



ManageSoft

Licence Management Solution Review - Technical Report

Evaluation Date:	February 2009
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Name of Software:	Enterprise Compliance Manager
Version:	Version 8
Website:	www.managesoft.com



How the tests are conducted:

The tool evaluations have been conducted using Windows 2000, Windows 2003 or Windows XP for the management console element. The vendor preferred OS for the database and backend server was also selected for the review. Functional testing has been conducted across the Microsoft Windows family of operating systems and where Linux is supported OpenSUSE has been used for testing. The testing takes place on a dedicated hardware environment and where VMWARE or Microsoft Terminal functionality is supported this is tested if time permits.

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Installation Requirements

Operating System	Microsoft Windows 2000 Server Microsoft Windows Server 2003 Microsoft Windows Server 2003 R2 Microsoft Windows Server 2003 x64 Microsoft Windows Server 2008 Microsoft Windows Server 2008 x64
Processor	INTEL, AMD
Memory	512MB upwards
Storage	1GB Minimum
Display	1024x768
Network	Ethernet card
Database Required	YES, MS SQL (2005,2008), Not included
Administration Client	YES
Local Client	YES

Product review - Testing Schedule - ManageSoft Vendor claimed functionality

	Notes
Software Discovery The software will discover all installed software	YES
Software Usage Metering The tool can measure software usage at either machine or user level	YES
Hardware Discovery The software will discover hardware information	YES
Network Device discovery The tool can discover all networked devices including routers, printers, laptops, workstations, servers etc	YES

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Smartphone / PDA support Can the tool automatically manage smart devices		The product does not automatically support smart devices but can import data manually and manage them as a device
Asset Management The product will hold an asset register on all hardware and software.		YES - comprehensive
Network Management The software can complete network functions such as the remote install and uninstall of other software products		YES - This is not an ECM function, but is available in their Enterprise Deployment Suite (EDS) product
Licence Management The software can store software licence information.		YES - Can use own system but also import data from SAP and other applications
Reconciliation Management The software can reconcile installed software to licences.		YES
Documentation/ Evaluation		
Is there an evaluation download/user manual/document available?	YES	Available after initial contact with the company via a qualification process. The product is not available on the internet.
How is the solution shipped?	CD/DVD/ONLINE	
Did you have to read the documentation at any point?	YES	Due to the nature of the product some initial reading is recommended
If so, what did you use it for, and did it meet your needs satisfactorily	YES	Installation details and setup details easy
Installation Experience	Answer	Notes
How long did it take to install Control Center / Server (combined time if separate components)?	2 Hours	Simple multiple installer setup for each major component.

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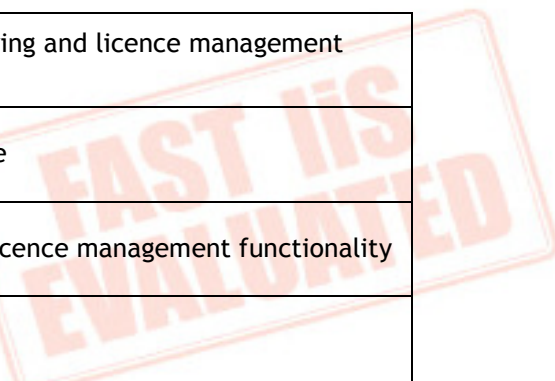
What are the SW & HW requirements (server, Microsoft components like .net)?	Windows 2K servers and upwards	MICROSOFT ASP.NET 2.0 AJAX EXTENSIONS for Compliancy Manager Requires a Windows OS add on component that is easy to install.
Ease of install - intuitive, wizards etc.	EASY	
Were there any 3rd party components installed?	YES	AJAX extensions as above
Are there any restrictions on hardware / OS etc?	NO	See requirements for minimum specifications
What is the total install time?	2hrs	
Was there anything unusual / unexpected about the installation?	NO	
Agent deployment	Answer	Notes
What are the methods for agent deployment (push (direct connect), email, others etc)?	Various	The system can be deployed using scripts or running a standard MSI installer
What other platforms is there an agent for (e.g. NT4, 2000, 2003, XP non NT based etc.)?	Multiple	Windows, Linux, UNIX & MAC OS. Unix platforms include SUN and AIX
Time to deploy to 1, 10 and 50 PCs?	Approx 2-3 minutes per PC	This can be staggered at login time or overnight
Size of initial deployment per PC (and extrapolated to assess bandwidth overhead for 500 PC network)	28MB	The system can deliver the initial client payload from site servers and manage the reporting and delta activity over the WAN from this point on. Frequency and bandwidth usage can be profiled and managed within thresholds as not to take all the WAN bandwidth. Large deployment payload
Any interruption to user experience?	NO	

