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The Forrester Wave™: Client Management Suites, Q3 2007

by Natalie Lambert

for IT Infrastructure & Operations Professionals



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HP, Symantec, And CA Offer The Best Combined Product And Strategy

by **Natalie Lambert**

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EXECUTIVE SUMMARY

Client management suites help IT with PC life-cycle management with tools that automate operating systems (OS) deployment, software distribution, and systems management and provide visibility into the state of each corporate-owned PC. Forrester's product-based evaluation of eight leading client management solutions across 98 criteria revealed that HP, Altiris (now part of Symantec), and CA have established client management suite leadership — thanks to their integrated solutions and strong focus on policy-driven management. LANDesk, an Avocent company, offers one of the strongest offerings, with full management and security functionality, but it's the smallest vendor in the evaluation and will have a hard time competing with much larger competitors in the long term. Novell and Microsoft offer solid capabilities today, but it is their vision of integrated security and management that is worth waiting for. IBM and BMC Software are both Strong Performers but lack some of the more basic support and popular features that users have come to expect from their client management vendor.

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Forrester conducted product evaluations in February 2007 and interviewed eight vendor and user companies including: BMC Software, CA, HP, IBM, LANDesk, Microsoft, Novell, and Symantec.

Related Research Documents

[“The Change And Configuration Management Software Market”](#)

June 12, 2007

[“Client Management 2.0”](#)

March 29, 2007

[“The IT Management Software Market”](#)

March 9, 2007

[“The Forrester Wave™: Client Security Suites, Q3 2006”](#)

September 27, 2006

[“The Forrester Wave™: Client Systems Management Tools, Q2 2005”](#)

April 20, 2005

THE ADVANCE OF CLIENT MANAGEMENT SUITES

One of the biggest challenges for today's IT operations group is the management of an increasingly distributed and heterogeneous environment. Despite their efforts to standardize, the client environment is in a state of constant change. Desktop machines are being replaced with laptops and mobile devices at an alarming rate, and while Windows XP SP2 may be the dominant OS, it is only deployed on 60% of PCs.¹ This means that IT operations must now maintain multiple OS images, deploy hundreds, if not thousands of applications, and assure patch and system security compliance — knowing all the while that system connectivity to the corporate network is not guaranteed.

Increased mobility and heterogeneity are driving the cost of managing client systems up. Multiple tool sets, and thus multiple full-time employees, are required to assure that systems are up-to-date, have the latest versions of necessary applications, are in compliance with licensing agreements, and are in general working order for employees to be productive. In fact, our most common client inquiry has firms asking how they can minimize — or even eliminate — the cost of distributing software and patches to systems not connected to the corporate network. Additionally, with the release of Windows Vista, IT now needs tools to help them with the impending migrations that will occur over the next few years. The bottom line? IT folks are looking for everything *and* the kitchen sink when it comes to client management. They require tools that will automate the management and life cycle of the OS, software, and their entire PC fleet.

The Three Components Of Client Management Suites

Today's client management suites give IT control over the life cycle of the PC environment by automating common tasks such as machine provisioning, software distribution, and patch management. These suites include the following:

- **OS management.** OS management technologies automate the imaging, deployment, and installation of an OS onto newly provisioned machines. In addition, these technologies aid the desktop operations group with OS upgrades by automating the migration of user and application settings to the new PC.
- **Software management.** Software management technologies include not only traditional software distribution and application packaging technologies, but also emerging capabilities such as application virtualization, thin-client app delivery, and license management. Together, these features lay the framework for an application delivery infrastructure, which previously only focused on Web apps.²
- **Systems management.** Systems management technologies, the most mature tool set in client management, aid in the administration and control of PC settings. Included in this category are configuration management, asset inventory, patch and vulnerability management, and backup and restore capabilities.

