IBM

Tivoli® software

Simple, fast, secure IT management solutions
for growing businesses.

Deploy IBM Tivoli Express software — easy-to-use solutions for midsize business budgets.

Middleware is Everywhere | Can you see it?

Midsize businesses like yours find themselves in a bind when it comes to finding IT solutions that can support their business goals. The goals and challenges are the same as those of much larger organizations: maximum server and disk capacity, data protection, availability and security, for example. But midsize businesses typically have fewer resources — budget and staff — available to deal with IT management. They have to be innovative because few affordable solutions that make sense for a midsize business have been available to address a wide range of IT management challenges.

Without effective, cost-efficient management tools, midsize businesses can quickly become overwhelmed by the ever-increasing complexity of their IT environments. Storage costs can spiral out of control because of the increasing amounts of customer, employee and vendor data from multiple applications. Availability, performance and revenues suffer because it's difficult to resolve IT resource, application and network problems quickly. While company data must be secured and protected from system crashes, viruses and hackers, other events like password-reset help-desk calls dominate IT staff time. And IT staff lack visibility into rapid changes — or an automated, centralized means to address them.

In this context, it's clear that your business needs ways to:

- *Improve processes such as backup and recovery, and problem determination and resolution to enable staff to focus on strategic, business-critical projects.*
- *Optimize IT resources to support your business priorities — and your bottom line.*
- *Tackle your IT challenges with solutions that are designed and priced especially for midsize businesses.*

"Midmarket companies' staff and budgets struggle to keep pace with the demands on their IT environments; they need ways to decrease the total cost of ownership of their IT while keeping up with security and minimizing staffing requirements. Tivoli definitely steps up to the plate to solve these midmarket challenges with the new set of Express offerings."

— Amy Wohl, Wohl Associates

Within the wide range of IBM Tivoli® IT management software, the IBM Tivoli Express Portfolio™ of solutions is especially designed to help growing businesses. By using preconfigured installation processes, you need less skills and time to **install and deploy rapidly and easily.** And once Tivoli Express software is installed, one person — regardless of specialty — can **easily manage** popular applications and systems across your environment.

Tivoli IT management software is designed to deliver value quickly and pay dividends in the years ahead. The Tivoli Express Portfolio is **priced for fast-growing businesses** to obtain substantial value at nearly any price point. These solutions are **modular,** leveraging open standards and working with your existing systems to extend their value — at your own pace. Furthermore, Tivoli Express software **supports your business growth** by offering a clear migration path to enterprise-class IBM Tivoli software, when you need it.

Of course, all these advantages would mean little if the software lacked the core capabilities to help you manage your business challenges. But the Tivoli Express Portfolio is **highly reliable and effective.** The solutions leverage practical IBM experience and proven technologies to help you optimize the security and availability of your critical business applications.

Extend into a broad range of solutions for midsize businesses

The Tivoli Express Portfolio offers you simple, fast, secure IT management capabilities. It's also part of a broad range of IBM software for midsize businesses, including:

- *IBM DB2 Universal Database™ Express Edition – retrieve and protect data.*
- *IBM DB2® Everyplace® Express Edition – access business information anywhere, anytime.*
- *IBM Express Runtime – enable development and deployment of business applications.*
- *IBM WebSphere® Application Server – Express – create dynamic On Demand Business Web sites.*
- *IBM WebSphere Commerce – Express – customize your Web store.*
- *IBM WebSphere Portal – Express – provide easy access to critical business applications and information.*
- *IBM WebSphere Business Integration Server Express – seamlessly integrate back-end applications with front-end systems.*
- *IBM Lotus® Domino® Express – enable users to share, manage and organize information efficiently.*
- *IBM Workplace™ Services Express – extend collaboration to other people and business applications.*

Start by tackling your most urgent problems

Tivoli software includes Express offerings and complementary software that directly address the challenges that midsize businesses face in the following areas:

- *Automated backup and recovery*
- *Availability management*
- *Identity management*
- *Software patch distribution and inventory management*

Any of these areas can be a valuable starting point that leads you toward a simplified, rapid, secure way to manage IT.

As you're thinking about the most pressing needs of your organization, turn the page to learn more about how Tivoli software can help your business in these four areas.

Automate backup and recovery without requiring extensive staff time or storage management expertise

To maintain business continuity and facilitate compliance with regulations, you cannot afford to lose critical data. Nor can you afford an ever-increasing investment in IT resources — staff training, administration and hardware — because IT data is growing exponentially.

