White Paper

Discovering ZENworks

A closer look at ZENworks and how it helps you to manage and secure your endpoints while protecting the data they contain.

opentext™

Table of Contents

ZENworks is a comprehensive Unified Endpoint Management and Protection that lets you manage, secure and protect your diverse endpoint estate from a single management console allowing you to support your company's business goals, improve end-user satisfaction and ensure that your company's data and reputation are protected.

Manage, Secure and Protect Your Endpoints

Today's endpoint management landscape is more diverse than ever; your users are demanding more and the threats to your devices and their data are at an all-time high. Let ZENworks help you manage, secure and protect them.

Over the last 25 years, OpenText™ ZENworks has been used by thousands of enterprises on millions of endpoints to bring order to the chaos that is a company's endpoint device estate. The latest version of ZENworks continues this journey, while also putting a strong focus on helping you secure those devices and protect the data that resides on them. As the number of exploits continues to increase and the number of devices continue to explode, the endpoint estate is a ticking time-bomb. Many enterprises today are so focused on protecting the Data Center that they've completely forgotten that the endpoints are probably the weakest link in the chain. Work from anywhere has pushed more end-users to use different kinds of devices from different locations making it more important than ever to have a well-managed, secure endpoint that helps users stay safe to protect them and their company's data.

ZENworks also includes OpenText™ ZENworks Service Desk, an IT Service Management platform tightly integrated with ZENworks. This makes it easier than ever for today's demanding end-user to help themselves—whether by opening a ticket, requesting an application or other resource, or by accessing a rich company knowledgebase from whatever device they have. This helps to improve security by eliminating users' need for shadow-IT and provides IT the ability to automate simple tasks like assigning applications and initiating OS distribution while requiring the appropriate business controls to be in place.

Additionally, when coupled with other Unified Endpoint Management and Protection solutions such as OpenText™ Connected MX and OpenText™ Desktop Containers with Application Streaming you can help solve business challenges such as protecting users' data from, not only hackers that want your data, but from machine failures or overwriting during collaboration and you can simplify and secure the deployment of and access to applications by users no matter what device they are on or what location that device is at.

Moving to the latest version of ZENworks—either from an earlier version of ZENworks or from another endpoint management product—creates intriguing new possibilities for reducing IT complexity, increasing end-user productivity, securing endpoints, protecting data and ultimately bringing your IT department into closer alignment with your business's goals. This white paper explores these possibilities by providing a detailed look at the new features and capabilities within the latest ZENworks suite of products

Unified Endpoint Management and Protection for Heterogeneous Environments

ZENworks is a unified endpoint management solution that includes a unified console (OpenText™ ZENworks Control Center), a single ZENworks Adaptive Agent, ZENworks server software and OpenText™ ZENworks Reporting for reporting and analysis. This integrated approach accomplishes five important goals:

- ZENworks enables you to control all your endpoint configuration management, software asset management, endpoint software patch management, endpoint security management, full disk encryption and mobile device management (MDM) functions through a single, unified management console that can be accessed from any device from your favorite browser. You can also create policies that cross traditional ZENworks product and functional boundaries.

- ZENworks consolidates a broad range of configuration, asset, patch, and security management functions into a single endpoint adaptive agent. As a result, you no longer must worry about deploying and updating multiple agents for different products. Additionally, if you want to start with one capability, such as Patch Management and then turn on other capabilities its as simply as a couple of clicks in the ZENworks Control Center.

- ZENworks allows you to leverage the modern device management capabilities built into today's modern platforms in a familiar and powerful way using the same server and management console.

- ZENworks provides for both managed device heterogeneity and infrastructure-side heterogeneity. This enables you to leverage your existing skills, virtualization environment, directory service, database infrastructure, and often hardware or license investments to deliver a management solution that provides value at a lower cost and in a more intuitive manner than many other solutions.