The Additional Components Of Tomorrow's Client Management Suites

While the IT operations group traditionally handles all of the PC management tasks, they are finding themselves stuck in the weeds with the day-to-day administration of security tools. For example, desktop operations staffers handle not only deployments, configuration settings, and upgrades to the PC environment, but also the patching, antimalware updates, and access control policies that maintain system and corporate compliance. Consequently, security and access control are becoming part of the overall management of the IT environment.³

However, the operations group is struggling because solutions are still deployed as point products, and no single solution gives end-to-end insight into the system inventory, security posture, and overall state of compliance. This means that client management suites as we know them will morph into a more general management solution that tackles both the management and security of the PC environment. These next-generation suites will include many of the following:

- **Client security.** Client security includes multiple technologies to help keep client devices secure. These include antimalware, a combination of antivirus and antispyware technologies, personal firewalls, host intrusion prevention systems, application and device control, and, more recently, network access control (NAC). While none of these technologies is a silver bullet, using these solutions together offers the best protection against today's security threats.⁴
- **Information leak prevention.** ILP software products identify confidential data — either structured database records and personal information or unstructured information like important fragments of a sensitive document or other file. They can monitor network activity across a range of ports and protocols or monitor user behavior at the desktop and then alert or take action against policy violations.⁵
- **Encryption.** Client encryption can protect an entire hard drive or select files on the PC, and it can also be used to enable secure email. If the PCs or messages are compromised, then encryption ensures that the data is unreadable to unauthorized users. For this reason, encryption provides safe harbor from many mandatory data breach disclosure laws.

CLIENT MANAGEMENT SUITES EVALUATION OVERVIEW

To assess the state of the client management market and see how the vendors stack up against each other, Forrester evaluated the strengths and weaknesses of top client management vendors.

Evaluation Criteria: Offering, Strategy, And Market Presence

After examining past research, user need assessments, and vendor and expert interviews, we developed a comprehensive set of evaluation criteria (see Figure 1). We evaluated vendors against 98 criteria, which we grouped into three high-level buckets:

- **Current offering.** To assess product strength, we evaluated each offering against seven groups of criteria: architecture, software management, OS management, systems management, security features, administration and management, and interoperability features.
- **Strategy.** We considered how well each vendor's plans for product enhancement position it to meet future demands from companies and, furthermore, the financial resources the company has to support its strategy, both product and corporate. Finally, we looked at how the vendor prices its product to compete in this market.
- **Market presence.** To establish a product's market presence, we combined information about each vendor's installed base, revenues, services, employee numbers, and partnerships.

Evaluated Vendors: Offering Full PC Life-Cycle Management

Forrester included eight vendors in the assessment: BMC Software, CA, HP, IBM, LANDesk, Microsoft, Novell, and Symantec. Each of these vendors has (see Figure 2):

- **A solution that manages the PC life cycle.** Client management suites should incorporate multiple tools that, used together, help manage the PC life cycle, including: 1) OS deployments and migration; 2) software distribution and removal; and 3) system configurations, inventory, and patches.
- **A generally available product.** For the purpose of this evaluation, we defined "generally available" as functionality that was commercially available (non-beta features) and shipping to customers for revenue before the end of our evaluation period on April 30, 2007.
- **Attract attention from Forrester clients.** The client management market is too crowded for a comprehensive evaluation of every available offering to be feasible. For this reason, we included only vendors about which we have received at least three inquiries in the past 12 months.
- **Revenue.** The vendors all have a minimum of US\$200 million in annual revenue.

Figure 1 Evaluation Criteria

CURRENT OFFERING	
Architecture	How well is the product built for delivering stability, performance, and scalability?
Software management	Does the product support software management?
OS management	Does the product support OS management?
Systems management	Does the product support systems management?
Security features	What specific security functionality does the product have?
Administration and management	How robust are the administration and management capabilities?
Interoperability features	Which other widely used systems and component formats does the platform interoperate with?
STRATEGY	
Planned product enhancements	What future enhancements are currently planned for the product, and how do these enhancements position it for market leadership?
Key technology partners	What key technology partners does the vendor have?
Financial resources to support strategy	Is the vendor profitable, and what is the vendor's cash flow? Does the company have sufficient revenues, profits, and cash flow to support its strategies?
Cost	What is the cost of this product?
MARKET PRESENCE	
Installed base	How large is the vendor's installed base of customers for this product and for all products?
Revenue	What is the vendor's revenue over the past four quarters?
Revenue growth	What is the vendor's year-over-year revenue growth over the past four quarters?
Systems integrators	How many integrator partners have completed three or more deployments of any version of this product in the past 18 months?
Services	How strong are the vendor's implementation and training services?
Employees	How many engineers does the vendor have dedicated to this product? How big is the vendor's sales presence?
Channel partners	How strongly do channel and go-to-market partners support this product?