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Requires reboot before full functionality is achieved?	NO	
Installation status report, so you can be re-assured that all PCs are covered?	YES	This can be checked against the original network discovery date to ensure compliancy
Information Collection capabilities What media is supported?	Network / Removable media	Uses network for data gathering but includes removable devices for local inventory gathering
Creating User Groups	Answer	Notes
How easy is it to select users from existing AD / NT Domains?	EASY	Integrates with LDAP and other directory services
Does solution support local users (not in Group, only registered on local machine)?	YES	
Does solution support NDS or LDAP work stations?	YES	
Overall experience	GOOD	Easily integrates with MS domain services
Does solution allow you to control policy based on user and a specific machine?	NO	
Defining a policy, Setup and Usage	Answer	Notes
Time to create simple one user / AD user group policy	N/A	
Does the product incorporate software metering?	YES	Comprehensive software metering functionality. Can be granular to machine level
Does the product track the use of applications?	YES	Full tracking and cross referencing to contracts if required

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Does the product track the use of executables?	YES	As part of the monitoring and licence management suite
Does the product track the use of other files?	YES	Can track any file type
Can overuse of licences be prevented?	YES	The product has full licence management functionality
Can users be asked to quit an unused application?	NO	
Policy creation experience	GOOD	The product allows you to set licence control to groups, categories, departments
Can policy changes be instantly applied?	YES	
Is policy update automated or manual?	YES	The client agent checks for updates to the policy configuration at time of inventory upload.
Policy status report? Do all PCs have the latest policy?	YES	
Administration / Inventory	Answer	Notes
Are policy updates distributed automatically to PCs (check different OS and network setups)?	YES	This is not an ECM function, but is available in their Enterprise Deployment Suite (EDS) product
If yes, is there an update schedule and is it configurable?	YES	Updates are configured by client policy
What is the typical size of a policy update per PC?	Tiny	The configuration is a small XML file
Can solution support offline user exemptions or non networked devices? If yes how?	YES	The gathering of application usage etc continues regardless of the network state for the machine. The inventory data is uploaded according to the schedule when a network connection is available.

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Does the product maintain itself, i.e. Auto update Agents?	NO	
SNMP MIB browsing support?	YES	
Does the tool leave client files on the devices?	YES	
Can the tool audit a single device on demand?	YES	The tool can discover devices across a subnet and then be added on masse or one at a time
Can the tool audit a defined group of devices on demand?	YES	Devices can be audited in groups or individually
Can the tool do delta audits (changes only)?	YES	
Licensing & Reconciliation	Answer	Notes
Can the tool hold licence information?	YES	ECM is designed around full licence management and control
Can the tool hold licence cost information?	YES	Uses its own system to manage this process or can interface to others
Can the tool hold Client Access Licence information?	YES	ECM monitors usage and can report on real-time concurrent access
Can the tool hold invoice information?	YES	ECM has a comprehensive purchase ordering/contract management module
Can the tool hold contract information?	YES	
Can the tool reconcile licences to discovered software?	YES	ECM's SKU library allows automated purchased v installed licence reconciliation

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Security	Answer	Notes
If user has local admin rights, can agent be modified / deleted / de-activated? (is it easy to identify the service in task mgr)	NO	Configurable control
Does the agent appear in add remove programs dialog?	YES	
Does the admin console have Username and Password protection?	YES	Access to the admin console is completely configurable based on AD usernames
Does the admin console have user profiling; i.e. Only specific people can amend policies, but everyone can view logs?	YES	ECM supports role based user access
Can the client process be killed to bypass policy security?	YES	
Hardware Inventory	Answer	Notes
Does the tool utilise WMI information?	YES	
Does the tool utilise SM Bios information?	NO	
Does the tool utilise DMI information?	YES	Partial
Does the tool collect Manufacturer detail?	YES	Manufacturer name
Does the tool collect the model number?	YES	

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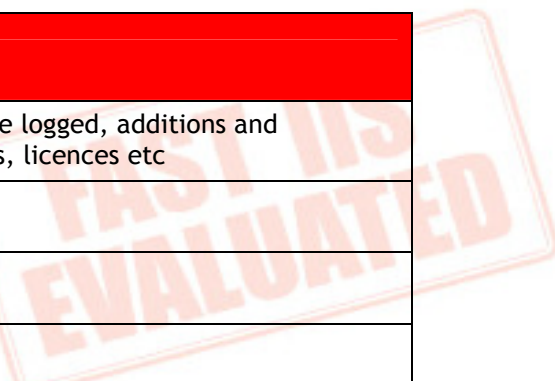
Can the tool identify the processor?	YES	
Can the tool identify the processor speed?	YES	
Can the tool identify the hard drive capacity?	YES	
Can the tool identify the remaining hard drive capacity?	NO	
Can the tool identify installed cards?	YES	Managesoft identifies network and video cards. The inventory also can be extended through customisations
Can the tool identify devices connected via the serial port?	NO	
Can the tool identify devices connected via the USB port?	YES	
Can the tool identify devices connected via the parallel port?	NO	
Can the tool identify devices connected via a firewire?	YES	
Can the tool identify the LAN address?	YES	MAC and IP
Can the tool identify the IP address?	YES	IP address detected
Software Identification	Answer	Notes
Does the tool have an internal software recognition library?	YES	ECM has an application recognition library (ARL) that covers thousands of software publishers
Can the library be updated by the end user?	YES	Custom application identification rules can be defined within the administration console.