- ZENworks allows you to run canned reports, create ad hoc reports and build compelling technical or business dashboards using a powerful web-based report that can report across all aspects of your Unified Endpoint Management and Protection solution.

ZENworks is available as a SLES-based virtual appliance that means you can easily deploy it without incurring additional server or database licensing costs. Bringing different ZENworks products together into the same integrated console—and then extending those capabilities to a wider range of endpoint platforms and devices—has obvious implications for reducing IT complexity, lowering costs, and saving time. When you combine this integrated platform with ZENworks' unique policy- and identity-based approach to device management, you get an even more automated and comprehensive solution.

All ZENworks products—including OpenText™ ZENworks Configuration Management, OpenText™ ZENworks Patch Management, OpenText™ ZENworks Asset Management, OpenText™ ZENworks Endpoint Security Management, and OpenText™ ZENworks Full Disk Encryption—are part of the ZENworks management console. Each of these products adds important capabilities to the overall solution.

What Are the Modern Management Capabilities of ZENworks?

- Manage iOS devices from cradle to grave with Device Enrollment Program support

- Support BYO-devices with native container management for Android

- Support Windows 10 AutoPilot

- Deliver policies and MSI applications to Windows 10 devices without a ZENworks agent

- Deploy applications and manage their associated licenses with Apple VPP and Android Enterprise support

- Implement critical security controls to protect your devices and data

- Track and inventory devices accessing your environment

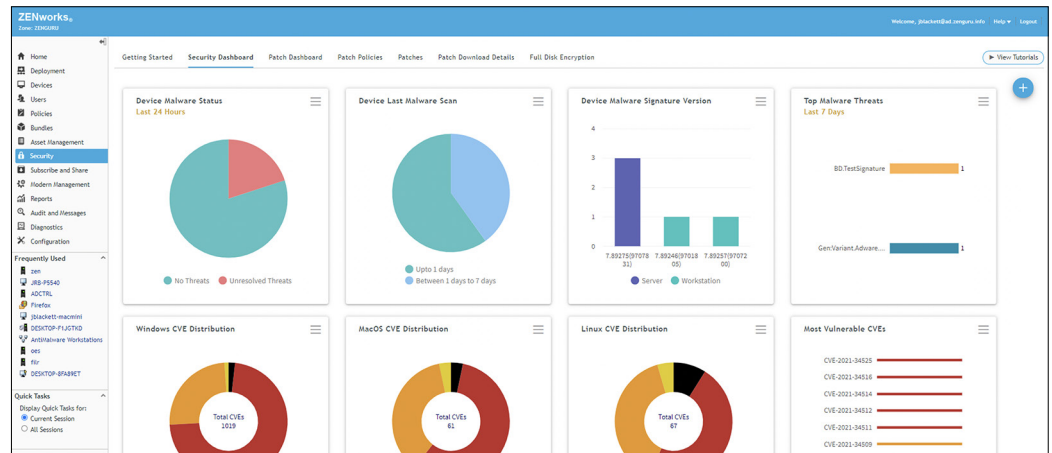- Keep users from deploying mobile OS updates before you're ready

Figure 1. The ZENworks management console integrates configuration, software asset, patch and endpoint security management into a single integrated console that includes powerful dashboarding capabilities.

ZENworks Configuration Management

The ZENworks family starts with ZENworks Configuration Management, an improved and enhanced version of the popular and proven unified endpoint management solution. The latest version of ZENworks Configuration Management automates and enforces IT management processes across the lifecycle of devices in physical, virtual, and cloud environments. Unlike other products, which only focus on physical devices, ZENworks Configuration Management empowers the most important assets in your organization: your users. Its unique identity-based management capabilities also ensure that employees remain productive by providing them with precisely the tools they need—regardless of which devices they use or where they choose to work—so long as your security policy permits it.

Core Capabilities

ZENworks Configuration Management includes these core capabilities, which helps you reduce cost of ownership while delivering a high-quality end user experience to your endpoint estate.

