IBM Remote Management Agent Version 2 Release 3

Highlights

- *Helps lower total cost of ownership by improving the efficiency of systems and application deployment in stores*

- *Decreases downtime through proactive monitoring for store device availability, threshold performance and utilization across one store or multiple stores*

- *Leverages open standards and the IBM Store Integration Framework offering to ease deployment of store systems management, software and hardware solutions*

- *Is complimentarily available via Internet download for IBM hardware customers*

The challenge of deploying new technologies to transform the retail experience

To enhance the customer experience and be more competitive, many mid-size retailers are deploying innovative technologies such as enhanced point-of-sale (POS) systems, kiosks, and self checkout in their stores. However, these deployments increase IT environment complexity, can raise maintenance costs and may be incompatible with the existing infrastructure. Further, IT staff must consistently manage new devices in stores and across the enterprise to ensure system availability.

IBM Remote Management Agent software enables retailers to achieve end-to-end system management of retail devices and applications. It allows you to remotely monitor, collect and filter availability and utilization thresholds, down to the device level.

By offering a common control point for all your store devices — via IBM Remote Management Agent software within each of your stores and the support of General Agents running in each of the store devices — this software can help minimize the complexity of new systems and application deployments in stores and accordingly help improve the IT staff processes and efficiency. And because it's based on open standards, Remote Management Agent software can interoperate with store-level and enterprise software systems management solutions.

You can use IBM Remote Management Agent software to proactively manage critical customer-and employee-facing devices. By improving the availability of point-of-sale (POS) systems, kiosks, self checkout and even printers, you help to enhance customer satisfaction, extend the life of retail devices, employee productivity and bottom-line revenues.
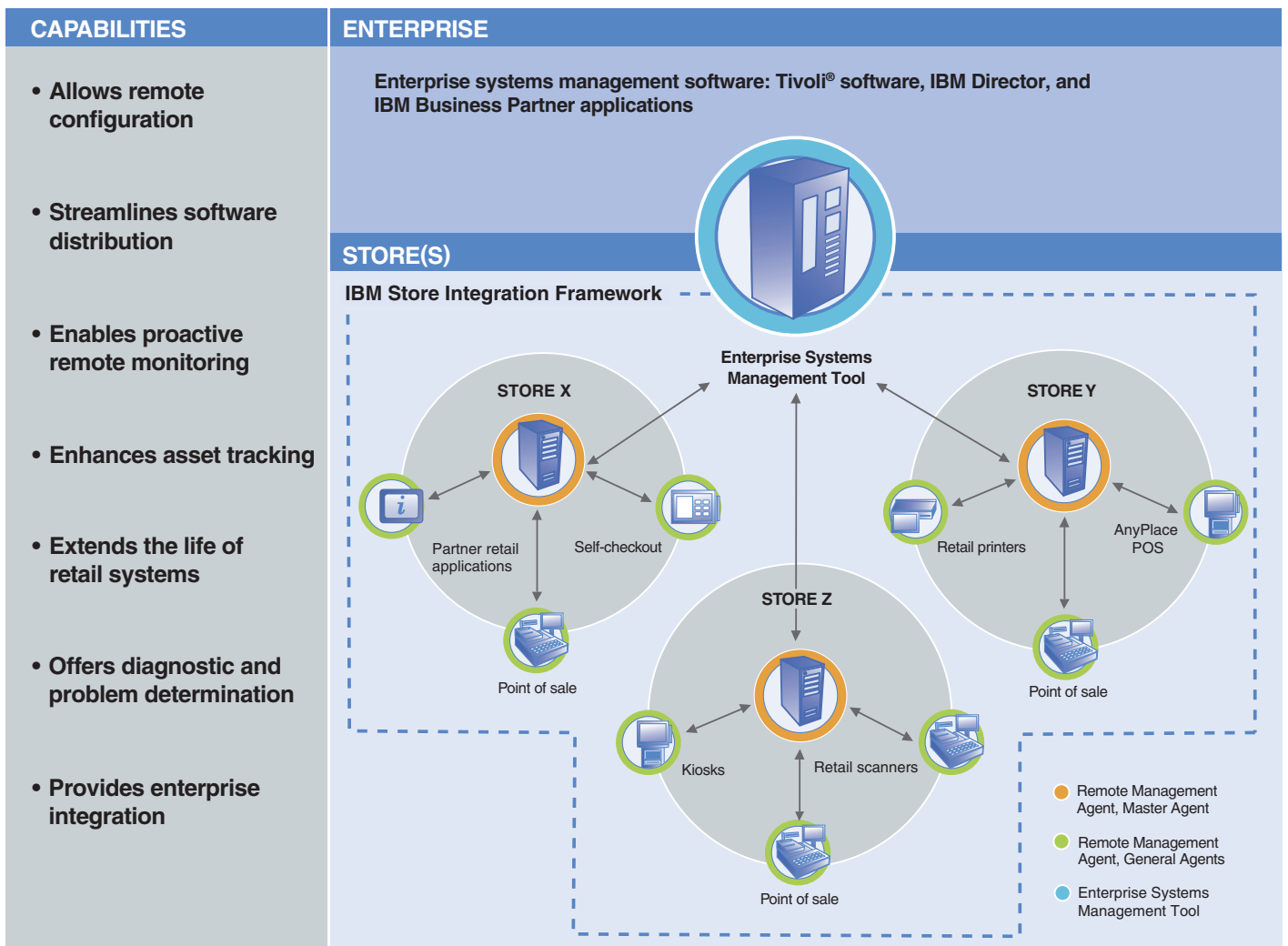
CAPABILITIES	ENTERPRISE
• **Allows remote configuration** • **Streamlines software distribution** • **Enables proactive remote monitoring** • **Enhances asset tracking** • **Extends the life of retail systems** • **Offers diagnostic and problem determination** • **Provides enterprise integration**	Enterprise systems management software: Tivoli® software, IBM Director, and IBM Business Partner applications