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Does the publisher/reseller supply updates to the library?	YES	As part of the contract arrangements for ongoing maintenance and support
Does the tool supply paths for discovered files?	YES	
Does the tool discover unrecognised executables?	YES	And logs them as such
Does the tool identify software suites?	YES	Includes special packs for companies such as Microsoft, Oracle and Adobe
Does the tool scan MSI packages for recognition purposes?	YES	
Does the tool collect Product ID or GUID ID for installed applications?	YES	
Can it determine parent/child relationships within suites?	YES	Provides granular detail to suite component level
Can the tool discover renamed executables?	YES	Will use a binary level scan if required
Can the tool discover hidden executables?	YES	
Can the tool discover compressed executables (e.g. Zipped)?	YES	Will analyse compressed components if configured to do so
Does the tool report on unrecognised executables?	YES	Part of the Exception reporting
Can the tool show when a file was last accessed?	YES	
What files types are identified out of the box?	ALL	All file types, anything unrecognised will be logged
Is File Size reported for all file types?	YES	Size can be reported if required
Is the full path for all file types reported?	YES	

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Audit/Reporting	Answer	Notes
Are policy changes logged?	YES	Installation of software logged, additions and subtractions to installs, licences etc
Are deployment changes logged?	YES	
Are temporary exceptions logged?	YES	Overuse for example
Does solution report on unauthorized connections?	YES	
Does solution log file transfer movements?	NO	
Is there a reporting function?	YES	Very comprehensive reporting tool included
Does the reporting function contain sample reports?	YES	
Are these reports customisable?	YES	Bespoke reports can be setup
Can additional reports be created?	YES	
Can asset information be imported?	YES	
Can asset information be exported?	YES	Excel, CSV and other output types supported
Can license information be imported automatically	YES	Import tool
Can consumption reports be imported automatically(Microsoft Claret report)	YES	ECM can, via a services configuration, import information from practically any electronic data source.
Does the tool use a third party reporting tool	YES	Crystal reports and others