- **Flexible deployment of Windows 10.** ZENworks provides support for Windows 10 AutoPilot, making it easy to enroll agentless devices and provision policies and applications. Where the native capabilities may not be enough, ZENworks offers native support for either high-performance Linux or WinPE-based image deployment of Windows 10 or deployment using the Microsoft Deployment Toolkit (MDT). With the ability to customize MDT deployments at execution time you can take the intelligence of ZENworks and inject it into your MDT deployment. ZENworks also integrates with the ENGL Imaging Toolkit to further simplify the deployment and upgrade of Windows 10 in your PC estate. These options mean that you can use ZENworks to deploy Windows 10 in the most efficient manner possible, given your skillset and existing investments.

■ **Superior application lifecycle management** means you can control every aspect of application deployment to your Windows, macOS, and Linux devices. ZENworks Configuration Management includes a standard edition version of both Flexera AdminStudio and Setup Commander that you can use to simplify the packaging of Windows applications. You can then use ZENworks to distribute all your Windows, Linux, Mac, iOS and Android applications and their configuration to the devices. For traditional devices, you can also manage the day-to-day launch of the application, control the application repair process, and even control the hours each application should be available on certain devices or to certain users. Integrated change management capabilities ensure that changes are only deployed to your devices when permitted users publish them.

■ **Improved application lifecycle management tracking.** ZENworks provides advanced status information related to application lifecycle management ensuring it is accurate, timely and easy to consume. With actionable dashboards to monitor the deployment of your applications, you'll be able to quickly and easily see how your deployments are going and act if there's a problem.
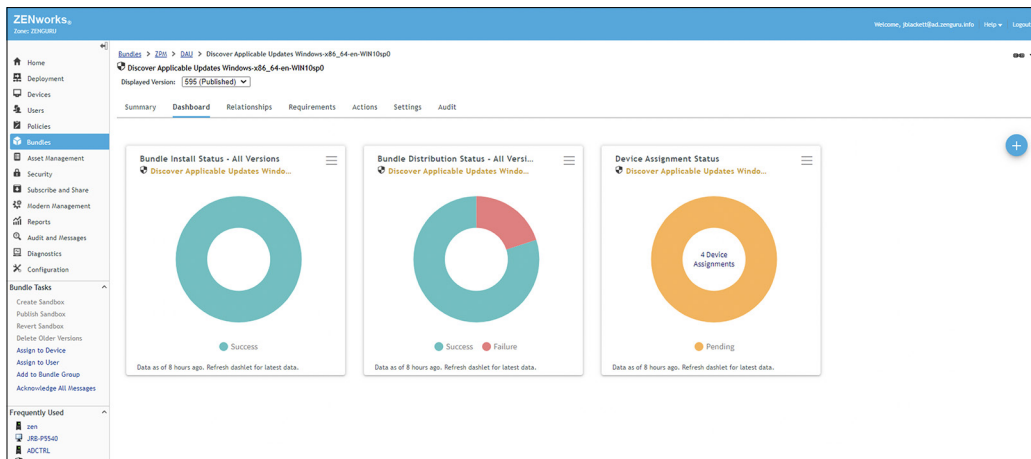

Figure 2. The bundle status dashboard that makes it easy to see how your deployments are doing

■ **Know what's vulnerable.** After you've deployed Windows and distributed applications, you're probably going to need to know what patches are missing and what vulnerabilities that introduces. ZENworks Configuration Management includes everything you need to identify and track Windows OS vulnerabilities that impact your organization. ZENworks helps you identify the Common Vulnerabilities and Exposures (CVEs) that are released, determine which ones impact your endpoint devices, and monitor the patching of these exposures over time.

■ **Integrated mobile management for iOS, Android, and ActiveSync devices.** With the powerful mobile device management capabilities in ZENworks, you can manage your mobile devices in much the same way you do any other device in ZENworks. Use bundles to quickly deploy and customize software to your iOS and Android devices. Use native VPP and Android Enterprise integration to provision the licenses for these applications. Apply core security policies to your devices, locate and wipe lost devices and more.