Source: Forrester Research, Inc.

Figure 2 Evaluated Vendors: Product Information And Selection Criteria

Vendor	Product evaluated	Product version evaluated	Version release date
BMC Software	BMC Configuration Manager for Clients	7.1	January 2007
CA	CA Desktop Management Suite	r11.2	April 2007
	Unicenter Patch Management	r11.1a	June 2006
	Unicenter Desktop DNA	r11.1	March 2007
HP	HP Configuration Management Software	5.0	April 2007
	HP Enterprise Discovery Software	2.2	April 2007
IBM	IBM Tivoli Provisioning Manager	5.1.0.1	December 2006
	IBM Tivoli Continuous Data Protection	2.2	June 2006
	IBM Tivoli Remote Control	3.8.1	October 2004
	IBM Tivoli License Compliance Manager	2.3	January 2007
	IBM Tivoli Security Compliance Manager	5.1	May 2004
LANDesk	LANDesk Enterprise Suite	8.7 sp3	April 2007
Microsoft	System Management Server 2003	2003 R2	June 2006
Novell	ZENworks Suite	7	July 2005
Symantec	Altiris Client Management Suite	6.1	October 2006
	Altiris Client Security Management Suite	6.1	December 2006

Vendor qualification criteria

A solution that manages the PC life cycle. Client management suites should incorporate multiple tools that, used together, help manage the PC life cycle, including: 1) OS deployments and migration; 2) software distribution and removal; and 3) system configurations, inventory, and patches.

A generally available product. For the purpose of this evaluation, we defined “generally available” as functionality that was commercially available (non-beta features) and shipping to customers for revenue before the end of our evaluation period on April 30, 2007.

Attract attention from Forrester clients. The client management market is too crowded for a comprehensive evaluation of every available offering to be feasible. For this reason, we included only vendors about which we have received at least three inquiries in the past 12 months.

Revenue. The vendors all have a minimum of US\$200 million in annual revenue.

Source: Forrester Research, Inc.