That's why midsize businesses like yours use **IBM Tivoli Storage Manager Express** to address today's storage challenges. It's a robust, light, easy-to-manage solution for keeping your critical data safe and restorable. And it helps you minimize the staff time and network bandwidth you use for storage management. Tivoli Storage Manager Express conducts automated data backup and restore functions across a broad range of platforms and storage devices. The software enables you to centralize storage management operations, reduce backup windows and data recovery times, and support efforts to maximize application availability and responsiveness to your customers, suppliers and partners. Plus, you can install Tivoli Storage Manager Express, configure it and conduct your first backup all in less than one hour.

In addition to optimizing your data backup and recovery processes, you need to make sure you protect the valuable business data that many businesses neglect: the spreadsheets, presentations and word processing documents your staff worked on most recently. If file backups are only done on scheduled intervals that can be as long as every 7 to 24 hours, large portions of valuable data can remain unprotected for significant stretches of time. Because midsize businesses have a greater percentage of their data on laptop and desktop computers than do large enterprises, backing up that data is particularly important.

With **IBM Tivoli Continuous Data Protection for Files,** your business can back up files in real time on desktops, laptops, file servers or mobile devices. The software runs transparently in the background to help achieve maximum efficiency. If a failure occurs, employees can recover the latest version of data without IT involvement — helping control storage administration costs. What's more, Tivoli Continuous Data Protection for Files is priced attractively for midsize businesses.

> *"Working with Tivoli software, Pirean has found that customers receive a rapid return on investment through Tivoli Express products. The deployment time is dramatically reduced and the business benefits are significant."*
>
> **— Stuart Wilson, Executive Officer, Pirean**

Spot trends, see impacts and take action to resolve problems quickly across your applications, databases and servers

Traditional tools that monitor individual resources typically cannot solve application performance and availability problems. Your IT staff spends significant hours trying to identify, isolate and fix these problems. And many problems are recurring, forcing IT staff to execute the same procedures over and over again — diverting staff focus from high-priority business tasks.

Your midsize business can use **IBM Tivoli Monitoring Express** to take control of your resources and support sustained business growth. Use its self-managing capabilities to help minimize disruption to your business and enable greater IT efficiency. Leverage real-time and historical data to understand current use and anticipate future system performance trends. The easy-to-install, easy-to-manage and easy-to-deploy solution enables your company to manage bottlenecks, performance impacts and outages across complex heterogeneous environments — all from a centralized view.

To help optimize the performance of your business-critical online applications, deploy **IBM Tivoli Composite Application Manager Basic for WebSphere.** It's a self-contained, cost-effective monitoring solution that provides a comprehensive view into IBM WebSphere Application Server and the behavior of your WebSphere applications. Leverage its advanced set of diagnostic, reporting, analysis and resolution tools to simplify application management, help minimize support costs, and identity and fix performance problems before they impact customers and other end users.

Help protect user identities and facilitate compliance efforts by using simplified validation processes

Regulations designed to maximize corporate transparency, protect privacy and minimize identity theft and fraud are becoming more stringent. As a result, many organizations are accountable for improving the transparency with which they adhere to regulations such as Sarbanes-Oxley, the Health Insurance Portability and Accountability Act (HIPAA), Basel II and many others. Companies can fail audits if they cannot demonstrate that they effectively apply their processes and procedures for granting access rights to users.

When a company grows or shrinks, the validation process can be time-consuming, costly and inefficient. Every time a person changes jobs, roles or employment status, his user access must be appropriately adjusted — each of his user accounts, across every application and system, must be altered or deleted. To achieve audit compliance, IT staff must perpetually and manually audit each production server and application to avoid invalid accounts.

IBM Tivoli Identity Manager Express helps you grant and enforce the correct access levels. You can use a standard recertification process to confirm all accounts are active and valid. And send notification and approval events to managers, application owners or security administrators. Because the software tracks user access from a single location, it helps you create a source for centralized approvals.

Validating and enforcing user access rights in a centralized fashion helps ease the burden of achieving compliance, because it helps reduce the time and cost associated with preparing for audits and revalidating user accounts. By matching user accounts with known identities, you can quickly eliminate orphan accounts that could lead to noncompliance. Tivoli Identity Manager Express provides standard reporting capabilities that give your business a consolidated view of access rights and provisioning activity across all managed people and systems.

Quickly deploy critical software updates to reduce end-user downtime and the need for costly IT support

Few businesses have accurate, efficient methods for identifying, tracking and reporting on hardware and software assets. As a result, they expose themselves to potential security vulnerabilities, because the configurations of their systems do not align with their standards. Security patches may be inconsistently or slowly distributed throughout an organization. And when new applications become available, the processes of identifying which machines need prerequisites may be done manually and on a machine-by-machine basis. It wastes IT staff time and delays the delivery of useful tools to employees.

IBM Tivoli Provisioning Manager Express for Software Distribution and **IBM Tivoli Provisioning Manager Express for Inventory** provide a cost-efficient way for your business to tackle these challenges. On its own or included as a part of Tivoli Provisioning Manager Express for Software Distribution, Tivoli Provisioning Manager Express for Inventory enables your business to track and report hardware and software information. The software's lightweight, secure, Web-based tools help you better manage your IT assets. And you can leverage its reporting capabilities, including custom query capabilities, to help identify — with great specificity — noncompliance with your security policy.

Tivoli Provisioning Manager Express for Software Distribution helps you efficiently distribute software and patches throughout your organization. Users can pull down prepackaged software using a friendly Web interface, or IT staff can "push" appropriate software and updates out to user machines — without user intervention. If you run a report to identify noncompliant machines, for example, you can use the dynamically generated list to deploy critical software updates. And do so with a tool that streamlines and automates software distribution tasks that would otherwise drain the time of your IT staff away from higher-value tasks.

IBM and IBM Business Partners help deliver and extend solutions

IBM and our IBM Business Partners combine experience with midsize businesses, proven skills and best practices to quickly deliver IBM Tivoli Express solutions that meet the unique needs of your business. As your IT management requirements grow into those of a larger business, IBM and our network of Business Partners can provide guidance and solutions that are the right size and price — and also easy to install and manage.

For customers with limited IT staff, there is also a wealth of expertise within these teams, offering proven technical and business expertise. Enhanced services can help you achieve business results faster and gain efficiencies by using existing resources to do more with less and help minimize project risk. Services include assessment, planning, solution design and implementation as well as integration, skills transfer, service offerings and custom onsite training.

To find the best IBM Business Partner for you, please visit d03bphrb.partner.boulder.ibm.com

Deploy effective, efficient solutions with Tivoli software

When you choose simple, fast, secure Tivoli Express software that is designed for your growing midsize business, you enable your business to:
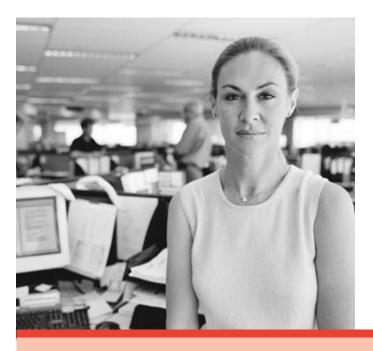
- *Store customer, employee and vendor data from multiple applications in a secure database.*
- *Rapidly identify and resolve IT resource and application problems.*
- *Help secure and protect company data.*
- *Effectively manage IT costs associated with problem resolution, downtime and data growth.*

Because Tivoli Express solutions do not require advanced expertise and because they are easy to integrate, install and manage, they're perfect even if you have a small IT staff and a complex, heterogeneous IT environment.

About Tivoli software from IBM

Tivoli software from IBM helps organizations efficiently and effectively manage information technology (IT) resources and tasks in order to meet ever-shifting business requirements and deliver flexible and responsive IT service management, while helping to reduce costs. The Tivoli portfolio spans software for security, compliance, storage, performance, availability, configuration, operations and IT lifecycle management, and is backed by world-class IBM services, support and research.

Simple, fast, secure IT management.

When you're ready for software that can help you maximize the effectiveness of your business processes and optimize your IT environment in support of your business goals, you're ready for IBM Tivoli software.

For more information

To learn more about easy-to-install, affordable IBM Tivoli software that helps your growing business address storage, security and availability challenges with solutions that represent practical experience, contact your IBM representative or IBM Business Partner, or visit **ibm.com**/tivoli/smb

You can also learn more about IBM Software Services at **ibm.com**/software/sw-services, IBM Global Services at **ibm.com**/services and IBM Business Partners at **ibm.com**/software/solutions/isv

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