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**TECHNOLOGY AUDIT**

# LANDesk Service Desk Suite v7.4

LANDesk Software

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## SUMMARY

### IMPACT

The need to demonstrate business value and maximize the availability of business-critical IT services is continuing to focus corporate IT's attention on the IT Infrastructure Library (ITIL) v3 framework of IT service management (ITSM) best practices. LANDesk Service Desk is a process-driven ITSM solution for medium-to-large organizations that is strongly aligned to ITIL. It meets the core ITIL v3 processes out of the box, providing support for the full range of self-service, service desk, request, incident, problem, change, configuration, release, knowledge, asset, and human resource functions (which goes beyond ITIL), with full integration with the configuration management database (CMDB) and systems management tools. In Ovum's opinion, LANDesk Service Desk more than meets corporate requirements for an ITSM-enabling tool, with the solution also able to provide key functionality for non-IT functions, smaller organizations, or those wishing to start out on the journey to effective ITSM.

- LANDesk Service Desk is applicable to medium-to-large enterprises within most verticals.
- It can help to maximize IT service availability and improve IT-to-business alignment.
- LANDesk Service Desk achieved verification for all 14 verifiable processes in Pink Elephant's ITIL v3 software certification scheme.
- It is also suited to non-IT support service environments such as facilities helpdesks.

**KEY FINDINGS**

<b>Strengths:</b>	<ul style="list-style-type: none"> <li>✓ ITIL v3-aligned to deliver against the core processes.</li> <li>✓ Highly flexible and configurable solution.</li> <li>✓ Technology delivered as part of a people-centric approach.</li> <li>✓ Cross-ITIL process integration and strong third-party integration capabilities.</li> <li>✓ Easy-to-use management dashboards and reporting.</li> </ul>
<b>Weaknesses:</b>	<ul style="list-style-type: none"> <li>✗ Within service level management, although version control and logic rules can be applied, there is no "logic check" of service levels/targets between interdependent service level management documents.</li> <li>✗ Within demand management, there is no ability to trend the current and anticipated consumption of services, or to conduct scenario and "what if" analyses.</li> </ul>
<b>Key Facts:</b>	<ul style="list-style-type: none"> <li>i Deployment supported by the LANDesk Maturity Model.</li> <li>i Integrated with LANDesk's management automation platform.</li> <li>i Also suited to non-IT support service environments such as facilities helpdesks and human resources.</li> </ul>

**OVUM VIEW**

IT departments in medium-to-large organizations have long been faced with the increasingly complex task of provisioning IT services to business users via multiple IT teams or functions acting in unison to support business priorities. They are now, however, being squeezed by an increasing variety of business pressures and constraints that focus chief information officers (CIOs) on the need for effective ITSM, potentially through ITIL adoption.

These pressures and constraints include not only the enterprise-wide mandate to "deliver more with less," but also IT-specific drivers to demonstrate business value through business alignment or integration. There is also the need to maximize the availability of business-critical IT services that are no longer only business process enablers, but are often core to business services and revenues, with their unavailability a board-level rather than IT issue. In addressing this squeeze, business adoption of the ITIL process framework has raised the profile of, and increased the necessity for, tools to support ITSM.

LANDesk Software is a provider of systems lifecycle management, endpoint security, and IT service management solutions for desktops, mobile devices, and servers across the enterprise. Since 1985, LANDesk Software has created innovative technologies and products for enterprise IT management. In 2006, LANDesk Software added process management technologies to its product line and began integrating the systems, security, and process management markets. It also extended into the consolidated service desk market with LANDesk Service Desk. LANDesk Software has a total customer base of over 13,000, of which, more than 2,000 use LANDesk Service Management solutions.

LANDesk Service Desk is a process-driven ITSM solution that is strongly aligned to the ITIL v3 framework of ITSM best practices. The solution is most typically used in ITIL-aligned organizations, whether focusing on ITIL v2 or the more service-centric world of ITIL v3, but it is also well suited to any customer or citizen support service environment, such as a corporate facilities helpdesk. In meeting customer requirements for flexibility, LANDesk Service Desk offers a flexible and extensible set of graphical design tools that enable organizations to easily change the solution's out-of-the-box design to match and support business working practices with modified or new processes to meet both current and future needs.

In Ovum's opinion, the ITSM solution market has become fragmented, split between vendors and products that address enterprise or SME requirements, niche products versus those that deliver against core ITIL v3 processes, and by the method of application delivery, with the emergence of software-as-a-service (SaaS)-only ITSM solutions. LANDesk Service Desk is highly relevant within the first two of these (enterprise-level and meeting core ITIL requirements), and has recently added an SaaS-delivery option via partners. It can help an organization to deliver optimized IT services to its parent business, providing the core ITSM functionality expected from an enterprise-level ITSM software application, as well as workflow options for user and customer, self-service, knowledge-based systems, management reporting, and facilities to integrate with leading independent business productivity applications.

### **Recommendations**

- LANDesk Service Desk should be considered by any medium-sized to large organization looking to introduce IT service management processes and/or supporting technology, complement existing tools, or rip and replace legacy IT service management solutions.
- LANDesk Service Desk should be evaluated by larger organizations as a platform for multiple service desks, to support an integrated approach to customer service across functional boundaries, with the realization of associated cost savings and potential customer service-based benefits.
- LANDesk's wider portfolio of IT management solutions is applicable to organizations seeking an integrated single-supplier approach to managing and securing IT devices, services, and infrastructure.

