IBM

IBM Retail Systems Management

IBM Remote Management Agent

Speeding and simplifying the deployment and integration of retail devices

Retailers are always looking for innovative technologies to help transform their customers' in-store experiences, improve employee productivity and streamline operations. But to realize the business value of innovation in their stores and across their enterprises, they need to quickly deploy new devices and integrate them with existing business processes and solutions. IBM Remote Management Agent software is part of a an end-to-end store systems management software solution that enables your IT staff to rapidly deploy, configure and efficiently manage retail devices in the store and throughout your retail

environment. 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.

With Remote Management Agent software you can streamline integration from the device level up to the enterprise systems management console level. Based on open standards, the software can interoperate with one store or multiple stores and enterprise-level software systems management solutions.
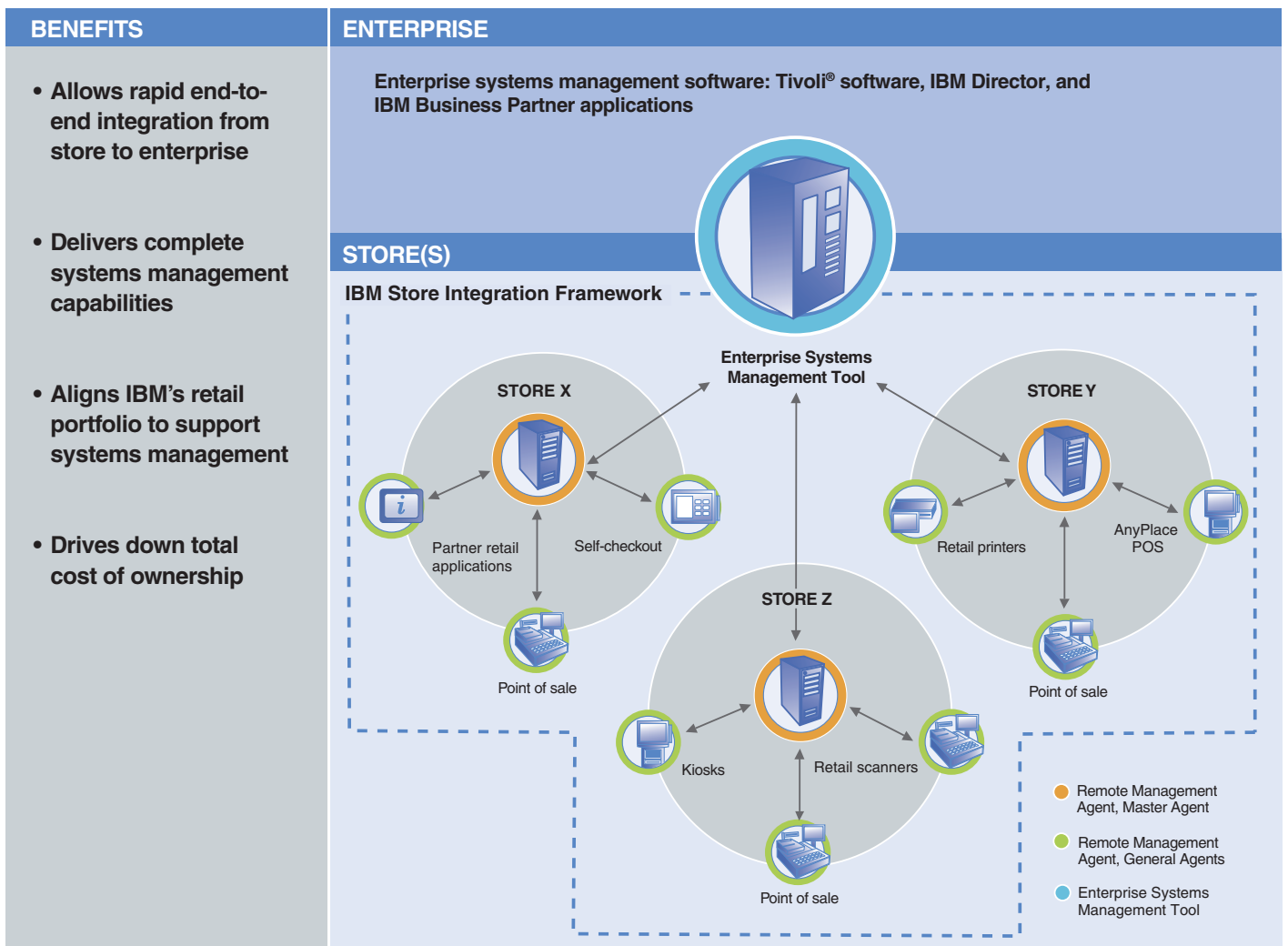
Highlights

