

ManageNow® for Retail

IT Infrastructure Management

ManageNow® for Retail simplifies, optimizes and automates daily operations and increases efficiency in modern retail data centers, warehouses and stores.



Figure 1: ManageNow® for Retail - Scope

Growing requirements towards infrastructure management

Requirements for hardware and software inventory, software packaging, cascaded software distribution, automatic operation system installation, patch management, remote maintenance and the comprehensive and complete management of workplace and retail systems are amongst the important issues in retail IT infrastructures.

Addressing the requirements

With ManageNow® for Retail we address the issues of automated installations, standardized product customization by automated and reproducible client and server installation. ManageNow® for Retail allows customer-specific modifications and extensions, provides a plug-and-play driver database, asset management and remote control for the IT infrastructure.

ManageNow® for Retail addresses the most common requirements:

- Bare metal operating system installation with different driver sets for clients, servers, POS and other retail systems
- Software packaging, including MSI
- Cascaded software distribution
- Inventory for hardware and software
- License management

Our pre-defined blueprints and best practices, quickly be adapted to specific needs, our field-tested standards for methodology and integration services which include maintenance and support differentiate us from the competition and set benchmarks for client and server automation.

ManageNow® IT infrastructure management

ManageNow® for Retail simplifies and optimizes the daily workplace and retail operations. It ensures asset, software and patch management for heterogeneous client and server infrastructures.

The ManageNow® for Retail functionality includes:

- Automated installation and configuration of all ManageNow® components
- Pre-tested and configurable operating system images for POS Ready 7 and POS Ready2009
- Real-time hardware analysis
- Provisioning of drivers out of a plug-and-play driver database
- Patch management and desktop migration



ManageNow® for Retail ensures automated installation, best practice configuration and centralized, automated installation of ManageNow® roles.

Automated configuration

Automated configuration includes remote control, software delivery, asset management and operation system installation management.

Operation System installation

ManageNow® for Retail operation system installation management encompasses automated boot and scalability server installation and configuration. The integrated advanced plug & play driver database provides vendor-independent real-time analysis and installation of drivers. In addition ManageNow® for Retail includes standard applications in the OS installations and extensions for other applications. Installation parameters can easily be configured.

Rapid go live: Speed up implementation

The preconfigured ManageNow® solution helps enterprises to introduce client and server automation quickly. ManageNow® for Client and Server Automation comprises partner products from CA Technologies and is installed on site using an automated process.

Key features that help customers with administration tasks include:

- Plug-and-play driver database for automatic installation of operating systems
- Preparation of infrastructure for carrying out operating system and software rollouts involving client automation
- Cascaded software distribution
- Asset management
- Remote control

Online documentation and practical instructions ensure that the customers can easily operate and enhance their configuration. The fast high quality implementations considerably reduce costs and shorten time-to-productivity.

IT infrastructure automation with ManageNow®

ManageNow® for Retail is a standard enterprise IT management tool, that covers broad IT infrastructures and simplifies administration and management of heterogeneous client and server infrastructures by comprehensively optimizing operations.

ManageNow® for Retail can be customized and extended with specific enhancements and increases productivity and efficiency as highly standardized systems can be installed and operated automatically. Standardization and automation of life-cycle management in client & desktop infrastructures puts customers in a good position to effectively and economically manage the constantly growing complexity of interaction between hardware and software products.

„ManageNow® from Fujitsu is based on a comprehensive approach to IT that helps us manage our complex infrastructure easily, with more flexibility and security. The overall cost-effectiveness and efficiency of our IT operations have improved considerably thanks to this solution.“

Kurt Engel, Manager IT Infrastructure, s.Oliver

ManageNow® Components

- **ManageNow® Modules** – selected standard products for enterprise-wide IT: ManageNow® solution modules are based on selected future-oriented standard products and frameworks for enterprise IT management and enhances them for efficient and results-oriented operation.
- **Practical options and software extensions** from Fujitsu: Based on our many years of experience running ManageNow® in our own Fujitsu data centers and in the retail centers and back offices of our customers, we are able to enhance the software products with specific optimized functions and extensions that make many

tasks much easier, for example cascaded software distribution or inventory management.

