



Microsoft®
Forefront™

Microsoft®
System Center

Enabling a Strategic IT Infrastructure with Microsoft Forefront and Microsoft System Center

Microsoft Corporation
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Executive Summary

Every day, IT managers face demands for managing costs, complexity, and compliance while providing their business with a flexible, agile infrastructure to drive new business opportunities. At the same time, IT managers face increasing challenges in securing information and controlling access. Threats are more dangerous than ever—more advanced, more frequent, and profit motivated—while the boundary between internal and external resources blurs. To be successful, IT managers need to be in control of a secure, well-managed IT infrastructure.

This paper describes how the Microsoft® Forefront™ and Microsoft System Center product families can help IT managers improve security and management of the IT infrastructure with solutions that maximize productivity, simplify administration, and integrate with the existing infrastructure. Through Forefront and System Center, companies at all stages of infrastructure maturity can realize these benefits today and create an IT environment that is secure, well-managed, and efficient. Going forward, Microsoft will continue to drive integrated scenarios and products between security and management so that IT managers can further connect people, processes, and infrastructures to empower their business.

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Introduction

Secure and well-managed: These two terms describe an ideal IT infrastructure—one that supports growth and fuels business opportunities. Yet in a fast-paced, ever-changing business environment, many organizations find their IT infrastructure difficult to manage and remain vulnerable to security threats. Such an IT infrastructure can drain resources, and even become a liability.

The “Uncontrollable” IT Environment

The complexity of the IT environment in many organizations is at an all-time high—a result of a growing list of business applications and systems that have been added to address business challenges, enable new business scenarios, and foster growth. IT managers must maintain the health of this increasingly intricate IT environment.

At the same time, while the rise of the Internet has delivered unsurpassed advantages—such as enabling remote work scenarios—it has also opened the door to a steady stream of more advanced, more frequent security threats. As workforces become more dispersed, and the boundary between internal and external resources blurs, IT managers must find the balance between managing network security and fostering the highest level of employee productivity. Often, achieving the right balance requires integrating multiple systems and technologies—a solution that can further complicate the IT environment and may even expose the enterprise to additional security threats.

Adding to the challenge, IT managers must maintain constant vigilance and utmost control. Only then can they proactively manage systems and identify and address security issues before they become critical. How can businesses address these challenges and turn a possible IT liability into a business asset?

Regaining Control

To help the business meet its objectives, IT managers need tools and technologies that help secure and manage the IT environment in a cost effective and efficient manner. The market offers many choices, yet few deliver an all-encompassing solution. As a result, businesses implement multiple point solution products—each of which requires its own management console. With multiple management consoles, IT managers are challenged to get a clear view into the systems and security state of their environment. What’s more, these tools may be difficult to deploy, use, or manage; they may not integrate easily into the existing environment; or they may consume excessive resource time—detracting from tasks that deliver true business value.

At Microsoft, we never lose sight of the people who deploy, configure, and use our software to secure and manage their environment. We are committed to delivering on the promise of infrastructure software that enables IT managers to manage complexity and achieve agility while protecting information and controlling access. Today, we offer a combined solution that hands back the reigns of control to IT managers: Microsoft® Forefront™ and Microsoft System Center. These portfolios work together as a cohesive solution to deliver the benefits of a productive, simplified, and integrated platform.

Enabling a Strategic IT Infrastructure

The IT infrastructure should be an organization's greatest strategic asset and business enabler. Unlocking that potential requires alignment between IT and the business, a mature infrastructure, and a balance between people, processes, and technology. To help companies advance from costly and inefficient IT environments, Microsoft offers guidance in the form of the Core Infrastructure Optimization (IO) Model. This model outlines steps companies can take to analyze where they are today and to plan for and create an IT environment that is secure, well-managed, and efficient. In the most mature state, IT is incorporated into business strategy and used as a valuable asset in the growth and success of the company.

Businesses that advance in maturity through this model can achieve tangible benefits. For example, IDC found that organizations that moved from basic to rationalized infrastructure in the Core IO model could, on average, reduce their IT labor costs for desktop infrastructure by more than 80 percent: from \$1,320 per PC per year to \$230 per PC per year.¹

Security and management are integral parts of the core infrastructure of every business. Together with other Microsoft technologies in the Core IO Model, Forefront™ and System Center solutions can help IT managers achieve these benefits and more.