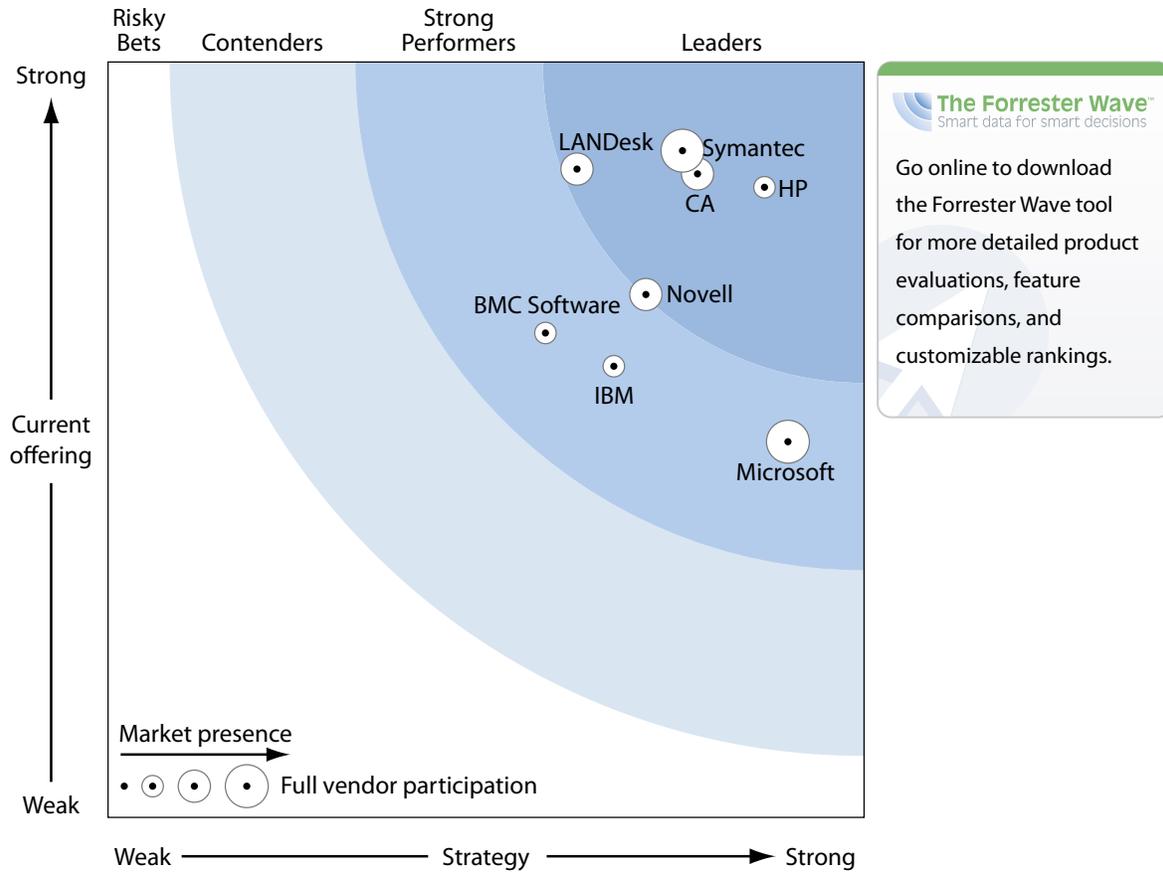
CLIENT MANAGEMENT SUITES OFFER SOMETHING FOR EVERYONE

The evaluation uncovered a market in which (see Figure 3):

- **Symantec and LANDesk capitalize on their promise by turning strategy into product.** In 2005, we cited Symantec (previously Altiris) and LANDesk for their strong product offerings and overall road maps.⁶ They delivered. Our evaluation proves that it isn't always the big management vendors that have the strongest functionality. These two vendors offer sophisticated OS and software management functionality and very robust systems management features. However, it is their integration of client management and client security that puts their solutions above the rest.
- **HP and CA combine robust products with leading strategies to get top solutions.** IT management gorillas HP and CA offer proven client management technologies.⁷ Their administration and management features are top-notch and include rich identity-based policy capabilities, which lower the costs associated with managing the client environment by decreasing the amount of time administrators spend keeping systems up and running. In addition, the product architecture is solid, scaling to any size organization without significant performance impact.
- **Novell and Microsoft have solid offerings today — great tomorrow.** Despite having the largest installed bases, Novell and Microsoft lack the more advanced features offered by their competitors, such as application virtualization and power management, respectively. However, both vendors have top-tier features to make up for their shortcomings: Microsoft has best-in-class application virtualization, while Novell supports identity-based policy management. But, with these vendors, it is their next-generation solutions that are worth talking about. Both vendors will release their new products this summer under new brand names: Novell ZENworks Configuration Management and Microsoft System Center Configuration Manager 2007. These solutions, and later enhancements, differ in their functionality, but they will work to bridge the worlds of security and management.
- **IBM and BMC Software are capable Strong Performers.** The remaining large IT management vendors, IBM and BMC, also have offerings in the client management space. While both of these vendors have functionality in the areas of OS, software, and systems management, they lack some of the basic support and popular features offered by their competitors. For example, BMC lacks support for multiple desktop OSES and does not have remote management capabilities. Similarly, IBM cannot support patch management for applications and does not have system rollback features.

This evaluation of the client management suite market is intended to be a starting point only. Readers are encouraged to view detailed product evaluations and adapt the criteria weightings to fit their individual needs through the Forrester Wave Excel-based vendor comparison tool.

Figure 3 Forrester Wave™: Client Management Suites, Q3 '07



Source: Forrester Research, Inc.

Figure 3 Forrester Wave™: Client Management Suites, Q3 '07 (Cont.)

