



## INTRODUCTION

**RemoteAgent®** is the first network administration tool targeted to the Lotus Notes® platform. Using the **RemoteAgent®** products (the RemoteAgent® Administrator and RemoteAgent® Client) Your Notes administrator can inventory and control deployment, installations, and updates to your Lotus Notes® user base in real-time, as well as any other applications in your Windows environment.

Since the **RemoteAgent®** Client runs as a service on Windows NT/2000 machines, packages can be deployed that supercede the login rights of the local user logon. Grant your installation and upgrade packages Administrative rights while limiting the access of your local users!



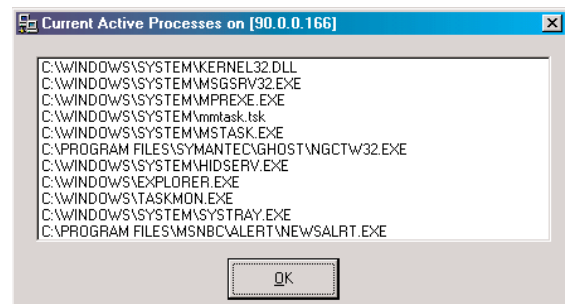
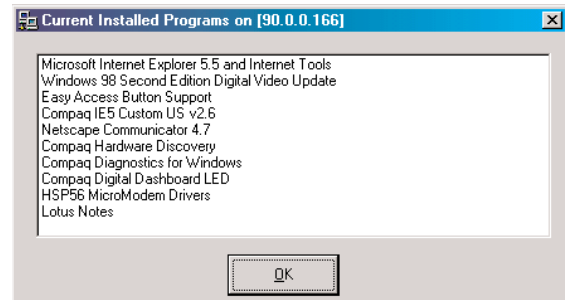
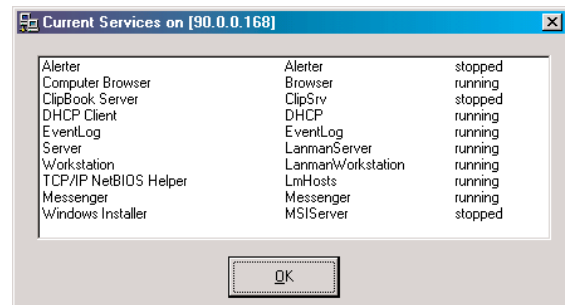
## REMOTEAGENT® FEATURES:

The RemoteAgent® family of products includes the RemoteAgent® Administrator and the RemoteAgent® Client. Following are some of the features:

**Return a list of available RemoteAgent® Clients:** The RemoteAgent® client automatically announces itself to RemoteAgent® server when it comes on-line, keeping the client list current.

**Inventory the RemoteAgent® Client base:** Return the status of the Notes clients installed across your enterprise, including the following settings:

- Notes version installed
- Notes client configuration, including the Notes user installed, home server, program and data directories, and OS version
- Available disk space by drive
- Amount of available memory
- Current network logon
- Installed services (NT/2000), along with service status
- Running processes
- Installed applications

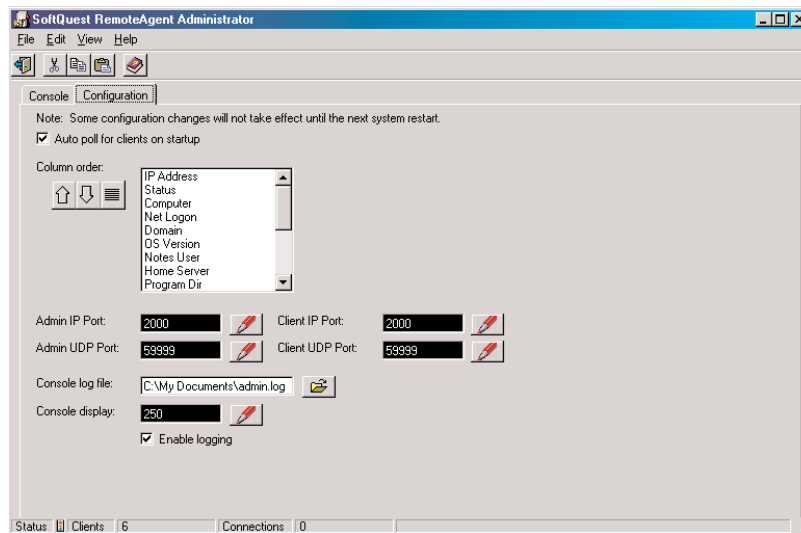




**Deploy packages to RemoteAgent® Clients:** Package your InstallPump® or other Windows-based installations and push them to your RemoteAgent® Clients.

**Run remote applications on your RemoteAgent® Clients:** Kick off packages pushed down to your clients, or run remote packages located on shared network drives. You can have RemoteAgent® wait for the process to complete, or kick the process off on its own.

**Overcome NT/2000 security issues:** Since the RemoteAgent® Client is designed to be installed under an administrative account and run as a service, the security restrictions placed on the user's NT account do not restrict the RemoteAgent® Client – jobs launched by this client have the privileges of the Administrative account under which it was installed!



**Configurable network ports:** No need to worry about firewall restrictions or custom ports used by other applications. RemoteAgent® supports user-defined ports for all network traffic, enabling the product to be installed under the stiffest of network restrictions.