Track, Manage and Remediate
ZENworks 2020 makes it easy to see and address CVEs that impact your environment through:

■ Integration with the National Vulnerabilities Database to ensure ZENworks knows about the latest CVEs

■ Actionable dashlets that make it easy to identify and track the devices that are vulnerable in your system

■ Remediation of CVEs through ZENworks Patch Management

- **Enhanced application self-service** makes it easier for users to help themselves. ZENworks Configuration Management includes a two-technician license for OpenText™ Service Desk Standard Edition. This solution includes everything you need to build an enterprise application and service store that is tightly integrated with your ZENworks environment. You can create workflows that mirror your business processes in order to drive the resources made available to your users via the service desk store. ZENworks Configuration Management also includes a modern, user-friendly application launcher that makes it a snap for users to access the applications that have been assigned to them or the device they are using.

- **Location awareness** for Windows, macOS, and Linux systems. This unique ability to use information about location—together with information about users and devices—adds a whole new dimension to the product's identity-based approach to management. You can create policies that use a device's location to find the closest servers, control bandwidth throttling, control application availability, and more. Location awareness is used across all ZENworks products

- **Remote Management** allows you to help support your users. Capabilities including remote control, remote view, file transfer and chat allow you to help your end users as they have issues. The ability to record remote control sessions mean you can keep a history of what happened during a specific session and even upload these to the OpenText™ ZENworks Service Desk ticket.

- **Customer driven innovation.** Customer Ideas, submitted and voted on by thousands of customers, have been implemented across the product line. The Ideas portal provides an easy way for ZENworks administrators to tell OpenText™ what we can do better. With ZENworks 2020, we have added many customer-requested enhancements that should make managing your system even easier.

ZENworks Patch Management

ZENworks Patch Management provides both operational and security-focused endpoint software patching for all your devices. Building on the new identify and track CVE capabilities for Windows found in ZENworks Configuration Management, ZENworks Patch Management makes it easy to remediate the identified CVEs by distributing the patches that address them. This means that fixing a vulnerability is as easy as picking the vulnerability and saying remediate. Behind the scenes ZENworks finds the current patch that fixes the problem and deploys it.

ZENworks Patch Management also includes a library of patches that goes beyond the Windows OS patches, including common Windows applications from many vendors. MacOS, RedHat Linux and SUSE Linux are also a part of the Patch Management subscription and just like Windows, ZENworks Patch Management extends CVE tracking to these other platforms and applications and then allows you to quickly remediate them. ZENworks also provides several other compelling capabilities:

- **Dynamic, rule-based policies** that enable you to set up automatic rules for keeping devices patched based on your business processes. This provides a method where you setup policies and then just use the tracking capabilities to monitor their effect, rather than having to be constantly watching for new patches.

- **The ability to apply your patch policies on device shutdown** to prevent unwanted impact on end-users

- **Automated email notifications** that inform you when new patches are available or deployed

- **An in-console dashboard** for a quick look at the patch state of your environment and track deployments of specific patches

- **Integrated reporting** via OpenText™ ZENworks Reporting that enables you to create custom reports or run canned reports about your patch management environment
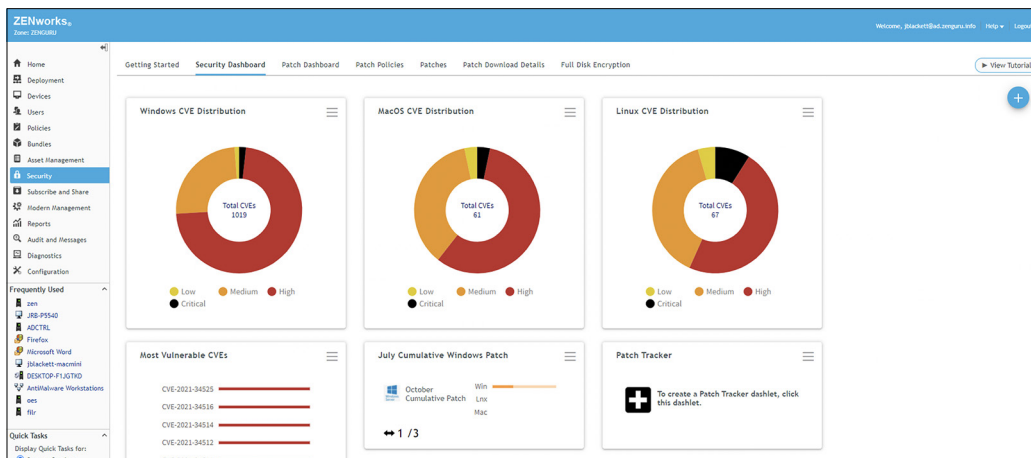

Figure 3. Easy to understand CVE dashboards that make it easy to identify, track and remediate software vulnerabilities

ZENworks Endpoint Security Management

Like ZENworks Patch Management, ZENworks Endpoint Security Management is a fully integrated part of the ZENworks console and architecture. This means that both the endpoint configuration and security management use the Adaptive Agent. It also means you use a single unified console to manage all your endpoint configuration and security policies and capabilities. This integration also means ZENworks Endpoint Security Management can take advantage of the ZENworks platform's location awareness capabilities to help enforce endpoint security policies. Finally, ZENworks Endpoint Security Management supports more devices, policy types, security controls, and reporting functions than ever before. This includes:

- **Integrated malware and virus protection.** ZENworks Endpoint Security Antimalware protects Windows desktops, servers, and mobile PCs against known and unknown (zero-day) malware threats and provides consolidated reporting and dashboarding.

- **Secure your devices from over 10 different attack vectors**, including application control, communication hardware, data encryption, firewall, location assignment, security settings, storage device control, VPN enforcement, and Wi-Fi security.

- **Protect your endpoint data.** ZENworks Endpoint Security allows you to implement data encryption policies that secure specific folders on the machine and USB devices. With centralized key management you can be sure that even if the user leaves you can access your data, while hackers cannot.

- **Lockdown driver-level enforcement** of your endpoint security policies, including the ability to define granular, feature-specific security settings for each device or use.

- **Expanded reporting capabilities** that leverage ZENworks Reporting to deliver robust, canned reports and that provide the ability to quickly build custom reports involving any endpoint management security policy

- **Support for Windows Portable Device** controls allows you to let users charge their devise, without opening any data to those devices.

ZENworks Full Disk Encryption

ZENworks also features the ZENworks Full Disk Encryption capability, which enables you to encrypt fixed drives in any Windows device. This is especially important for users that are often on the go, putting them at risk of having their laptop or Windows tablet lost or stolen. As with other members of the ZENworks family, ZENworks Full Disk Encryption is fully integrated into the unified management console. ZENworks Full Disk Encryption provides the following capabilities:

- **Centralized, policy-based control of encryption** gives you the ability to enable device encryption from the console and have it implemented anywhere. No need for users to bring their machines to the office for encryption or decryption. Simply apply a policy, trigger a decrypt, and it happens behind the scenes

- **Secure, centralized key management** means you never have to worry about being able to access your corporate data

- **Enhanced security through preboot authentication** allows you to put boot-level protection on the hard drive, instead of depending only on Windows authentication. Use either password-based or smartcard authentication to unlock the drive and then seamlessly sign-in to Windows

- **Centralized preboot authentication override** means helpdesk agents can grant access to users who forget their passwords

- **Auditing of encryption and decryption activities** means you can prove that a device was encrypted if it ever gets lost or stolen