	Forrester's Weighting	BMC Software	CA	HP	IBM	LANDesk	Microsoft	Novell	Symantec
CURRENT OFFERING	50%	3.14	4.26	4.17	2.98	4.29	2.49	3.46	4.42
Architecture	10%	4.04	4.45	4.18	3.65	4.36	2.75	4.15	4.01
Software management	20%	3.16	3.88	3.93	1.99	3.68	2.54	3.00	4.26
OS management	20%	2.70	4.50	5.00	3.80	5.00	3.05	4.40	5.00
Systems management	20%	3.45	4.01	4.36	3.39	4.00	2.71	3.72	4.25
Security features	5%	0.00	3.90	0.90	4.00	4.80	0.00	0.00	4.50
Administration and management	15%	3.53	4.56	4.30	3.30	3.86	2.64	4.12	3.96
Interoperability features	10%	3.40	4.60	4.00	0.80	5.00	1.60	2.00	5.00
STRATEGY	50%	2.90	3.90	4.35	3.35	3.10	4.50	3.55	3.80
Planned product enhancements	25%	3.00	4.00	5.00	3.00	5.00	5.00	5.00	5.00
Key technology partners	25%	3.00	5.00	5.00	3.00	3.00	5.00	3.00	5.00
Financial resources to support strategy	25%	2.00	3.00	5.00	5.00	1.00	5.00	2.00	3.00
Cost	25%	3.60	3.60	2.40	2.40	3.40	3.00	4.20	2.20
MARKET PRESENCE	0%	2.13	2.53	2.23	2.13	3.25	3.73	2.90	3.53
Installed base	20%	1.00	3.00	2.25	1.50	3.25	5.00	4.50	4.00
Revenue	20%	3.00	3.00	5.00	5.00	2.00	4.00	2.00	3.00
Revenue growth	20%	2.00	1.00	2.00	1.00	4.00	3.00	0.00	5.00
Systems integrators	10%	1.00	3.00	0.00	0.00	4.00	5.00	4.00	2.00
Services	10%	3.00	3.50	2.50	2.50	5.00	2.50	5.00	3.00
Employees	10%	1.75	2.75	1.25	1.25	2.00	3.25	3.50	3.25
Channel partners	10%	3.50	2.00	0.00	2.50	3.00	2.50	3.50	3.00

All scores are based on a scale of 0 (weak) to 5 (strong).

Source: Forrester Research, Inc.

VENDOR PROFILES

Leaders: CA, HP, Symantec, And LANDesk

- **CA.** CA's Desktop Management Suite offers practical features in the areas of software, OSes, and systems management. While no single feature stands out, the product has broad desktop OS support, the most flexible software distribution capabilities, and includes power and license management functionality. In addition, the product hooks directly into other IT management solutions from CA, enabling IT to have visibility into enterprisewide system status. Best of all, this solution comes at a price point that enterprises can afford.⁸
- **HP.** As a top vendor in the IT management market, HP understands what enterprises need from their management solutions. HP Configuration Management offers a comprehensive client management suite, including full capabilities in the areas of software, OS, and systems management. Tying this all together are HP's identity-driven policies, which automate client configurations based on user and machine identity. However, to maintain its lead in the market, HP must enter the security arena, offering enterprises a full client management and security solution — a task that Forrester expects HP to tackle head-on.⁹
- **Symantec.** Symantec's acquisition of Altiris in Q2 2007 illustrates the impending requirements of integrated security and management — and that is exactly what Symantec delivers. Altiris Client Management Suite and Altiris Client Security Management Suite provide full-service client management features combined with a full client security suite. Today, the security technologies come through an OEM agreement with Senforce Technologies, but Forrester expects the legacy Symantec products to displace those technologies over the next 12 months. To maintain its leadership position, Symantec has to focus on product integration. However, if history repeats itself, a fully unified Altiris and Symantec product architecture will not be available until at least 2009.¹⁰
- **LANDesk.** LANDesk Enterprise Suite, which consists of LANDesk Management Suite and LANDesk Security Suite, offers extensive features in client management and client security. On the management side, the product supports full software, OS, and configuration management, while the security products support antimalware, host intrusion prevention, and network access control. This unified solution gives administrators the ability to create policies and reports across both tool sets and realize the benefits of a single solution. However, as the smallest vendor in this space, LANDesk will have a hard time competing with the long-time management behemoths.¹¹

Strong Performers: Microsoft, Novell, IBM, And BMC

- **Microsoft.** Microsoft's Systems Management Server (SMS) 2003 offers all of the basic functionality that an organization needs for client management — and a bit more. The product supports OS and software deployment and basic configuration, patch, and vulnerability

management. However, its acquisition of Softricity brings the most advanced feature to the product: application virtualization and streaming. While Microsoft has a long way to go in this market, its System Center product release this summer will point it in the right direction. Expect further acquisitions, such as AssetMetrix, and integrations with other Microsoft products, such as Forefront Client Security, to take place over the next two years, giving Microsoft a leadership position in the client management market.¹²

