



BMC's Marimba* Products and Intel® Active Management Technology

Company	BMC Software, Inc. is a leading provider of enterprise management solutions that empower companies to manage their information technology (IT) infrastructure from a business perspective. BMC Software solutions span enterprise systems, applications, databases and service management.
Business Challenge	Maintain accurate computer inventory tracking during computer upgrades, rebuilds, repairs, redeployments and relocations. Remotely diagnose and repair computers regardless of power or operating system (OS) state.
Technology Solution	Marimba* software change- and configuration-management products
Enabled By	Intel® Active Management Technology (Intel® AMT)

Improving Asset Management and Problem Resolution with Persistent Memory and Enhanced Remote Communication

Intel® Active Management Technology (Intel AMT) enables new capabilities in remote computer management and problem resolution. With Intel AMT-enabled systems, BMC Software's Marimba products offer improved configuration discovery through persistent machine identification (ID), increased accuracy of asset tracking, enhanced remote diagnostics and troubleshooting, and improved software-change management.

Today's Challenge

Global 1000 businesses have complicated network infrastructures with far-flung branch offices, slow links, and operations that span different types of networks. With such extensive computing environments, keeping accurate computer inventory records through the constant cycles of changes, upgrades, repairs, re-imagings, redeployments and relocations is difficult. It is also costly if a company uses a manual inventory process to try to ensure accuracy. This is a critical problem for IT departments. Without persistent machine IDs, management agents cannot accurately track assets, deploy software efficiently or manage existing systems.

Today's management software is also dependent on the client OS being operable. This limitation makes it difficult or impossible to communicate with machines that have become unstable or inoperable, resulting in costly—and often multiple—desk-side visits to diagnose and resolve problems.

The Solution: BMC Software's Marimba Products and Intel AMT

With Intel AMT-enabled systems, BMC Software's Marimba products now help customers make remote management more efficient and reduce the total cost of the computing environment. For example, in a typical enterprise, computing systems are constantly being upgraded and redeployed as business needs change. Automated asset-management solutions streamline the tracking of such changes, but those solutions are often dependent upon installed agents or registry settings to ensure that the identity of a system persists across the change. When systems are re-imaged or migrated to a new OS, this identity can be lost. Asset managers are

then left with multiple unrelated entries for a single device, and no consistent way to track an asset from purchase to decommissioning. Using Marimba to manage Intel AMT-enabled systems solves the problem. Marimba takes advantage of the Intel AMT nonvolatile memory to store data important for managing a machine, including the unique machine ID. This data persists regardless of the state of the machine. For example, even if the computer is moved from one building to another, if the OS changes from Microsoft Windows* to Linux*, or if software or settings are added or removed, Marimba can still accurately identify and match the machine to previous inventory scans. Asset tracking is more accurate, eliminating duplicate payments for software licenses.

Enhanced Problem Resolution

Intel AMT also enables enhanced problem resolution for Marimba via out-of-band (OOB) communication. Today, when a user calls the help desk about a system that is unstable or inoperable, the technician usually can't access that system from the help desk. Instead, the user must reboot before the technician can get any data remotely. The technician would then start the help session by asking what kind of machine the user had. Or, the technician must go out to the system on yet another costly desk-side visit.

Marimba now lets technicians launch a query to an Intel AMT-enabled computer subsystem, even if the machine is not responding to standard tools. This lets the technician remotely gather accurate and extensive hardware data (such as the brand and size of a failed hard disk) and event logs, regardless of the OS or power state of the machine. Technicians save significant time in diagnosing and repairing systems. If technicians decide the best solution is to re-image machines to standard configurations, they can do so knowing the machines' unique network IDs will persist across the rebuild.

Remote Policy-Based Control of Software Agents

With Intel AMT capabilities, problem resolution is also enhanced for software agent deployment. For example, well-meaning users sometimes accidentally or deliberately remove management agents, disabling remote system control and management.

Because Intel AMT operates both above and below the OS, even when management agents are removed, Marimba technicians can now remotely access such a machine, take a real-time hardware and software inventory scan, and redeploy any missing agents according to the corporation's policies. Software that belongs on a machine can be redeployed; software that doesn't belong can be removed—all from the remote IT desk.

Summary

BMC Software's Marimba products and systems enabled with Intel AMT offer comprehensive remote software-configuration management. Marimba used with Intel AMT-enabled systems offers IT departments complete visibility of the computing environment, through accurate asset tracking, effective change implementation and execution, and enhanced policy-based applications enforcement.

Solution Benefits

Reduced costs by eliminating doubled accounting of software licenses via a persistent machine ID across system upgrades, repairs, redeployment and relocation.

Enhanced remote problem diagnosis and resolution with OOB communication, regardless of the power state or OS state of the machine.

Improved tracking of system assets.

Increased automation and quality of service of software-change management.

For More Information

Intel AMT enables software vendors to deliver both enhanced and new IT solutions that make network management easier and reduce the overall cost of managing computing environments.

For more information about Intel AMT, visit www.intel.com/go/iamt

For more information about BMC Software's Marimba products, visit: www.bmc.com/marimba