Microsoft Forefront

The Microsoft® Forefront family of business security products helps IT managers protect information and control access to their environment. Microsoft Forefront solutions integrate with an organization's IT infrastructure and can be supplemented with interoperable third-party solutions, enabling end-to-end, in-depth security solutions. Simplified management, reporting, analysis, and deployment enable more efficient protection of information resources, as well as more secure access to applications and servers. With highly responsive protection that is supported by Microsoft technical guidance, Microsoft Forefront helps IT managers confidently meet ever-changing threats and increased business demands.

Microsoft Forefront helps protect client and server operating systems and application servers from viruses, spyware, Trojans, spam, and other threats. Forefront products also provide network edge protection to provide safer remote work scenarios and access control. The following sections provide greater detail about how Forefront solutions help protect client and server operating systems, application servers, and the network edge.

Microsoft Forefront Client Security

Microsoft Forefront Client Security provides unified malware protection for business desktops, laptops, and server operating systems that is easy to manage and control. Built on Microsoft protection technology that is already used by millions of people worldwide, Forefront Client Security helps guard against viruses, spyware, worms, Trojan horses, and other current and emerging threats. In addition, Forefront Client Security delivers simplified administration and provides critical visibility into both threats and vulnerabilities so that security administrators can maintain control over their security state. Forefront Client Security also integrates with an organization's existing infrastructure software, such as Active Directory® directory services, and complements other Microsoft security technologies for advanced protection and control.

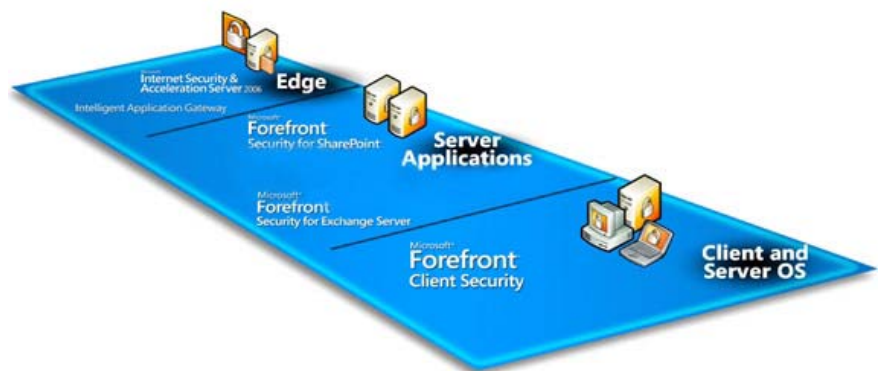


Figure 1. Forefront protects the network edge, server applications, and client and server operating systems.

¹ IDC, *Optimizing Infrastructure: The Relationship Between IT Labor Costs and Best Practices for Systems Management Server*, January 2007.

Case Study: Vienna International Airport

Major European Airport Maintains Operational Efficiency with Upgraded Security Solution

Business Situation

The Vienna International Airport hadn't experienced a virus attack in years. As it migrated to Microsoft® Exchange Server 2007, it wanted to keep things that way.

Solution

The airport also migrated to Microsoft Forefront™ for Exchange Server, the successor to the Microsoft Antigen product it had already used successfully.

Benefits

- Higher level of virus detection
- More potent anti-spam defense
- Easy to deploy, configure, and maintain
- Able to better secure more of the environment

“Forefront Security for Exchange Server can be part of a much broader security and management infrastructure. That’s important as we look for new ways to increase our operational efficiency.”

Astrid Christ

Project Manager, IT-Solutions
Vienna International Airport

Microsoft Forefront Server Security

Microsoft Forefront Server Security includes the following solutions that integrate multiple scan engines from industry-leading vendors to help organizations protect business-critical Microsoft messaging and collaboration servers from viruses, worms, spam, and inappropriate content before they can impact businesses and users:

- **Microsoft Forefront Security for Exchange Server** includes multiple scan engines from industry-leading security firms, integrated into a single solution to help businesses protect their Microsoft Exchange messaging environments from viruses, worms, and spam. Through deep integration with Exchange Server, scanning innovations, and performance controls, Forefront Security for Exchange Server helps protect messaging environments while maintaining uptime and optimizing server performance. Forefront Security for Exchange Server also enables administrators to easily manage configurations and operations, to automate scan engine signature updates, and to generate reports at the server and enterprise level.
- **Microsoft Forefront Security for SharePoint®** help businesses protect their Microsoft SharePoint collaboration environments by eliminating documents containing malicious code, confidential information, and inappropriate content. Microsoft Forefront Security for SharePoint manages and integrates multiple industry-leading antivirus engines to provide comprehensive protection against the latest threats, helping to ensure documents are safe before they are saved to or retrieved from the SharePoint document library. Through deep integration with Microsoft Office SharePoint Server 2007 and Windows SharePoint Services 3.0, Forefront Security for SharePoint helps protect an organization’s collaboration environment while maintaining uptime and optimizing performance.

Microsoft Forefront Edge Security and Access

The following Forefront edge security and access products provide enhanced network edge protection and application-centric, policy-based access to the corporate IT infrastructure.

- **Microsoft Internet Security and Acceleration Server (ISA) 2006** is an integrated edge security gateway that helps protect IT environments from Internet-based threats while providing users fast and secure remote access to applications and data. ISA Server helps IT managers to securely publish content for remote access, connect and secure branch offices, and defend against external and internal Web-based threats.
- **Intelligent Application Gateway (IAG) 2007** provides secure socket layer (SSL) virtual private network (VPN), a Web application firewall, and endpoint security management that enable access control, authorization, and content inspection for a wide variety of line-of-business applications. This solution provides mobile and remote workers with easy, flexible, and secure access from a broad range of devices and locations, while enabling IT administrators to enforce compliance with application and information usage guidelines.

Microsoft System Center

System Center is Microsoft’s family of IT management solutions that helps IT

managers proactively plan, deploy, manage, and optimize their physical and virtual IT environment. It plays a central role in Microsoft's vision to help IT organizations benefit from self-managing, dynamic systems. System Center solutions capture and aggregate knowledge about an infrastructure, policies, processes, and best practices so that IT staff can optimize the IT structure to reduce costs, improve application availability, and enhance service delivery.

With an aim to enable self-managing dynamic systems, System Center solutions provide comprehensive management of physical and virtual environments, resulting in improved efficiencies and better control. Some of the world's most successful companies use System Center solutions to help manage the most mission-critical IT systems, applications, and services and to achieve the reliability, scalability, and security they need.

Enterprise IT departments need solutions that support performance and availability monitoring; software updates and deployment; data storage and recovery; problem management; capacity management; IT reporting; and operations management. The System Center family encompasses the following leading IT management solutions that accommodate all of these needs:

- **Microsoft System Center Operations Manager 2007** (formerly known as Microsoft Operations Manager [MOM]) provides best-of-breed, end-to-end service management for the Windows® operating system, helping IT organizations increase efficiency and gain greater control over the IT environment.
- **Microsoft System Center Configuration Manager 2007** (formerly known as Microsoft System Management Server [SMS]), enables more secure and scalable operating systems and application deployment, desired configuration management, system quarantine, and comprehensive asset management of servers, desktops, and mobile devices.
- **Microsoft System Center Capacity Planner 2006** is a pre-deployment, capacity-planning solution that provides best-practice guidance and hardware-specific knowledge for IT professionals planning a deployment for Exchange Server or Operations Manager.
- **Microsoft System Center Virtual Machine Manager 2007** is a stand-alone management application for a virtualized data center that enables administrators to increase physical server utilization and centrally manage virtual infrastructure, and enables both administrators and users to rapidly provision new virtual machines.
- **Microsoft System Center Essentials 2007** provides a unified management solution to help IT professionals in