- **Novell.** Novell ZENworks Suite will bring value to any organization. The product offers ample features in the areas of OS, software, and systems management, including flexible software distribution capabilities, desired state management, and robust OS imaging and deployment options. However, Novell knows where its weaknesses lie (in areas of security and reporting) and will release a new product, ZENworks Configuration Management, this summer. With this release, Novell hopes to address some of the architectural and functional limitations in the current product, providing customers with a fully integrated client management suite.¹³
- **IBM.** IBM's client management suite, Tivoli Provisioning Manager (TPM), offers basic functionality in the areas of software, OS, and systems management. In reality, the product acts like a repurposed data center automation product. There are very few desktop-specific features, and where these features do exist, they are part of an add-on product, such as Tivoli Continuous Data Protection for Files for backup and recovery, and not part of the main solution. However, for companies looking to consolidate the management of the desktop and server environments, TPM will work well to suit your needs.¹⁴
- **BMC.** BMC Configuration Manager for Clients has adequate functionality across all key areas of our evaluation: software, OS, and configuration management. The product's strength is in identity-driven policy management, which automates client configurations based on user and machine identity. In addition, the product's reporting capabilities provide true visibility into the state of the environment. Its weaknesses revolve around its limited desktop and mobile device support and its lack of advanced features like native application virtualization and security.¹⁵

SUPPLEMENTAL MATERIAL

Online Resource

The online version of Figure 3 is an Excel-based vendor comparison tool that provides detailed product evaluations and customizable rankings.

Data Sources Used In This Forrester Wave

Forrester used a combination of three data sources to assess the strengths and weaknesses of each solution:

- **Vendor surveys.** Forrester surveyed vendors on their capabilities as they relate to the evaluation criteria. Once we analyzed the completed vendor surveys, we conducted vendor calls where necessary to gather details of vendor qualifications.
- **Product demos.** We asked vendors to conduct demonstrations of their product's functionality. We used findings from these product demos to validate details of each vendor's product capabilities.
- **Customer reference calls.** To validate product and vendor qualifications, Forrester also conducted reference calls with two of each vendor's current customers.

The Forrester Wave Methodology

We conduct primary research to develop a list of vendors that meet our criteria to be evaluated in this market. From that initial pool of vendors, we then narrow our final list. We choose these vendors based on: 1) product fit; 2) customer success; and 3) Forrester client demand. We eliminate vendors that have limited customer references and products that don't fit the scope of our evaluation.

After examining past research, user need assessments, and vendor and expert interviews, we develop the initial evaluation criteria. To evaluate the vendors and their products against our set of criteria, we gather details of product qualifications through a combination of lab evaluations, questionnaires, demos, and/or discussions with client references. We send evaluations to the vendors for their review, and we adjust the evaluations to provide the most accurate view of vendor offerings and strategies.

We set default weightings to reflect our analysis of the needs of large user companies — and/or other scenarios as outlined in the Forrester Wave document — and then score the vendors based on a clearly defined scale. These default weightings are intended only as a starting point, and readers are encouraged to adapt the weightings to fit their individual needs through the Excel-based tool. The final scores generate the graphical depiction of the market based on current offering, strategy, and market presence. Forrester intends to update vendor evaluations regularly as product capabilities and vendor strategies evolve.

