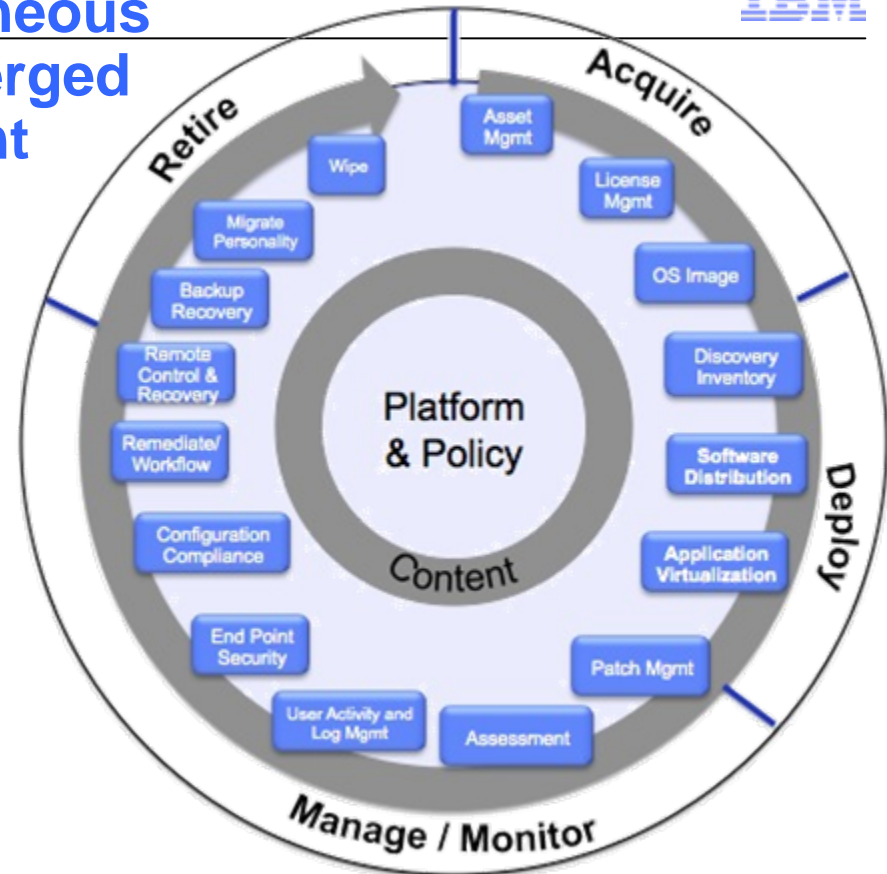
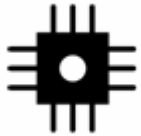**Endpoint Spectrum**

DESKTOP & LAPTOP ENDPOINT

MOBILE ENDPOINT

PURPOSE SPECIFIC ENDPOINT

not for distribution

What clients need to enable service innovation is <u>visibility, control, and automation across the entire infrastructure and life-cycle</u>

