

SOFTWARE PROVISIONING & METERING

Support Automation service

Make applications optionally available



- ✓ Software Provisioning
- ✓ Application Metering

Software Provisioning made easy

Software/ Application provisioning is the ability to make application software optionally available to customers. There are many ways to do this, including the "shrink-wrap software" method of simply manually installing only the provisioned software on the end user system. However, our customers are asking for an application provisioning capability that provides these advantages:

Advantages

- Centralized control: applications are managed on machines without physical access to them.
- Site management: applications are managed for groups of machines conveniently.
- Small bandwidth requirements: applications are managed without a large amount of data transfer to enable or disable them.
- System imaging: customer systems can be set up with a single pre-configured image containing all applications, and then provisioned to only provide access to the authorized software.
- Access control: the system is reasonably immune to tampering in order to gain unauthorized access to software.
- Incremental provisioning: applications that are installed on existing systems in the field can be enabled and disabled the same way as any other application; also, the decision to provision an application can be made retroactively for existing software that was previously available on all systems.

APPLICATION METERING

HandsFree Networks Application metering is a related, but somewhat distinct, capability. This allows reporting of the usage of certain executables. The idea is that a service provider can charge for application usage based on the time that the application is actually used. The reason it is related to provisioning is that the service provider typically wants to meter some subset of the applications that they provision.

Report Name	Description	Time	Frequency	Email Address	Status
Installed Programs	Installed programs	05:30	Monthly	adonnini-reports@handsfreenetworks.com	status report
Installed Programs - by machine	Installed programs	16:00	Monthly	adonnini-reports@handsfreenetworks.com	status report
Installed Programs - by site	Installed programs	05:40	Monthly	adonnini-reports@handsfreenetworks.com	status report
Master Network Software List	Master network software list	06:30	Monthly		status report
Microsoft License Numbers	License numbers - Microsoft	03:00	Monthly		status report
Microsoft Software Updates and Patches Installed	Installed software updates	14:30	Monthly		status report
Microsoft Updates and Patches - by upd descr	Installed software updates	14:40	Monthly		status report
Network CD-ROM List	Network equipment CD-ROM List	09:00	Monthly		status report
Network Equipment Hard Drive List	Network equipment hard drive list	07:00	Monthly		status report

TRACKING AND MAINTAINING SOFTWARE LICENSES

HandsFree Networks Software Provisioning & Metering helps you to track and maintain your software licenses. You can keep a track of the allowed number of licenses in use. This also includes monitoring of concurrent usage of software for real-time enforcement of license limits. Such monitoring usually includes when a license needs to be updated due to version changes or when upgrades or even rebates are possible.

Advantages

- Keeping a record of all software licenses helps to maintain a uniform standard within the organization.
- Avoid over provisioning by storing configurations in an image library to get faster restorations.
- Avoid over provisioning to reduce capital expenditures on software and hardware.
- Improve software quality and increase productivity by using repeatable workflows to help reduce errors.

FIXED PLANNING TO ALLOCATE SOFTWARE USAGE

HandsFree Networks Software provisioning and metering ensures fixed planning to allocate software usage to computers according to the company policies. You can also maintain a record of usage and attempted usage. You can check the licenses for mobile users, and keep a record of all licenses in use. This is often used when limited license counts are available to avoid violating strict license controls.

Advantages

- By taking advantage of provisioning and workflow technology, the administrator can concentrate on initiating the various structure changes rather than dealing with the related low-level implementation.
- Software configurations can be done over a site consisting of number of systems remotely without visiting all the systems one by one.
- Requires less human resources and time. Simultaneous installations can be performed at a time.

REAL TIME MONITORING

HandsFree Networks Software Provisioning and Metering allows you to do a real-time monitoring of all (or selected) applications running on the computers within the organization. This is done in order to detect unregistered or unlicensed software and prevent its execution, or limit its execution to within certain time frame.

Advantages

- Keep a track of software usage in the company and maintain a statistics.
- Keep a track of the total number of copies of software used.
- Monitor the peak time of a software usage.
- Track the department using particular software.
- Add-ons used with software can be tracked.
- Monitoring of license periods can save cost by renewing license rather than spending for new software.
- Version changes can be easily controlled.

UUIDS

The names of the machines in different sites frequently get changed. This may create a problem where the machine name is changed on a machine that is provisioned, and then the encrypted files can no longer be decrypted.

Fortunately, we already have a mechanism in place where the client generates and stores a machine-specific UUID. Any provisioning done thereafter is with respect to this UUID. For any modifications we need to make some updates on both the client side and the server side.

Advantages

- Provisioning of softwares can be done without worrying about changed machine names.
- Reports generated from metering can be standardized to a machine specific UUID and does not need any frequent alteration

Technical Requirements

- No server infrastructure or VPN connections required
- Internet connection (56K or faster)
- Any version of Microsoft or non-Microsoft browsers
- Supported operating systems: Windows 98, ME, NT, 2000, XP, and Vista.

Powered by HandsFree Networks Unique Framework

HandsFree Network Software Provisioning and Metering is just one of HandsFree Networks support automation services which are powered by unique Next Generation Device Healthcare framework and its client-based engine architecture. Data communication between client and server happens in real-time via secure SSL transactions. There is no need for dedicated lines, or special infrastructure. Any exchange between the ReSOFT server and ReSOFT client occurs only as a consequence of a ReSOFT client request. This makes ReSOFT significantly more secure than traditional push based management solutions.

For more information on the HandsFree Network Software Provisioning and Metering, visit us at

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