

Highlights from a recent webcast on managing endpoints

# ENSURING ROCK SOLID UNIFIED ENDPOINT MANAGEMENT

Nathan O'Bryan, Microsoft MVP, and Bruce Johnson, Outside Sales Engineer at Quest Software, discuss endpoint management in the BYOD era

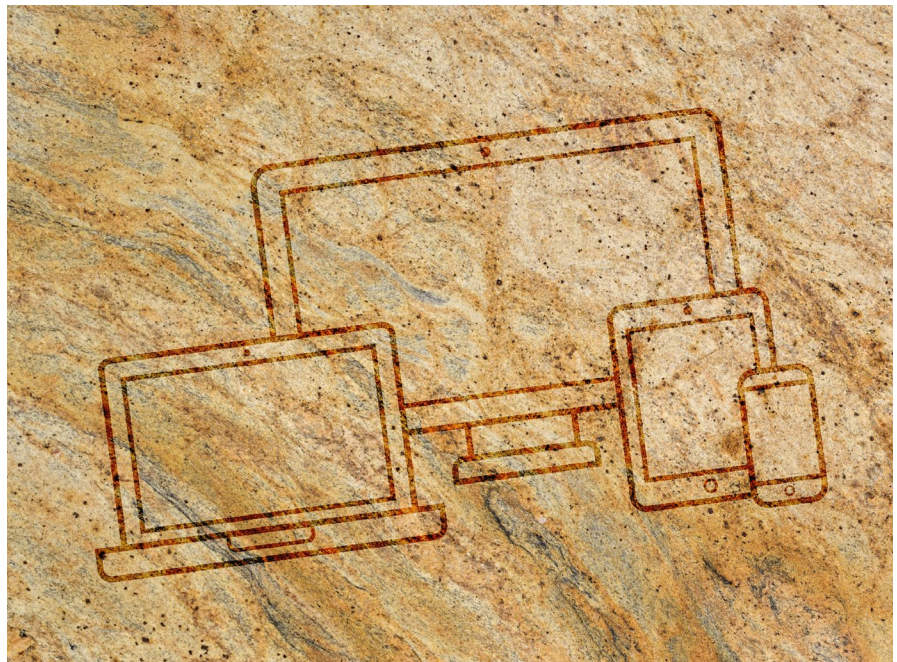
Endpoint management has become an increasingly complex task for IT with the proliferation of BYOD endpoints. Increasingly employees use iPhones and iPads, Android-based phones and tablets, Google Chromebooks and other devices to access and change company data. Most of these devices have an Outlook mail app that allows users to sign in to their corporate email accounts. It's possible to use a Microsoft WORD app on an iPhone to edit company documents. How is IT supposed to keep track of all those endpoints and the data that may be added, deleted or changed?

A common lament heard from security and IT professionals alike is "this is our data, we don't want it leaking out."

BYOD endpoints also produce a challenge when it comes to corporate compliance laws and regulations. How do you know everyone working from the road with an iPhone is adhering to HIPPA rules or Sarbanes-Oxley? In case of a lawsuit, will data from BYOD endpoints be available if subpoenaed?

Beyond regulatory compliance what about security issues such as operating system patches? Is the software up to date? Are licenses current? How do you know if any given BYOD endpoint is in use or is sitting at the bottom of a sock drawer with a dead battery or a burned out chip?

It's more than an IT professional or even a team of IT professionals can keep track of without technological help.



## Mobile Device Management

The first tool that organizations want to use is Microsoft Exchange Mobile Device Management (MDM), which is built into Exchange Online. It provides some basic MDM features that you can use at no additional cost with your Exchange Online subscription. But, it doesn't come with a whole lot of functionality. There are some add-ons if you're using Office 365 Suites including Azure Active Directory Premium which provides some conditional access features, such as the ability to control where devices are connecting from or to, and the ability

to control devices by group membership. However, the functionality can be very dependent on the operating system being used. That is a limitation in a typical BYOD situation where there are many operating systems besides those from Microsoft.

"Many of the MDM features in Microsoft are still maturing," Nathan O'Bryan, a Microsoft Certified Solutions Master: Messaging, and a Microsoft MVP for Office Servers and Services, noted on the webcast. "As organizations are moving into the Microsoft cloud they need to control the devices that are connecting

to their information from a number of different portals and with Microsoft they don't really have that Unified Endpoint Management that a lot of organizations are looking for."

## Enter Unified Endpoint Management

"Unified Endpoint Management (UEM) is the ability to control workstations, PCs, laptops, phones, mobile devices, iPads, all the devices that are connecting to your corporate data," O'Bryan explained. "All the organizations that I run into in my day to day work as a consultant have just tons of different devices that are connected to their information and it's really important for them to be able to control corporate data."

The central benefit of a UEM solution, according to O'Bryan, is that it provides a single management solution for all of an organization's devices whether company owned or employee BYOD gadgets. Having a central console where the IT department can access information about all devices connected to the corporate infrastructure is a powerful feature that can be used to cost justify implementing a UEM solution.

Additionally, the consultant said, using a single solution to manage all an organization's devices means that all the data collected in this single UEM solution is going to be available to be used together. Having a single repository that includes information like device type, patch levels, installed software, user name, and other important information allows that solution to provide more powerful features than would be avail-

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—Nathan O'Bryan

able from several solutions that did the same things but didn't have a central repository.

## What UEM Customers Need

Bruce Johnson, Outside Sales Engineer at Quest Software, explained that the Quest KACE Endpoint Management solution is designed to help IT departments and their organizations manage all the devices proliferating in the BYOD brave new world. There are multiple complex issues that need to be handled.

"Managing your entire environment, there's a million things to do," Johnson told the IT professionals in the webcast audience. "You've got to deal with keeping your machines up to date. You've got to provision. You've got to migrate. If you're not migrating to Windows 10, yet, you're probably thinking about it. Am I compliant, do I have all my licenses for everything? How do I deal with sales people travelling on the road? There are a lot of things you have to think about on a daily basis when you're managing all these. Knowing where things are located. How many devices do I have? Admin rights? How am I going to be able to manage this software and users' rights to those? How am I going to handle patching the devices? Not just the OS itself but what about all those third party applications? Maybe you have more than just a Windows-based environment. Maybe you have Mac, maybe you have some Linux in there

too. I need a solution that will cover all those things as well as Chromebooks."

## Quest KACE UEM Solution

The KACE UEM solution provides a comprehensive, integrated all-in-one package with full service desk as well as self service capability. It is quick and easy to implement and offers comprehensive coverage of all devices—computers servers, mobile devices and non-computing connected devices—from initial deployment to ongoing maintenance, management and support, to retirement. In addition it supports "Road Warriors" whether their device of choice is running Windows, Mac, Chromebook, Linux, or UNIX.

The KACE UEM solution simplifies management:

- Familiar tabbed user interface, one click upgrades
- Does not require product specialists, DBA or programming
- Physical or virtual appliance, or SaaS
- Requires no additional hardware or software
- No need for extensive professional services
- Fully operational in weeks, not months or years

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