INSTRUMENTED

INTERCONNECTED

INTELLIGENT

Integrated Service Management enables service innovation by providing Visibility. Control. Automation.™ across smarter business infrastructures and the end-to-end service chain.
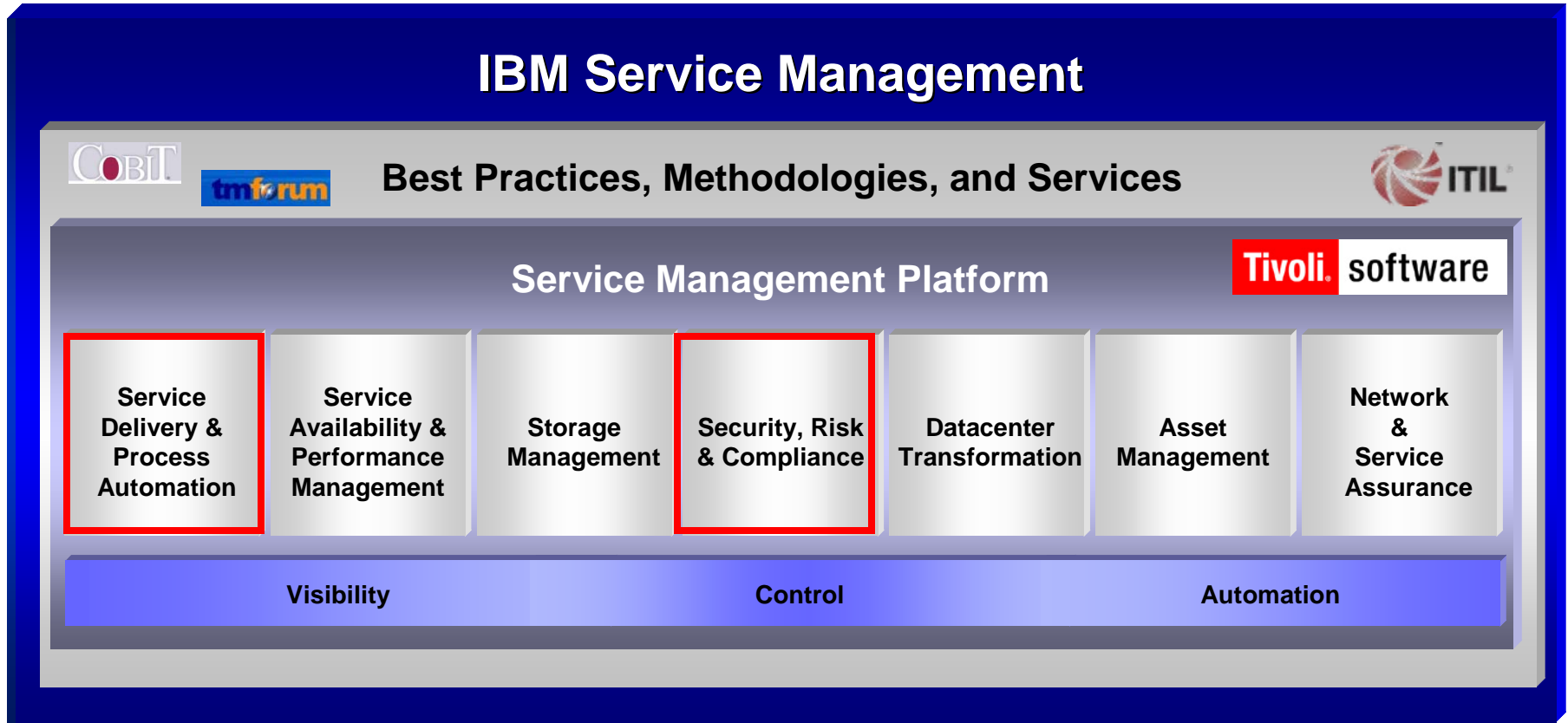
VISIBILITY

CONTROL

AUTOMATION

IBM Service Management: a comprehensive solution built on industry best practices

IBM Service Management

Best Practices, Methodologies, and Services

COBIT · tmforum · ITIL

Service Management Platform

Tivoli. software

Service Delivery & Process Automation	Service Availability & Performance Management	Storage Management	Security, Risk & Compliance	Datacenter Transformation	Asset Management	Network & Service Assurance