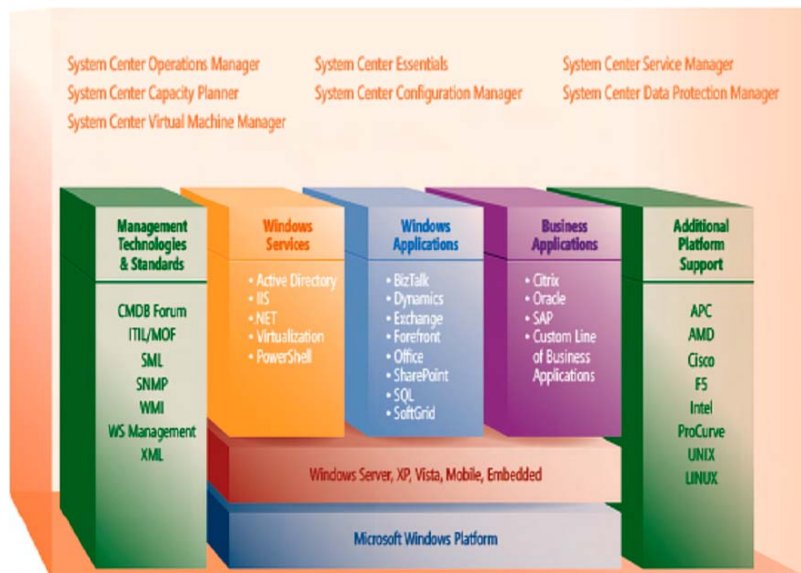


Figure 2. The Microsoft System Center ecosystem.

midsize organizations proactively and efficiently manage their IT environment.

- **Microsoft System Center Service Manager** provides IT staff a set of easy-to-use, highly automated solutions for managing their infrastructure and services. Service Manager provides powerful functionality in areas of

incident, problem, asset and change management that, when integrated with existing System Center products, provides a productive platform for end-to-end automation of IT processes.

- **Microsoft System Center Data Protection Manager 2006** speeds disk-based backup and recovery, delivers consistent data protection, and increases an IT organization's operational efficiencies.

Delivering a Productive, Simplified, and Integrated Environment

System Center and Forefront solutions are uniquely positioned to help organizations create a secure, well-managed IT environment. This is enabled through the use of a common management infrastructure and platform.

Forefront security solutions build on the deployment, reporting, and remediation capabilities of System Center management solutions, enabling IT managers to save time and effort by securing and managing their environment through a common infrastructure. In addition, Forefront and System Center are designed to integrate with the Windows® platform and its applications. Both product families are optimized for Active Directory and other Windows technologies to readily enable policy configuration and enforcement. They also integrate with Microsoft applications such as Exchange Server and SharePoint Server, as well as Windows server components to maximize their effectiveness. Forefront and System Center solutions further benefit from Microsoft's breadth of security and operational knowledge, technical guidance, and best practices that are gained by supporting millions of customers worldwide on Microsoft applications and infrastructure.

Together, Forefront and System Center help IT managers maximize productivity, provide simplified administration, and integrate with an organization's existing infrastructure. As a result, IT managers can reduce costs, provide their business with a flexible infrastructure, and maintain control. Through Forefront and System Center, companies at all stages of infrastructure maturity can realize these benefits today and create an IT environment that is secure, well-managed, and efficient.

Productive

Forefront and System Center solutions enhance productivity by automating redundant tasks and enabling IT managers to use Microsoft's knowledge that is embedded into systems and security solutions.

Consequently, IT managers can spend less time administrating systems and more time completing tasks that maintain end-user productivity.

Automate Routine Tasks

By automating routine and redundant tasks, Forefront and System Center solutions help IT managers reduce the time spent administering systems and focus on tasks that deliver real business value to the organization. For example, System Center solutions use Active Directory and the Windows platform to automatically discover information about systems. Through System Center solutions, IT managers can automatically and remotely deploy agents that discover, connect, and self-activate management servers. IT managers can also automatically identify, catalog, and report on software assets throughout the organization.

Similarly, Forefront solutions automate repetitive tasks required for maintaining the security of clients, application servers, and the network edge. Forefront Client Security and Forefront Server Security products automate signature updates for protecting clients and application servers, respectively, from threats. In using a multi-engine approach, Forefront Server Security automatically monitors all scan-engine vendor Web sites for updates, downloads, and signatures as they become available, which eliminates the need for IT involvement. Internet Security and Acceleration Server also provides automated tools that make it easy to more securely publish multiple Web sites.

Use Microsoft's Embedded Knowledge

With Forefront and System Center, IT managers can create a highly optimized IT environment by using Microsoft's deployment, operational, and security knowledge. For example, management packs in System Center Operations Manager deliver prescriptive guidance and knowledge to help improve monitoring, troubleshooting, and problem resolution for more than 50 Microsoft applications and operating systems. With System Center Configuration Manager,

Case Study: HSBC

HSBC Improves Reliability, Security, and Cost Savings for Desktop Standardization Effort

Business Situation

HSBC needed desktop management and server monitoring solutions that were scalable enough to support a globally distributed environment with 300,000 desktops and 15,000 server computers.