ZENworks Asset Management

The latest release of ZENworks Asset Management, integrated with the ZENworks console, provides integrated software asset management capabilities for Windows, macOS, and Linux. This integration enables you to inventory your devices through the same unified console. ZENworks Asset Management also offers these capabilities:

- **License reconciliation capabilities** that can create an accurate inventory and normalize licensing data across your organization, match products discovered on your network with purchased licenses, show how they relate to each other, and place them in the context of your overall licensing program

- **Ability to allocate software licenses** based on department, cost center, or geographic location

- **Easy license tracking of OpenText™ GroupWise, ZENworks, and OpenText™ Open Enterprise Server**, using license consumption sources Contract and document repository to store and attach contracts and documents to your license compliance information

- **Compliance status at a glance** via the asset management dashboard and built-in canned reports

- **Ability to import network devices** into the asset management system

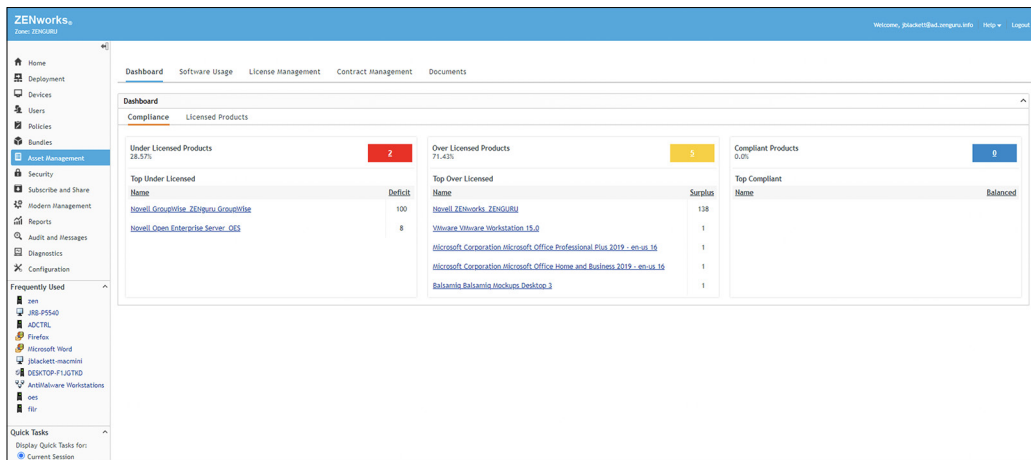- **Ability to monitor contracts** and be notified of upcoming renewals or expirations

Figure 4. The ZENworks Asset Management dashboard provides information at a glance

ZENworks Service Desk, Standard Edition

ZENworks Configuration Management, ZENworks Asset Management and the ZENworks Suite also include licenses for ZENworks Service Desk Standard Edition. Customers with ZENworks Configuration Management or ZENworks Asset Management receive two technician licenses, while Suite customers receive licenses equivalent to their Suite licenses. ZENworks Service Desk Standard Edition provides the following capabilities:

- **Create your own workflow-enabled store.** With the service desk store capabilities in ZENworks Service Desk, you can build your own enterprise store that can contain any of the software bundles you create in ZENworks Configuration Management, OS deployments and any other resources where access can be granted via LDAP group membership.

- **Customizable asset management.** You can also use these licenses to implement basic hardware asset management, allowing you to keep track of devices and even whiteboards, chairs and other non-IT resources. When integrated with ZENworks you can keep track of devices that are still on the shelves and then automatically update the system when those devices get deployed.

- **Incident and service management.** ZENworks Service Desk also provides full incident management support that can grow with your company. ZENworks Service Desk Standard Edition is a incident and service management solution that is integrated with the ZENworks product line
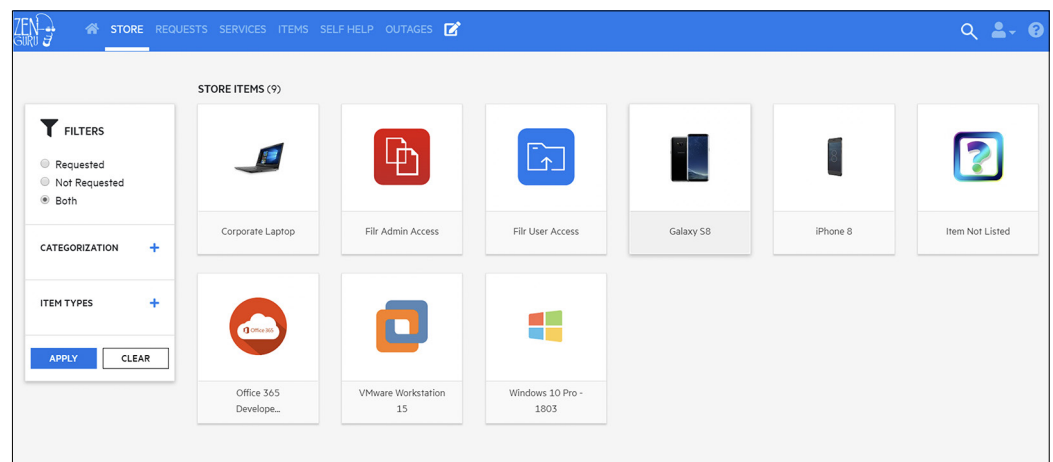

Figure 5. A brandable enterprise store that makes it easy for your end users to request what they need and your IT staff to fulfill requests

ZENworks Reporting

ZENworks builds on the reporting capabilities of previous versions—with an enhanced reporting service that is built on the industry-leading Jaspersoft Server Professional platform. Delivered as a virtual appliance, you can now quickly deploy ZENworks Reporting and use it to collect and analyze information in many different areas—either by building customized reports or by leveraging an expanded set of canned reports. ZENworks Reporting includes the following capabilities:

- **A rich set of canned reports** that enable you to report across all aspects of the ZENworks system. This includes inventory, software delivery, policies, patching, endpoint security, full disk encryption, and software licensing

- **A simple, web-based, ad hoc report designer** that gives you the ability to create custom reports

- **A new dashboard designer that makes it easy to build interactive dashboards** across the ZENworks product family

- **A robust report designer for customers that require pixel-perfect reports, advanced report design.** With the JasperStudio tool, you can create even the most complex reports

- **The ability to embed reports, dashlets and dashboards** into your business applications that need information about ZENworks or surface data via REST APIs from the report data.

- **Community-developed domains** for Service Desk and Desktop Containers means you can extend the reach of ZENworks Reporting to include all products in the Endpoint Management portfolio

ZENworks Suite

All of the products discussed in this whitepaper are available standalone or as part of the ZENworks Suite. The ZENworks Suite also includes Desktop Containers, Suite Edition, which makes it easy to package applications as virtual containers and deliver them through ZENworks Configuration Management or through a web-based portal called the Desktop Containers Server. If you need more than two of the products in the ZENworks family, you will likely find it more advantageous to purchase the ZENworks Suite and realize its full range of value

It is important to note that the ZENworks Patch Management subscription, which feeds the fingerprints and patches to the system, allowing you to quickly remediate vulnerabilities is available as a separate add-on subscription add-on for the ZENworks Suite. You can also add the Service Desk ITIL Edition if you need additional processes such as OpenText™ Release Management, OpenText™ Request Management, or OpenText™ Change Management. The Application Streaming add-on for Desktop Containers also extends your ability to deliver applications and data to users on any device at any location.

Make the Move to the Latest Version of ZENworks Today

When you put all these new features and capabilities together—and place them in the context of the integrated and unified ZENworks console—it quickly becomes obvious that the latest family of ZENworks products can make a major, positive impact on your IT environment. Find out how the latest version of ZENworks can help your organization find new ways to control costs, boost productivity, and increase the value of your IT assets, secure your endpoints and protect the data on them.

Learn more at
www.microfocus.com/opentext

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