Visibility	Control	Automation

Core segments where BigFix enhances our portfolio

7

Tivoli Endpoint Manager, Built on BigFix Technology
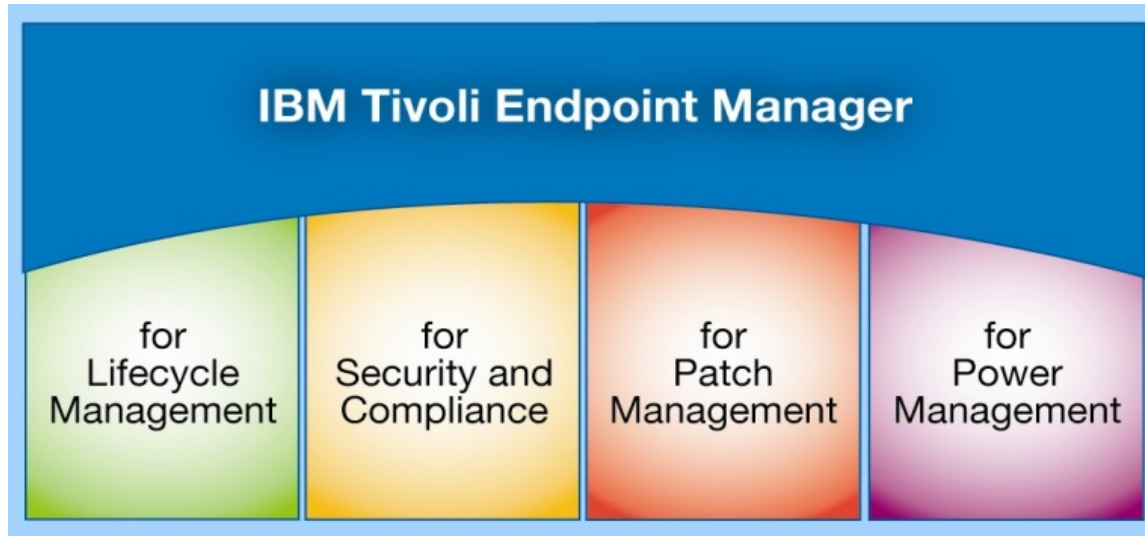
Using Tivoli Endpoint Manager, clients can:

- See all endpoints: physical, virtual, fixed or mobile
- Fix issues anywhere in minutes, regardless of bandwidth or connectivity
- Deploy in days, over any network or geography
- Achieve continuous compliance – across platforms
- Simplify operations and enjoy rapid time to value

Tivoli Endpoint Manager Platform Elements

Single Intelligent Agent
- Continuous self-assessment
- Continuous Policy enforcement
- Minimal system impact (<2% cpu)

Single Server & Console
- Highly secure, highly available
- Aggregates data, analyzes & reports
  - Manages >250k endpoints

An existing TEM managed asset can become a relay in minutes

Powerful policy language (Fixlets)
- Thousands of out-of-the-box policies
- Best practices for ops and security
- Simple custom policy authoring
- Highly extensible / applicable across all platforms

Virtual Infrastructure
- Designate any TEM agent a relay or scan point
- Built-in redundancy
- Leverage existing systems/ shared infrastructure