ENDNOTES

- ¹ In our Business Technographics® May 2006 North American And European Enterprise Infrastructure And Data Center Survey, we found that 63% of enterprises will increase their use of laptops over the next two years. When looking at PC operating systems, we found that 60% of enterprises are using Windows XP SP2, 10% Windows XP SP1, 23% Windows 2000, 5% Windows “other,” 2% Mac OS X, and 2% Linux. See the October 11, 2006, “[Enterprise IT Infrastructure 2006 Adoption](#)” report.
- ² Forrester defines application delivery as technologies that streamline the connection of any user to any application by minimizing deployment burdens, reducing management costs, optimizing performance, and increasing security.
- ³ Client and network securities are evolving. Why? Because today’s technologies do not support the requirements that businesses face, such as providing secure access to corporate resources independent of user location. Network access control (NAC) burst onto the scene to address the problems of access, but Forrester predicts that NAC as we know it today will fail. So, how can security and IT operations heads protect their firms? Look for emerging software tools — which we call proactive endpoint risk management (PERM). But you can’t buy them just yet — vendors like McAfee and Symantec won’t ship these next-generation products until 2008. To get started, lay the policy framework and align the right people and processes by shifting responsibility to your desktop operations team. See the March 29, 2007, “[Client Management 2.0](#)” report.
- ⁴ Forrester evaluated leading client security suite vendors across 83 criteria and found that McAfee leads the market with its comprehensive functionality set and robust management capabilities. Symantec and Sophos are Strong Performers with feature-rich solutions for the threat mitigation market; however, both lack network access control and competitive administration features that can compete with McAfee. Finally, Panda Software and F-Secure offer strong threat protection and access control technologies but do not have a vision of — nor the resources to pursue — client security as anything more than a threat management solution. This is critical to client security solutions as they evolve beyond threat management to serve as an element of risk management and align more closely with business, not technology, threats. See the September 27, 2006, “[The Forrester Wave™: Client Security Suites, Q3 2006](#)” report.
- ⁵ Forrester evaluated leading information leak prevention (ILP) vendors across 39 criteria and found that Vericept and Vontu have established early ILP leadership because of their rich analysis capabilities, while PortAuthority Technologies stands out for its strong strategy scores and unique monitoring capabilities. Solid functionality and rich context-based analysis and detection capabilities earn desktop-centric Verdasys the final slot among the Leaders. Each of the remaining vendors are Strong Performers and shine in particular areas: Tablus and Oakley Networks are strong in administration and reporting as well as ease of deployment. Proofpoint excels in administration and reporting as well as integration. Orchestra is notable for its integration capabilities, accuracy, and desktop-based controls. During the next 24 months, the ILP market will converge with the broader client security suite and content security markets. Longer term, Forrester sees ILP’s analysis and classification capabilities playing a stronger role in information management in general — not just in security. See the December 15, 2006, “[The Forrester Wave™: Information Leak Prevention, Q4 2006](#)” report.

- ⁶ Altiris, BMC, and LANDesk have the strongest product offerings and overall road maps. All three offer broad platform support, a unified architecture, and a wide range of CSM functionality. See the April 20, 2005, "[The Forrester Wave™: Client Systems Management Tools, Q2 2005](#)" report.
- ⁷ CA, BMC Software, IBM Tivoli, and HP Software are the leaders of the IT management software space. They have the capability, through their own developments and through acquisitions, to cover all facets of the market. The combined market share of these four vendors grew from around 34% in 2005 to 40% in 2006 and will reach approximately 45% in 2007. See the March 9, 2007, "[The IT Management Software Market](#)" report.
- ⁸ View the vendor summary for more detailed analysis on how CA fared in this evaluation. See the July 24, 2007, "[CA Offers A Viable Client Management Suite Alternative](#)" report.
- ⁹ View the vendor summary for more detailed analysis on how HP fared in this evaluation. See the July 24, 2007, "[HP Leads In Client Management Suites](#)" report.
- ¹⁰ View the vendor summary for more detailed analysis on how Symantec fared in this evaluation. See the July 24, 2007, "[Symantec Offers The Most Mature Client Management Suite](#)" report.
- ¹¹ View the vendor summary for more detailed analysis on how LANDesk fared in this evaluation. See the July 24, 2007, "[LANDesk's Client Management Suite Is Ideal For The Distributed Enterprise](#)" report.
- ¹² View the vendor summary for more detailed analysis on how Microsoft fared in this evaluation. See the July 24, 2007, "[Microsoft Offers Windows Shops Basic Desktop Management In Client Management Suites](#)" report.
- ¹³ View the vendor summary for more detailed analysis on how Novell fared in this evaluation. See the July 24, 2007, "[Novell Unites Identity With Client Management Suites](#)" report.
- ¹⁴ View the vendor summary for more detailed analysis on how IBM fared in this evaluation. See the July 24, 2007, "[IBM Brings A Services-Oriented Architecture To Client Management Suites](#)" report.
- ¹⁵ View the vendor summary for more detailed analysis on how BMC fared in this evaluation. See the July 24, 2007, "[BMC Software Targets Microsoft And Mac Shops In Client Management Suites](#)" report.

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