- **Best practice concepts and best practice solutions** from Fujitsu – thanks to pre-configured best practice solutions and blueprints the automated ManageNow® installation process and the online documentation for installation and configuration procedures, we offer the best prerequisites for fast, standardized realization of tailor-made and enterprise-wide IT infrastructure management. DeskView infrastructure solutions from Fujitsu are fully integrated in ManageNow®.
- **Fujitsu methodology** – with ManageNow® we offer a structured approach for consistent setup and operation of software components as well as for enterprise-wide monitoring and management of client, server and network systems across all phases – from consulting to design, build, operate and maintenance. This approach is supported by proven templates, tools and accelerators.
- **Fujitsu integration services** – with “Rapid go live” we offer a solution that is ready for productive operation within just a few days and at a fixed price. Our consultants follow a master plan with clearly defined steps, install the solution, put it into operation together with the customer and provide the system operators with detailed instructions.
- **Fujitsu maintenance and support** – an important standard component in every ManageNow® solution is ManageNow® support, which also includes customer-specific enhancements as well as the provision of patches and a help desk for customers.

Data Center Monitoring - Outlook

The monitoring of complex and heterogeneous IT infrastructures and a consistent view on data centers, back offices, warehouses and store environments is of equal importance as automated software distribution and installation. Our solution ManageNow® for Data Center Monitoring satisfies the requirement for comprehensive IT infrastructure monitoring by providing comprehensive management and automation of enterprise IT to ensure availability and flexibility of heterogeneous IT infrastructures and applications. ManageNow® for Data Center Monitoring provides the necessary 360° view of the entire infrastructure – and comprises e.g. servers, storage, SAN, networks, POS, self-service stations and even more specific equipment as e.g. refrigerators.

With the functionality of automatic problem identification, classification and prioritization as well as rule-based error handling, ManageNow® for Data Center Management makes IT monitoring highly efficient. Pre-configured event management and assignment of monitored objects to business processes eases in addition the management tasks.

Highlights - ManageNow® for Data Center Monitoring

- Vendor-independent monitoring platform
- Automated identification and inventory of the specific system components
- Ease of use web graphical user interface (GUI) with topology, status and business process views
- Ready-to-run monitoring check programs for major infrastructure systems, server, storage, network, SAN

What makes ManageNow® for Data Center Monitoring special?

- ManageNow® for Data Center Monitoring is a ready-to-run software appliance and supports all market leading virtualization platforms, e.g. VMware, Citrix, Microsoft
- Automated control cycle functionality automates the main functions and optimizes daily data center operations
- Ease-of-use integration of existing open source monitoring scripts for special requirements like POS and self-service equipment
- Our maintenance and support offering includes also monitoring open source components

Summary

Fujitsu ManageNow® solutions are preconfigured solutions for IT operations management, based on CA Technologies or open source software solutions for heterogeneous infrastructures. They are designed for speedy installation and configuration and short time to productivity. With our ManageNow® solutions we support customers in different industries in the data center, workplace and retail POS.

Service and support processes for ManageNow® are established and in place to satisfy all service and support needs.

Why Fujitsu?

- With over 30 years of experience in the retail business we support more than 500 retailers around the globe and support our customers in over 82.000 branches
- Our end-to-end retail solutions increase agility and flexibility
- Our retail solutions cover the complete value chain from branches, warehouses, and headquarters to the backbones in your data centers.
- As solution provider with a broad portfolio we're a single source for hardware, software, solutions and services.
- With global reach, continuous development of technologies and services we make sure that your IT performs and you can concentrate on the growth of your business

More information

Fujitsu OPTIMIZATION Services

In addition to Fujitsu ManageNow®, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system
- BS2000 mainframes

Software

www.fujitsu.com/software/

More information

Learn more about Fujitsu ManageNow®, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.
www.fujitsu.com/managenow/

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/



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Contact

FUJITSU Technology Solutions GmbH
Address: Mies-van-der-Rohe-Street 8, 80807 Munich, Germany
Website: www.fujitsu.com/fts
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