BigFix: How it Works

Lightweight, Robust Infrastructure
• Use existing systems as Relays
• Built-in redundancy
• Support/secure roaming endpoints
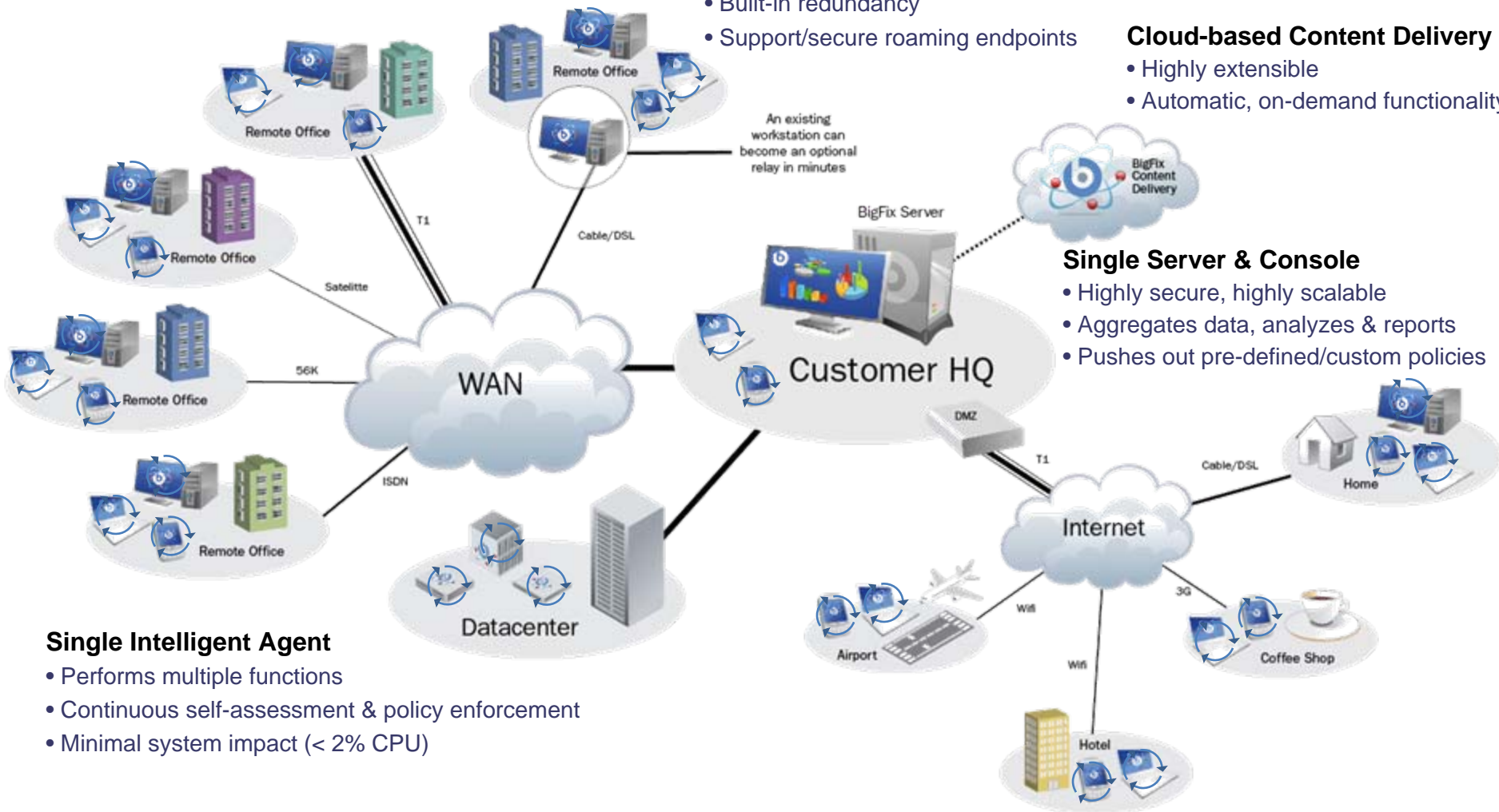
Cloud-based Content Delivery
• Highly extensible
• Automatic, on-demand functionality

An existing workstation can become an optional relay in minutes

BigFix Server

BigFix Content Delivery

Single Server & Console
• Highly secure, highly scalable
• Aggregates data, analyzes & reports
• Pushes out pre-defined/custom policies

Remote Office

Remote Office

Remote Office

Remote Office

Remote Office

T1

Satelitte

56K

ISDN

Cable/DSL

WAN

Customer HQ

DMZ

T1

Cable/DSL

Home

Datacenter

Internet

Airport

Wifi

Wifi

3G

Coffee Shop
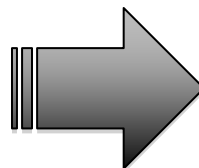
Hotel

Single Intelligent Agent
• Performs multiple functions
• Continuous self-assessment & policy enforcement
• Minimal system impact (< 2% CPU)