- *Allows rapid end-to-end integration from enterprise to store and down to the device level*
- *Delivers complete systems management capabilities to help reduce point-of-sale and store system downtime — at a single store or multiple stores — with proactive monitoring and management capabilities*
- *Aligns IBM's retail portfolio to support systems management across IBM software and hardware platforms*
- *Lowers total cost of ownership by providing efficient systems and asset management and faster, easier deployments across the store and retail environment*

Ready for

IBM | **Retail Store Innovations**

Store Integration Framework™

BENEFITS	ENTERPRISE

Enterprise systems management software: Tivoli® software, IBM Director, and IBM Business Partner applications

- **Allows rapid end-to-end integration from store to enterprise**

- **Delivers complete systems management capabilities**

- **Aligns IBM's retail portfolio to support systems management**

- **Drives down total cost of ownership**

STORE(S)

IBM Store Integration Framework

Enterprise Systems Management Tool

STORE X

STORE Y

STORE Z

Partner retail applications

Self-checkout

Retail printers

AnyPlace POS

Point of sale

Point of sale

Kiosks

Retail scanners

Point of sale

● Remote Management Agent, Master Agent

● Remote Management Agent, General Agents

● Enterprise Systems Management Tool

Although Remote Management Agent software accelerates device integration on an enterprisewide scale, it also provides stand-alone systems management, giving small to midsize businesses the same technology innovation advantages that large enterprises enjoy.

Time is critical in capitalizing on opportunities and beating competitors when you implement differentiating technologies in your stores. Remote Management Agent software provides a way to pilot a solution and gives you the agility to make cost-effective, commercially competitive changes in one store or in hundreds.

Reducing system and device downtime with proactive monitoring

There's no time for downtime. It frustrates customers. It stifles employee productivity. Worst of all, it erodes revenues. IBM has a solution for end-to-end systems management that can help eliminate and resolve those issues, enhancing customer satisfaction, employee productivity and revenues.

Remote Management Agent software, as part of this end-to-end store systems management solution, enables complete systems management, facilitating proactive monitoring of retail devices to improve the availability of point-of-sale (POS) systems, self-checkout, kiosks, and even printers. Leveraging integration with IBM Director software and its console, IBM delivers system visibility for store-level device configuration, monitoring and event management, as well as remote asset management and inventory management.

Simplifying the supervision and administration of IT systems, Remote Management Agent software streamlines device configuration, software distribution and maintenance. It also allows you to diagnose problems, set policies and automatically trigger alerts when event thresholds are reached.

Reinforcing the value of your investments
Because Remote Management Agent software is based on open, industry standards, you have the flexibility you need to integrate the best-of-breed business applications and devices you've chosen to meet your enterprise needs. In addition to supporting IBM's full line of retail store systems, Remote Management Agent software is compatible with other IBM offerings such as the IBM Director offering, Tivoli® software, System x™ servers and Store Integration Framework middleware. In addition to our IBM leading enterprise systems managements solutions, Remote Management Agent software supports IBM Business Partner applications.

With Remote Management Agent software, you have convenient control of your entire retail infrastructure. And you can easily add new solutions, when your business objectives change, to realize the full value of your technology investments.

Managing systems and assets efficiently to lower total cost of ownership
Managing systems and assets is vital to your competitive success; doing so efficiently is just as important. Providing flexible, comprehensive systems management and proactive monitoring, Remote Management Agent's software features let you take corrective actions before systems or devices fail and increases resiliency. Centralized administration and command of the agents used to interact with the system can help your IT staff be more productive—allowing them to work on improving processes instead of just putting out daily "grass fires"—while you concentrate on your business.

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. Because it's built on a framework that supports adding new solutions and touch points, and integrating the store to the enterprise, Remote Management Agent software helps speed deployment of new software and devices in your store today while establishing a platform that makes it easy to implement next-generation capabilities.

Remote Management Agent software is designed with a flexible framework based on ARTS guidelines. In combination with the support for standards-based operating systems, Remote Management Agent software offers you a systems integration solution that lowers total cost of ownership by enabling you to get the most out of your investment in hardware, applications and personnel.

Best of all, Remote Management Agent software and the IBM Director offering are available free of charge when you purchase IBM POS and server hardware.

Rely on proven IBM retail technology and experience
Advances in technology have created a paradox for retailers: IT innovation creates the possibility of improving customer service and operational efficiency, but it also can increase system complexity and maintenance costs. Built on lessons learned from IBM's 30 years of retail experience—and nearly two million POS installations worldwide—IBM Retail Systems Management solutions provide the answer to this problem, helping retailers reduce the management challenges associated with IT complexity and keep costs and risks in check.

IBM®

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."