Solution

HSBC met its needs with Microsoft® System Center solutions, including Systems Management Server 2003 for desktop management and Operations Manager 2005 for monitoring critical Windows®-based servers.

Benefits

- Strong reliability and security
- Improved service for internal customers
- Expected 20 percent reduction in desktop cost of ownership
- Strong integration of desktop and server

“Not only does Systems Management Server reduce the effort required to help keep user desktops secure, but it also reduces security risk because we can push out security updates much faster than before.”

Matthew O’Neill

Group Head of Distributed Systems
HSBC Global IT Operations

administrators can access configuration baselines for core Windows client and server products to consistently create and maintain the desired configuration state for clients and servers.

Forefront solutions benefit from Microsoft’s ongoing research into the threat landscape. Microsoft’s intelligent global malware research system consists of ongoing security research that is powered through volumes of data collected and submitted by the community. Data on the threat landscape comes from a breadth of internal and external sources, including Forefront Server Security products, Windows Live™ OneCare™, MSN®, Hotmail®, Exchange Hosted Services, other Microsoft protection technologies, and community submissions. Microsoft’s experienced virus and spyware research team combines this data with automated analysis techniques to respond quickly to current and emerging threats that impact customers.

Maintain End-User Productivity

Forefront and System Center provide solutions that help IT managers to proactively manage systems, protect data, and control access so that end-user interruptions can be avoided.

In monitoring systems health, System Center Operations Manager proactively monitors system utilization and Windows client reliability and incorporates troubleshooting knowledge to help IT managers quickly identify and resolve end-user problems. System Center Configuration Manager provides IT managers with model-based management techniques to help them ensure that systems comply with corporate policies and maintain good system health, uptime, and performance.

While System Center solutions help maintain system health and compliance with corporate policies, Forefront solutions help IT managers protect end-users from interruptions due to malware. For example, Forefront Client Security’s integrated anti-virus and anti-spyware engine provides real-time protection from viruses, spyware, and other threats for the operating system of desktops, laptops, and servers. Forefront Server Security products use multiple scan engines to protect end-users of applications such as Exchange Server and SharePoint Server while maintaining uptime and optimizing server performance.

Productive: A Customer Example

Forefront and System Center, together with other Microsoft technologies, can help cut downtime on key IT services by more than 20 percent.²

SOK Group, one of Russia's largest manufacturers, previously relied on a third-party product to protect its central e-mail infrastructure. However, the single scan engine in that product sometimes allowed new viruses to slip through. As the company upgraded to Microsoft® Exchange Server 2007, it decided to also migrate to Microsoft Forefront Security for Exchange Server.

As a result, SOK Group expects to cut the downtime of its e-mail infrastructure by 20 to 30 percent. This improvement will come primarily from the ability to use five scan engines simultaneously in Forefront Security for Exchange Server, compared to the single scan engine in its previous security product.

"With the multiple simultaneous scan engines in Forefront Security for Exchange Server, we did not have a single virus infection."

Petr Grachev

Chief Information Officer
SOK Group

Simplified

Through Forefront and System Center solutions, IT managers can simplify the deployment, configuration, management, and security of their environment. With centralized management consoles that use familiar Microsoft interfaces, IT managers can get clear visibility into systems health and security trends and easily drill-down into key details. By providing rapid insight through prioritized information, Forefront and System Center solutions enable IT managers to take action when and where it's needed to help maintain a secure, well-managed infrastructure.

Easily Secure and Manage Infrastructure

Forefront and System Center give IT managers the tools and technology they need to easily deploy, configure, manage, and secure their IT infrastructure to meet business needs and reduce costs.

System Center solutions are designed to simplify the management of Microsoft-based systems and applications while enabling IT managers to complete a diverse assortment of tasks. Using System Center solutions, an IT manager can use native management capabilities—that range from Windows Mobile® devices to enterprise-class Windows-based servers—to administer the smallest hardware component, the most complex, service-oriented architecture based IT services, and anything in between.

With Forefront solutions, administrators and users alike benefit from simplified, centralized distribution of up-to-date configuration, policies, and updates for clients and servers. The management consoles for Forefront products are easy to use, reduce training time, and help control business costs. Because Forefront solutions are also simple to deploy and configure throughout the organization, they help avoid misconfigurations that can lead to security issues.

Understand State of Security and System Health

Forefront and System Center solutions provide IT managers with clear visibility into the state of security and systems health and emerging trends, enabling quick drill-down into key details. In addition to reporting on viruses, spyware, and other threats, Forefront Client Security enables IT managers to conduct state assessment scans, so that they can determine which managed computers need patches or are configured insecurely. The reporting functionality included enables administrators to measure their security risk profile based on security best practices. While Forefront Client Security reports on threats and vulnerabilities, System Center Operations Manager can be used to get visibility into the systems health of those clients. System Center Operations Manager provides an easy-to-use environment that tracks

² Results are not typical and are based on use with Forefront Security for Exchange Server, Microsoft Exchange Server 2007, and other technologies. Availability is dependent on many factors, including hardware and software technologies, mission-critical operational processes, and professional services.

thousands of event and performance monitors across hundreds of operating systems and applications. Complementing both solutions, System Center Configuration Manager makes it easy to discover and fix system vulnerabilities; to identify systems that lack compliance with corporate policies; and to ensure that the latest hardware and software security updates are applied.

Gain Rapid Insight into Critical Events

Forefront and System Center solutions help IT managers focus their attention on key events through prioritized information, so that they can take action when and where it's needed. Security alerts in Forefront Client Security notify administrators when threats appear in the environment, eliminating the need to search through volumes of data. At the network edge, the strong logging and reporting capabilities within Internet Security and Acceleration Server enhance monitoring of clients that are accessing corporate resources so that attacks can be better identified.

System Center Operations Manager enables aggregate reporting of client systems so support teams can focus on resolving high impact products and scale to manage tens of thousands of client systems. System Center Configuration Manager helps identify common system configuration problems and allows IT managers to create their own customer scans to avoid inhibitors to Service Level Agreements.

Simplified: A Customer Example

Forefront and System Center, together with other Microsoft technologies, can help reduce administrative overhead by more than 40 percent³.

Tyco Healthcare, a global leader in medical devices, supplies, and pharmaceuticals, wanted in-depth information about infrastructure performance to boost effectiveness, reduce costs, and support growth—information it wasn't getting from its monitoring software. As a result, the company adopted Microsoft® Systems Center Operations Manager 2007 software. In addition to getting more information than it received from its previous monitoring solution, the company estimates that it will save 45 percent of the cost of managing its environment by moving to Operations Manager 2007, in part because it can monitor more remote hubs and sites without requiring additional servers.

"[Microsoft Systems Center Operations Manager] opened our eyes to service-level monitoring . . . Its bottom-line impact is that we understand what we have out there and what it's doing."

Joseph Davis
Project Manager
Tyco Healthcare

³ Results are not typical and are based on use of System Center Operations Manager 2007 and other technologies. Availability is dependent on many factors, including hardware and software technologies, mission-critical operational processes, and professional services.

Case Study: Independent Budget Office (IBO) of New York

*New York Budget Analysis Agency
Enhances Remote Connectivity While
Reducing Costs*

Business Situation

The IBO wanted to provide its executives with an easy-to-access VPN solution that would integrate with the Active Directory® directory service and Microsoft® Exchange Server 2003 to provide secure access, scalability, and reduced administration.

Solution

Based on recommendations by Cartwright & Goodwin, a Microsoft Certified Partner, the IBO installed a Network Engines NS6300 Security Appliance—which is powered by Microsoft® Internet Security and Acceleration Server—on the network edge.

Benefits

- 60 percent reduction in security administration time
- Enhanced productivity
- 50 percent reduction in acquisition costs
- Increased security

“[The NS6300] reduces network bandwidth requirements, and enables staff members to be more efficient and productive across the board.”

Stephen R. Goodwin
Chief Executive Officer
Cartwright & Goodwin

Integrated

Forefront and System Center solutions integrate with the Windows platform, its applications, and management infrastructure, enhancing the overall effectiveness and responsiveness of existing systems so that IT managers can get the most value out of their investments.

Build on Windows Platform and Applications

Forefront and System Center increase the value of an organization’s investment in Microsoft technology, because each solution builds and expands on the capabilities of the Windows platform, applications, and infrastructure. For example, Forefront Client Security is optimized for Active Directory® Group Policy for configuring security agents on clients. Forefront Security for Exchange Server uses the intelligent antivirus transport stamp in Exchange Server 2007 to prevent multiple scanning of messages and to conserve valuable messaging server resources. At the network edge, Microsoft’s Intelligent Application Gateway includes customized, granular access policy and security capabilities that provide secure remote access to Exchange Server, SharePoint Server, and other applications.

In managing IT environments, System Center solutions integrate with Microsoft-based systems and applications such as the Windows operating system, Windows Server operating system, Exchange Server, Microsoft SQL Server™, Microsoft Office, and others. System Center solutions also use most of the technology that was developed through the Dynamic Systems Initiative, which is Microsoft’s effort to enable knowledge about an IT system to be created, modified, and operated on throughout the IT system’s life. Knowledge, guidance, and best practices for managing workloads and Windows-based systems come directly from Microsoft development teams and are built into solutions from the System Center family.

Extend Security and Management Capabilities

Forefront and System Center also interoperate with third-party products, enabling IT administrators to take advantage of existing applications. For example, System Center Operations Manager can monitor third-party applications that are already a part of the infrastructure. System Center partners also provide custom service templates and management applications to extend System Center’s capabilities to monitor and control third-party infrastructure and applications such as SAP, Oracle, Apache, Linux, and other server operating systems.

Within the Forefront security product family, Internet Security and Acceleration Server provides an application-layer inspection platform that integrates third-party URL filtering, XML filtering, and Session Initiation Protocol filtering products to provide unified threat management. Intelligent Application Gateway integrates with a range of third-party client-side products—including anti-virus, firewall, and other security-related technologies—to support end-point security and policy enforcement capabilities during remote access.

Get the Most Value Out of the Infrastructure

Forefront and System Center help IT managers maximize the value of their existing investments by building on a common management infrastructure and supporting industry standards and best practices. Both product families are optimized for Active Directory and other Windows technologies to readily enable policy configuration and enforcement. Forefront security solutions build on the deployment, reporting, and remediation capabilities of System Center management solutions. As a result, IT managers can use the same infrastructure to both secure and manage their environment, saving time and effort.

System Center solutions support industry standards such as the IT Information Library (ITIL) and the Microsoft Operations Framework (MOF) to provide best practices that facilitate the delivery of high-quality IT services. MOF is a collection of best practices, principles, and models based on the ITIL. MOF is prescriptive, providing operational guidance that enables organizations to achieve mission-critical system reliability, availability, and manageability of Microsoft products and technology.

Integrated: A Customer Example

Forefront and System Center, together with other Microsoft technologies, can help organizations save more than 60 percent on IT costs⁴.

For example, Carnival Cruise Lines wanted to boost the availability of a Microsoft® Exchange Server deployment that was crucial to ship-to-shore communications, as well as boost availability on its increasingly important e-commerce Web site. As a result, it deployed Microsoft Systems Center Operations Manager 2007. In addition to expecting to increase Exchange Server availability from 90-to-95 percent to 99 percent and availability on the e-commerce Web site to near-24 x 7 uptime, it has also been able to reduce costs and boost IT efficiency in other ways.

Operations Manager 2007 enabled the company to consolidate what had been three configuration groups into just one [a reduction of 67%]. The three configuration groups had been necessary to give three sets of administrators their own views into the monitoring environment. Now, role-based security groups in Operations Manager 2007 accomplish those same role-specific views in a single installation. Database administrators now only see alerts related to database operation, rather than having to pour through alerts from the entire infrastructure.

"..Now, when administrators see alerts, they know those alerts are relevant to them and they can take immediate action. The enterprise operates more efficiently—and our administrators do, too."

Rodney Orange

Supervisor, Wintel Server Engineering Team

Moving Forward: Integrated Scenarios & Products

Today, Forefront and System Center deliver a comprehensive set of security and management solutions that share a common management infrastructure and platform. As a result, IT managers can maximize their productivity while maintaining end-user productivity, simplify the task of administration, and integrate security and management with their existing infrastructure. Through Forefront and System Center, companies at all stages of infrastructure maturity can realize these benefits today and create an IT environment that is secure, well-managed, and efficient. Companies can also discover how the breadth of Microsoft's infrastructure offerings can help them achieve their objectives.

⁴ Results are not typical and are based on use of System Center Operations Manager 2007 and other technologies. Availability is dependent on many factors, including hardware and software technologies, mission-critical operational processes, and professional services.

Case Study: Nissan

IT Management Solutions Help Nissan Reduce Costs, Improve Reliability and Productivity

Business Situation

Nissan's IT infrastructure was hard to manage and support, leading the company to embark on a rigorous effort of simplification and standardization.

Solution

Nissan is centralizing and streamlining IT management with Microsoft® System Center solutions, including Systems Management Server 2003 and Operations Manager 2005.

Benefits

- Enhanced end-user productivity through increased reliability and security
- Improved IT staff productivity through automated software deployment and remote support capability
- Labor cost savings of 40,000 hours in six months

"We're committed to delivering a 14 percent reduction in IT spending through technology simplification, and we expect a lot of that savings to come from the work that we're doing with System Center solutions."

Celso Guiotoko

Corporate Vice President and Global Chief Information Officer
Nissan

Forefront and System Center will provide a foundation for other integrated scenarios and features that connect people, processes, and infrastructure. For enterprises that are composed of large teams with specialized roles in security and management, Microsoft will continue to offer two product families: Forefront for security-based roles and System Center for management-based roles. Going forward, these product families can be unified through a common "service management" solution that enables workflow definition, process automation, and comprehensive reporting across security and management. Through this, security specialists and management specialists can standardize their processes for gathering and prioritizing incidents; assigning resources to address issues; and managing changes and resolving problems. By having a central hub through which IT processes and activities are tracked, IT can provide business managers with visibility into the overall performance of their environment through centralized reporting.

On the other hand, mid-market and smaller customers are broadly composed of IT Generalists who need a standard, integrated set of tools that enable them to perform both IT security and IT management functions. For these customers, Microsoft plans to deliver integrated systems and security management solutions that enable them to save time and do more with the same amount of resources **through a roles-based approach**. As a result, IT managers can focus on the critical aspects of their environment.

Regardless of an organization's size, integrated security and management scenarios and products will be enabled through the common management infrastructure and shared platform that exists today between Forefront and System Center solutions. Through Forefront and System Center, IT managers can achieve self-managing, dynamic systems optimized for securing and managing their IT environment—for both the present and the future.

Conclusion

Over the past decade, the Internet and the proliferation of technology have contributed to an increasingly complex IT environment that is more at risk to security threats. As a result, IT managers are left searching for tools and technology that enable a more secure, well-managed IT infrastructure. Unfortunately, many of these solutions are complex, costly, and difficult to integrate, and ultimately detract from creating a cost-effective and optimized IT infrastructure.

Today, Microsoft offers two solutions that give IT managers a comprehensive set of technologies that support business agility. With Forefront, IT managers can better protect information and control access to the IT environment. With System Center, IT managers can proactively plan, deploy, manage, and optimize the physical and virtual IT environment. Together, Forefront and System Center provide a powerful combination of technology that supports a highly integrated, simplified, and productive IT environment.

As illustrated earlier, a number of customers have experienced the benefits that Forefront and System Center solutions can deliver. Together with other Microsoft technologies, customers using Forefront and System Center solutions have cut downtime by more than 20 percent, reduced administrator overhead

by more than 40 percent, and saved more than 60 percent on IT costs⁵. In addition, Forefront and System Center, along with other Microsoft solutions included in the Core Infrastructure Optimization Model, can help companies move from a basic IT environment to a rationalized IT environment—a transformation that can help companies reduce IT labor costs by more than 80 percent for desktop infrastructure⁶.

Microsoft is committed to delivering on the promise of infrastructure software that enables IT managers to manage complexity and achieve agility while protecting information and controlling access. Through Forefront and System Center solutions, IT managers can achieve the benefits of a secure and well-managed infrastructure—reducing costs and empowering the business, while maintaining control.

For More Information

For the latest information about Forefront or System Center products, please see www.microsoft.com/forefront and www.microsoft.com/systemcenter

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⁵ Results are not typical and are based on use of Forefront, System Center and other technologies. Availability is dependent on many factors, including hardware and software technologies, mission-critical operational processes, and professional services.

⁶ IDC, *Optimizing Infrastructure: The Relationship Between IT Labor Costs and Best Practices for Systems Management Server*, January 2007.