Closed Loop Speed is Our Advantage

Traditional Solutions

TEM

Report   Publish

Evaluate   Evaluate

Decide   Decide

Enforce

Report   Publish

Enforce   Evaluate

Challenge	Traditional client/server tools	TEM Platform
Complete the policy enforcement loop	Everything is controlled by the server, which is slow	Distributed computing with intelligent, universal agent
Increase the accuracy and speed of your knowledge	It can take days to accurately close the enforcement loop	Policy enforcement is accomplished and proven in minutes instead of days
Scalability cannot be attained without large infrastructure investments	Administrators are still managing tools instead of being productive	Distributed processing means scalability is unlimited
Adjust system policies depending on environment, location	Scan-based assessment, leading to stale data false sense of awareness	Real-time situational awareness

Tivoli Endpoint Manager: Low TCO, Real Savings

	Previous Approach	With TEM
90K device deployment	6 months	1 week
# of Management Servers	25	1
Annual Electricity Costs	$6.9M	$4M
Patch Cycle	7 Days	5 minutes
Software Inventory Cycle (license "true-up")	3 weeks	20 minutes
Vulnerability Assessment Cycle	6 months	3 days
Security Configuration Cycle	5 months, 6 FTEs	2 weeks, 1 FTE

Tivoli Endpoint Manager Approach: Drives Down Cost and Complexity

Distributed architecture matches today's enterprise

- Bandwidth Throttling for low bandwidth networks
- Effective mobile and remote computer management

Blazing Speed

- 100x faster than competing solutions

Pervasive Visibility and Control

- Heterogeneous support across all computing assets - fixed and mobile - physical and virtual
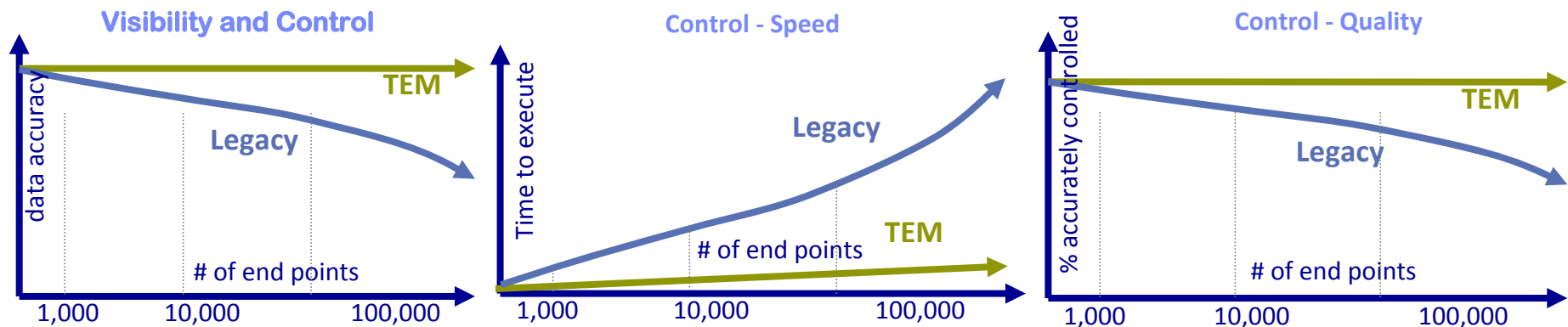
Massive Scalability

- Manage thousands to hundreds of thousands

Extreme Productivity

- 1 FTE performing the task of a dozen

Revolutionary Economics

- Proven ROI and the Lowest TCO

Visibility and Control — data accuracy vs. # of end points (1,000; 10,000; 100,000); TEM flat, Legacy declining.

Control - Speed — Time to execute vs. # of end points (1,000; 10,000; 100,000); Legacy rising, TEM flat.

Control - Quality — % accurately controlled vs. # of end points (1,000; 10,000; 100,000); TEM flat, Legacy declining.