Figure 1. Remote Management Agent software, a component of the IBM Store Integration Framework offering, is part of a total, end-to-end systems management solution. When implemented with Enterprise systems management tools and integrated with IBM Business Partner applications, it provides retailers the ability to manage the entire POS solution.

A single interface for effective store and enterprise systems management

Through an interface providing control of all key systems management functions, Remote Management Agent software enables you to perform remote configuration, software distribution, proactive remote monitoring, asset tracking, diagnostic and problem determination and enterprise integration—helping to improve staff productivity and store

systems management. You can update software, device drivers and firmware in store devices when it's convenient. You can customize Remote Management Agent to meet the management needs of specific devices and applications. You can also set availability, utilization and event thresholds, as well as alerts for POS, peripherals, and other store devices, so you can identify and proactively fix potential issues to minimize disruptions to store operations.

Supporting consistent, effective systems management

Remote Management Agent software is a component of the IBM Store Integration Framework offerings, IBM's standards-based infrastructure foundation that simplifies creating on-demand retail environments. When implemented in conjunction with IBM Director software, Remote Management Agent software interoperates with best-of-breed, retail-specific software point

products and enterprise systems management solutions. Consequently, you lower total cost of ownership by utilizing existing management tools and have the flexibility to add solutions that are best suited to your business goals.

Designed for fast, flexible integration, Remote Management Agent software can be "snapped in" to your current environment independently, or it can be implemented as part of a broader infrastructure transformation solution. And, through the Ready for IBM Retail Store Innovations – Store Integration Framework initiative, you can further speed deployments and reduce business risk with solutions that have been validated on the Store Integration Framework platform.

Either way, Remote Management Agent software enables you to add new stores and devices quickly as business requirements change, with minimal impact on staffing needs. And it allows you to take advantage of the solutions offered through our continuously expanding global ecosystem of Business Partners, who have been selected to be included in our Ready for IBM Retail Store Solutions – Store Integration Framework. These Business Partners offer software or peripheral products that have been validated for ease of use, with the Store Integration Framework offering, enabling you to take advantage of the latest retail technology while meeting customer demand.

End-to-end systems management enhances application and device management flexibility with open technology
Remote Management Agent software leverages open standards, including Java™ Management Extensions (JMX), Systems Management BIOS (SMBIOS) and Common Information Model (CIM). Using these standards gives you the flexibility to integrate Remote Management Agent software quickly and consistently with practically any new or existing standards-based store devices and applications, helping to protect your investments.

Remote Management Agent software facilitates asset and inventory management by using industry-standard SMBIOS data, such as product type, model and serial number. With access to industry-standard CIM systems data, including CPU utilization, memory capacity and available disk space from operating systems, Remote Management Agent software enables you to start benefiting from remote monitoring and event management almost immediately upon deployment.

Relying on proven IBM retail technology and integration experience
More and more retailers are working to differentiate themselves from competitors by delivering outstanding shopping solutions and services in stores; their IT teams face tremendous pressure to drive innovation and improve the customer experience while keeping complexity and costs in check. IBM Remote Management Agent software builds on lessons learned from IBM's over 30 years of experience—and nearly two million POS installations worldwide—in the retail sector. When you work with IBM to implement a Remote Management Agent solution, you can tap into our comprehensive retail knowledge and build a foundation for an on-demand retail environment. That foundation will enable you to deploy retail innovations quickly and securely and to manage them effectively with lowered business risks.

Technical requirements

Hardware	Hardware requirements	Operating systems
SurePOS™ 100

SurePOS 300

SurePOS 700

SurePOS 500/600

IBM AnyPlace Kiosk

IBM Self Checkout

Printers and I/O | General Agent, minimum 1 GHz processor, at least 40MB of free memory (32MB used by JVM)

Master Agent, minimum 1GHz processor, at least 1GB of system memory | Microsoft® Windows® 2003 Server

Microsoft Windows XP Professional SP2

Microsoft Windows Embedded for Point of Service (WEPOS)

Microsoft Windows Vista

IRES 2.1.4

Novell Linux Point of Service (NLPOS) V9 SSP3

4690 OS V5 CSD 07H0 with RMA V2 |

For more information

To learn more about IBM Director, visit **ibm.com**/systems/management/director. For details on IBM Remote Management Agent software, the IBM Store Integration Framework offering and other IBM systems management solutions, contact your IBM representative or visit:

ibm.com/products/retail

To get your free download of IBM Remote Management Agent Version 2 software, visit:

ibm.com/solutions/retail/store/support

Select a hardware system unit, click the "Download" link and then click on "IBM Remote Management Agent V2.3."