**Selectively deploy your packages:** The RemoteAgent® Administrator allows you to selectively connect with your RemoteAgent® Clients, giving the administrator the ability to “push” packages or processes out to a subset of your RemoteAgent® Clients. RemoteAgent® Clients can also be “flagged”, marking the clients for later categorization.



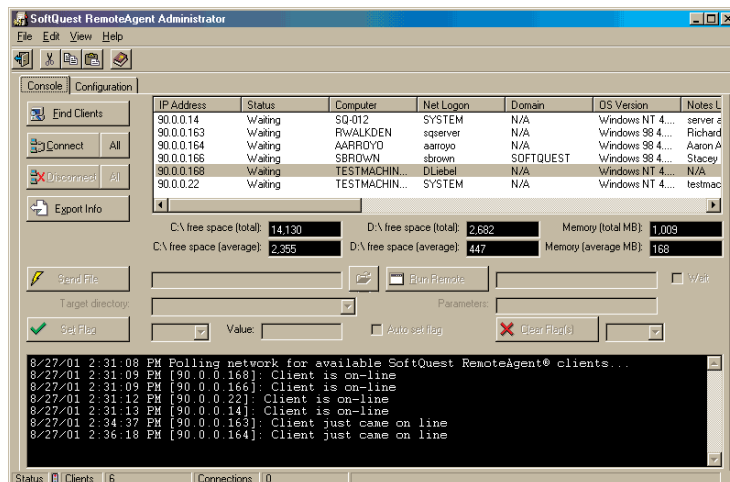
**Log the results of your deployment:** The RemoteAgent® Administrator, as well as the RemoteAgent® Client logs all activity, enabling the administrator to have a detailed history of all activity and changes made to each system in your environment.

**Create reports on your Lotus Notes® client base:** All of the information available in the RemoteAgent® Administrator's console can be exported to a delimited file for later import into a spreadsheet or database for reporting.

## REMOTEAGENT® JUSTIFICATION

The **RemoteAgent®** products give your Lotus Notes® administrators the ability to remotely control your Lotus Notes® client base in real-time, giving an accurate and controllable picture of your entire Lotus Notes® installation base.

Maintain your investment in Windows NT/2000 security model that you have placed on your end-users desktop without restricting your administrators from updating that system. Why send administrators out for desktop visits when an entire enterprise change can be made from the **RemoteAgent®** Administrators console?





## REMOTEAGENT® RETURN ON INVESTMENT

### What is RemoteAgent® ?

Managing a Lotus Notes® installation provides administrators with a unique challenge, and the RemoteAgent® products focus on the information most desired by these administrators.

RemoteAgent® provides you with the ability to centrally manage an ever-changing Lotus Notes® client base. Reduce the costs of your Lotus Notes® environment with accurate client version inventories as well as identify the varieties of installations that your help desk will need to support.

One single management station (RemoteAgent® Administrator) can be used to monitor your install base, deploy software, and view current installation inventories. Maximize your investment in Lotus Notes® by leveraging the power of RemoteAgent®.

The product architecture is divided into two components, the **RemoteAgent® Client** and the **RemoteAgent® Administrator**. The client (which is supported on all Windows platforms) runs as a service on NT/2000, allowing the administrator to initiate deployments with administrative privileges on otherwise restricted machines. The RemoteAgent® Administrator is the control point for all of these clients, enabling one workstation to collect a wealth of Lotus Notes® specific information from the RemoteAgent® Client install base, as well as current Windows settings (e.g., Operating system version, machine name, user logon, available disk space, memory installed, running processes and services, installed applications).

**The savings shown here are based on a single use of RemoteAgent/year.  
In reality, this tool will be used again and again for a variety of tasks,  
multiplying your projected savings.**



## Inventory Management (5,000 end users)

Without RemoteAgent®, an administrator would have to manually visit each desktop to inventory the current Lotus Notes® client base. This process would produce static data (accurate only at the time of collection).

<b>Total Time:</b>	<b>1,250 hours (@ 4 machines/hour)</b>
<b>Total Admin Labor Expense:</b>	<b>\$50,000 (1,250 hours at an average administrator rate of \$40/hour)</b>
<b>Total Admin Travel Expenses:</b>	<b>Varies based on location of desktops</b>
<b>Total End User Down Time Cost:</b>	<b>\$31,250 (1,250 hours at an average end user rate of \$25/hour)</b>
<b>Total Expenses:</b>	<b>\$81,250 + any applicable travel expenses</b>

Using RemoteAgent®, all of the information relevant to a Lotus Notes® installation is delivered at the time of request (simply push the “Find Clients” button in the RemoteAgent® Administrator).

<b>Total Time:</b>	<b>0</b>
<b>Total Admin Labor Expense:</b>	<b>\$0</b>
<b>Total Admin Travel Expenses</b>	<b>\$0</b>
<b>Total End User Down Time Cost:</b>	<b>\$0 (Users can operate normally)</b>
<b>Total 1<sup>st</sup> Year RemoteAgent® fees:</b>	<b>\$43,200 (covering 5,000 end users; subsequent years @ \$7,200)</b>
<b>Total 1<sup>st</sup> Year Expenses:</b>	<b>\$43,200</b>
<b>Total 1<sup>st</sup> Year Net Savings:</b>	<b>\$38,050 + any applicable travel expenses</b>
<b>Total 2<sup>nd</sup> Year Net Savings:</b>	<b>\$74,050 + any applicable travel expenses</b>

For additional information on **RemoteAgent®** contact:

