

# Enterprise Partner Case Study

## IBM Tivoli Solution Upgraded to Support the Windows Vista Migration Process

IBM. **Tivoli.** software

### Overview

**Country or Region:** United States

**Industry:** Software

### Partner Profile

IBM Tivoli®, which offers solutions including desktop provisioning, business application management, IT mainframe management, IT service management, security management, and storage management is part of International Business Machines, the world's largest information technology company.

### Business Situation

With the release of Windows Vista, IBM Tivoli sees the opportunity to help customers reduce the costs and complexity associated with operating system migrations.

### Solution

IBM Tivoli upgraded its IBM Tivoli Provisioning Manager for Operating System Deployment product to support the Windows Vista migration process.

### Benefits

- Reduces migration effort through powerful OS image management features
- Simplifies IT administration by providing all the tools necessary for a successful migration
- Reduces time to migrate by guiding IT users through an easy-to-follow deployment process
- Streamlines deployment process through a combination of technology and best practices

### Product Solution Items

Windows Vista™

“By delivering a simple-to-use, flexible migration process built around business desktop deployment methodologies, IBM is confident Tivoli can reduce the time, cost, and complexity of deploying Windows Vista.”

Bob Madey, Vice President of Strategy and Market Management, IBM Tivoli

IBM Tivoli® helps organizations with provisioning, configuration, and maintenance of servers and virtual servers, operating systems, middleware, applications, storage, and network devices acting as routers, switches, firewalls, and load balancers. IBM Tivoli Provisioning Manager, part of the IBM Tivoli family of products, helps customers align business and IT priorities to minimize manual processes, optimize resources, and reduce costs. As part of the IBM Tivoli Provisioning Manager portfolio, IBM is delivering an upgraded solution called IBM Tivoli Provisioning Manager for Operating System Deployment, which has been optimized to support Windows Vista™. The product builds on the optimization features of Windows Vista and aligns with industry business desktop deployment (BDD) best practices, helping to ensure for customers and prospects a quick, smooth, and cost-effective transition to Windows Vista.

## Situation

In large and small organizations alike, IT departments are faced with managing varying employee requirements. As employee roles diversify, the need for different software to support unique user needs increases. In addition to staff located at headquarters, organizations often employ mobile and branch office workers. To support these disparate requirements, IT departments are faced with managing an increasing number of operating system (OS) images. This challenge comes to the forefront as organizations consider upgrading their platforms to take advantage of the powerful new features of Windows Vista.

Organizations also face resource constraints that limit the preparation, testing, and deployment of a new OS. Internal processes often rely on previous migrations, and tasks may be completed manually rather than in an automated, coordinated manner—resulting in inefficiencies and errors. To ensure an efficient migration, it is crucial that businesses follow a coordinated process that takes advantage of best practices.

To manage these challenges, IBM Tivoli has enhanced IBM Tivoli Provisioning Manager for Operating System Deployment to align with BDD best practice methods. The solution enhances Windows Vista deployment optimization features, helps enterprises migrate as efficiently as possible with minimal impact to the business, and reduces IT costs so that users can maintain productivity.

## Solution

IBM Tivoli Provisioning Manager for Operating System Deployment gives enterprises a single, integrated solution for addressing a migration to multiple operating systems including Windows Vista. The package delivers a flexible, simple-to-use process that works no matter how many devices a company is upgrading, and regardless of the specific hardware or software configurations within the organization. IBM Tivoli Provisioning Manager for Operating System Deployment includes a Universal Image feature that helps IT organizations create a single, universal image to deploy on multiple machines, thereby minimizing the number and complexity of images an organization needs to manage during deployment.

Universal Image lets IT technicians modify images on the fly to inject the right information for a specific user. For example, an organization may want to deploy Windows Vista on a Dell™ computer that requires drivers specific for Dell hardware. The organization may also need to deploy Windows Vista on a Lenovo™ computer, requiring the appropriate Lenovo drivers. IBM Tivoli Provisioning Manager for Operating System Deployment makes it easy for IT to choose the correct drivers and hides migration complexity so that the image may easily adapt to the target user's system.

Universal Image builds on features in Windows Vista that simplify image management to address a range of hardware configurations with a single installation image. Windows Vista combines a system image manager, a flexible component architecture, and image integrity to decrease configuration complexity. With the features of IBM Tivoli Provisioning Manager for Operating System Deployment and Windows Vista, system images can be more quickly customized. IT professionals can more easily add, remove, and customize various image components, and images can be checked for consistency before being deployed.

IBM's product is also able to multicast information, reaching multiple computers with a single process—allowing organizations to deploy more computers at once will bring significant benefits. This process is extended by the proactive diagnosis and repair features delivered by Windows Vista. Windows Vista provides built-in performance tuning and diagnostics that can self-correct many performance issues; a unified event log and an enhanced event viewer that enable support professionals to view all operational information from a single place; and improved remote assistance to help support center personnel resolve problems more quickly, even over low-bandwidth networks. The combination of features from IBM Tivoli and Windows Vista simplifies IT administration during deployment and beyond.

The IBM Tivoli Provisioning Manager for Operating System Deployment process drives a rule-based deployment. The product allows users to set rules and make business decisions about the migration to remove any manual operations on target machines. This

minimizes work required to prepare for and run a deployment as well as the time needed to service users in preparing their computer for use. The IBM Tivoli automated deployment process aligns with the Microsoft-initiated BDD process to help customers more easily manage their Windows Vista deployments. The BDD methodology is being enhanced by leading vendors in the desktop migration space such as IBM Tivoli, and has changed the face of scaled desktop deployments by providing end-to-end guidance and automation for large-scale deployments of Windows Vista. With alignment between IBM Tivoli Provisioning Manager for Operating System Deployment and the BDD process, customers will experience a coordinated, efficient migration.

The combination of IBM Tivoli Provisioning Manager for Operating System Deployment, Windows Vista deployment optimization features, and alignment with industry best practices for deployment help ensure that companies migrate to the Windows Vista platform with confidence.

## Benefits

### Reduced Migration Complexity

The features included in IBM Tivoli Provisioning Manager for Operating System Deployment and Windows Vista for managing OS images allow IT departments to significantly reduce migration complexity. Universal Image reduces the number and complexity of images an organization must maintain, thereby freeing up IT resources and simplifying the migration experience.

### Simplified IT Administration

IBM Tivoli simplifies IT administration by providing a single integrated product that includes all the tools necessary to complete a successful Windows Vista migration in a single installation file. With features such as IBM Tivoli's multicasting and the remote assistance of Windows Vista, IT administrators can upgrade machines more quickly and view operational information about those machines from a single place.

### Reduced Time to Migrate

IBM Tivoli Provisioning Manager for Operating System Deployment is easy to use, and it includes a Web console that helps IT organizations prepare for and deploy Windows Vista. The console guides IT staff

through easy-to-follow wizards that explain preparation and deployment tasks. Users can purchase the product, download it online, and install and run it without help from IBM or services intervention, thereby significantly reducing the time needed to complete the migration.

### Streamlined Deployment Process

Through alignment with BDD best practices, IBM Tivoli Provisioning Manager for Operating System Deployment offers customers a single, zero-touch, and repeatable process for migration to Windows Vista. This process can be leveraged at organizations of any size, with diverse IT requirements, to streamline deployment processes, reduce inefficiencies, and ensure a cost-effective deployment.

## For More Information

For more information about Microsoft products and services, call the Microsoft Sales Information Center at (800) 426-9400. In Canada, call the Microsoft Canada Information Centre at (877) 568-2495. Customers who are deaf or hard-of-hearing can reach Microsoft text telephone (TTY/TDD) services at (800) 892-5234 in the United States or (905) 568-9641 in Canada. Outside the 50 United States and Canada, please contact your local Microsoft subsidiary. To access information using the World Wide Web, go to: [www.microsoft.com](http://www.microsoft.com)

For more information about IBM Tivoli Corporation products and services, call (800) IBM-4YOU, or visit the Web site at: [www.ibm.com/tivoli/features/vista](http://www.ibm.com/tivoli/features/vista)

## Microsoft Windows Vista

Windows Vista can help your organization use information technology to gain a competitive advantage in today's new world of work. Your people will be able to find and use information more effectively. You will be able to support your mobile work force with better access to shared data and collaboration tools. And your IT staff will have better tools and technologies to enhance corporate IT security, data protection, and more efficient deployment and management.

For more information about Windows Vista, go to: [www.microsoft.com/windowsvista/](http://www.microsoft.com/windowsvista/)