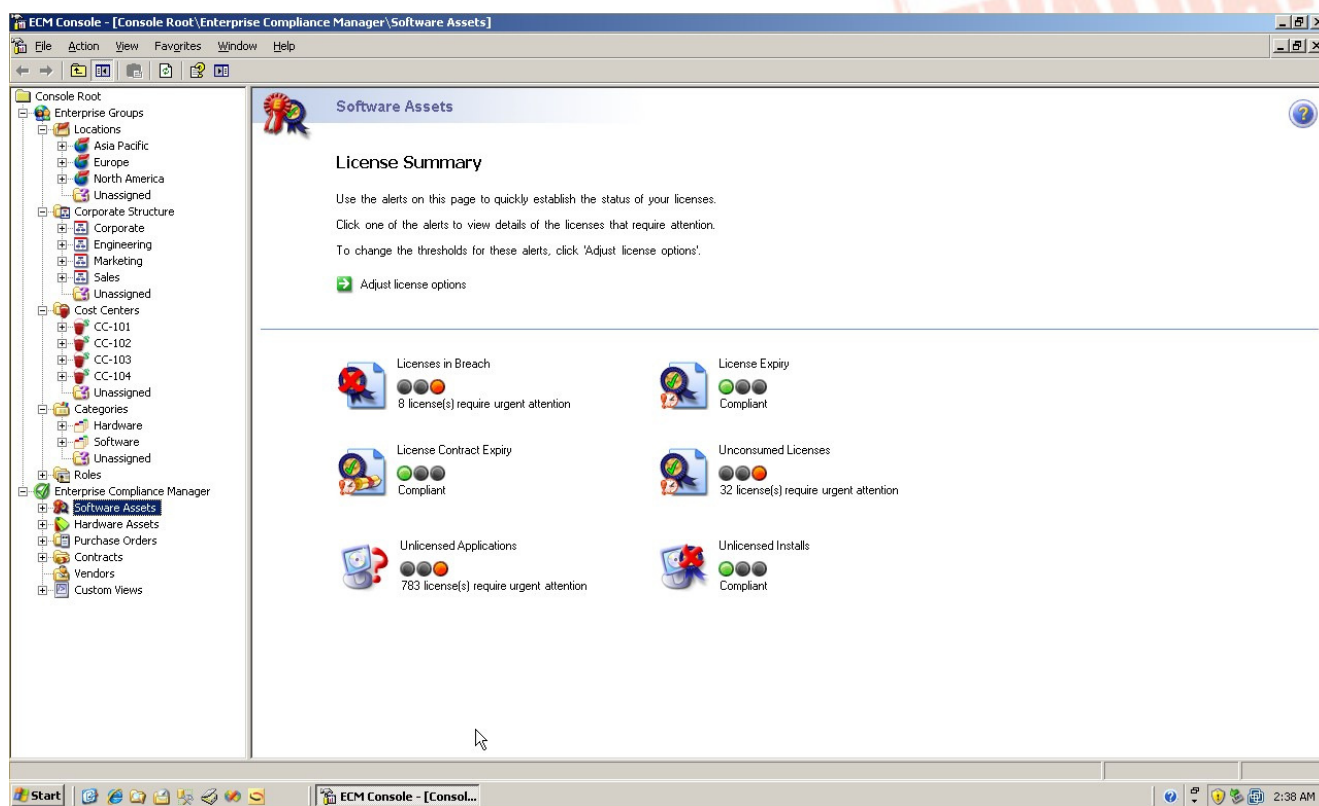


Pricing	Answer	Notes
How much does it cost to include maintenance/support?	Maintenance & Support - 8x5 telephone support, email logging, knowledge base and all software releases is 18% of software price per annum	Multiple years support purchases upfront attracts a further discount
Are there educational price bands?	There are special price support terms for Educational & Government (Central & Local)	Pricing is not published publicly
Is there a bundling price with other products?	Yes	When you buy Enterprise Compliance Manager & Enterprise Deployment Suite together you get an extra 33% discount of the combined price, at the correct tier level.
Support	Answer	Notes
Is the product supported directly or via a channel?	Directly	by ManageSoft from their three support Centres - UK, North America & Australia - this gives them follow the sun capability
Are there escalation procedures?	Yes	Full support escalation & SLA procedures are available to their customers
What does it cost?	Included within the Annual Support & Maintenance fee (18% of software price)	
Is it included with the software maintenance fees?	Yes	



Screenshot References

ECM Management Console





Configuration Console

The screenshot displays the ManageSoft Configuration console window. The left-hand navigation pane lists various configuration categories, with 'Discovery and Adoption' selected. The main content area is titled 'ManageSoft Configuration' and 'Configure your Discovery and Adoption'. It includes a descriptive paragraph and a table of settings.

This section contains all configuration settings relating to discovery and adoption of devices in an organization.

Name	Value
Allow adoption of machines	True
Create domain records in the ManageSoft database for discovered devices	False
ManageSoft for distribution servers adoption package path	ManageSoft/ManageSoft for distribution servers/8.00.3261/Rev1.0/ManageSoft for distribution servers/ManageSoft for distribut
ManageSoft for managed devices adoption package path	ManageSoft/ManageSoft for Managed devices/8.00.3261/Rev1.0/ManageSoft for managed devices/ManageSoft for managed
Number of days until temporary files are considered stale	7

Setting to allow adoption of machines.

Allow adoption of machines:

Buttons: OK, Cancel, Default

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Compliance Reporting View

Enterprise Compliance Manager - Windows Internet Explorer
http://mgsadmin/ManageSoftECM/ConsoleReports.aspx

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Compliance Reports

Select a report from the list below.

All Reports

- Applications
 - Application Recognition
 - Computer Costs by Cost Center
 - Count of Computers by Application
 - Count of Computers by Unassigned Application
 - Count of Computers by User License
- Assets
 - Asset Count
 - Count of Assets by Acquisition Mode
 - Count of Assets by Category
 - Count of Assets by Corporate Unit
 - Count of Assets by Cost Center
 - Count of Assets by Location
 - Count of Assets by Maintenance Contract
 - Count of Assets by Manufacturer
 - Count of Assets by Model
 - Count of Assets by Model and Year
 - Count of Assets by Status
 - Count of Assets by Vendor
 - Count of Assets by Warranty Type
 - Asset History
 - Asset Application Installations
- Contracts
 - Assets out of Contract Scope
 - Count of Current Contracts by Status
 - Count of Current Contracts by Type
 - Count of Current Contracts by Vendor
 - Expiring Contracts
 - List of Contracts
 - Number of Assets and Software Licenses Attached to Contracts
 - Payment Schedules
 - Asset cost listed by cost center
 - Asset costs listed by business unit
 - Asset costs listed by location
 - Assets and Licenses with Expiring Payment Schedules
 - Installed applications for software license true up
 - Monthly lease payments
 - Number of hardware assets by payment schedule
 - Number of software Licenses by payment schedule
 - Payment schedule details by month
 - Retired licenses with active payment schedules
 - Retired or disposed assets with active payment schedules
 - Total Payments by Month
- Licenses