## **FUNCTIONALITY**

### **SOLUTION OVERVIEW**

LANDesk Service Desk supports most ITIL v3 processes out of the box (incident, request, problem, change, configuration (including CMDB), and knowledge management, and service catalog), and has the highest PinkVERIFY status through Pink Elephant's ITILv3 software certification scheme, achieving verification for all 14 verifiable processes. In addition, LANDesk Software says that it offers unparalleled integration with systems management tools, in addition to a number of key product and services, innovations differentiate LANDesk Service Desk from its competitors:

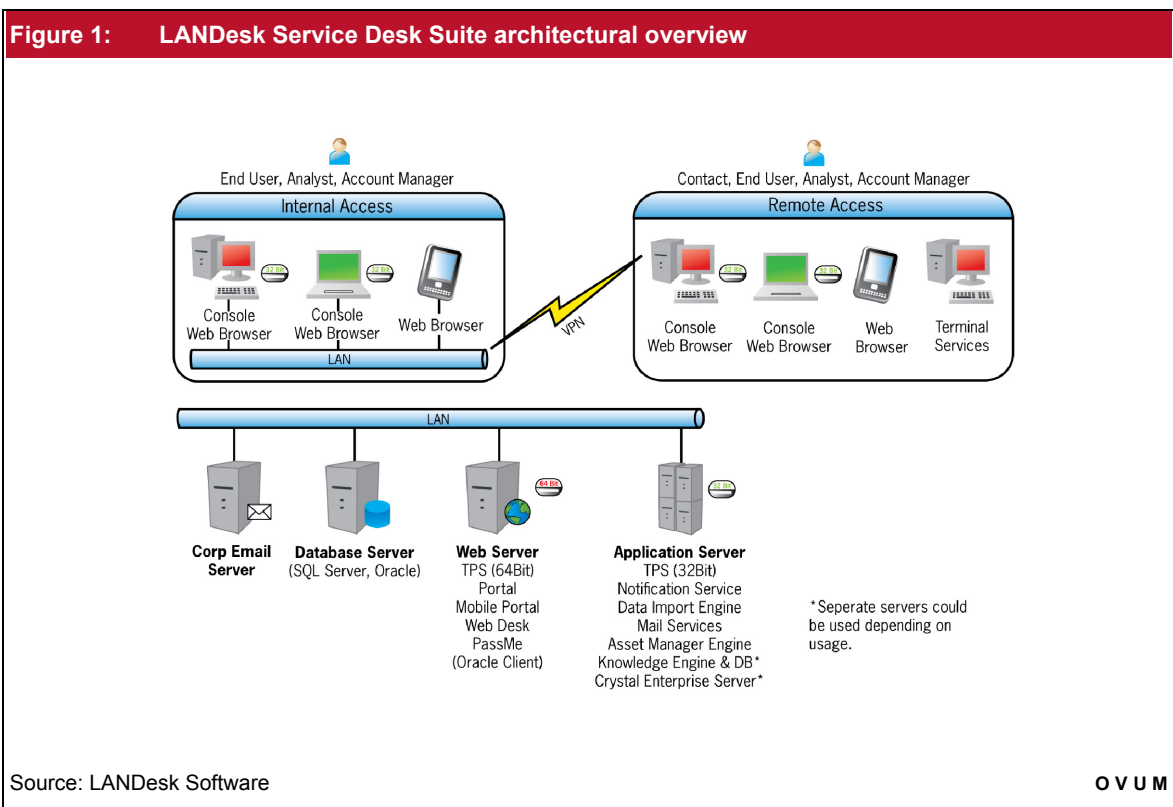


- It is one product suite with multiple user-targeted interfaces, delivering products across a number of interfaces (desktop, browser, mobile, and email) to provide users with choice and flexibility.
- A process engine that delivers process standardization. This links LANDesk Software products and provides users with the means to adapt and extend processes to create their own solutions.
- LANDesk Service Desk has deep levels of integration into LANDesk's own portfolio of systems management, mobile device management, endpoint protection, process automation, and software asset management solutions; offering customers a well-integrated suite of IT operations management solutions.
- Integration into LANDesk's Management Automation Platform, providing a tight two-way link between service management processes and common technology, system, and data silos.
- Integration capabilities developed specifically with integration to other applications in mind. In addition to out-of-the-box integration with applications such as Microsoft System Center Configuration Manager (SCCM), Novell ZENworks, and other desktop management solutions, application programming interfaces (APIs) are provided at each level of LANDesk Service Desk's three-tier architecture.
- A new web access API, providing integration into web applications or corporate intranets, such as Microsoft SharePoint.
- Configurability and flexibility, both in terms of the products included in LANDesk Service Desk and the functionality within those products.
- Proven professional services methodology using the LANDesk Maturity Model, which is a step-by-step, or "journey", approach to implementing ITSM. This provides a goal-based, five-stage methodology applicable to organizations in any vertical, of any size, and at any stage of service delivery maturity.
- A 360-degree solution approach with a "people" focus on ITIL adoption rather than just technology delivery.

Over the next 12 to 18 months, LANDesk will expand its SaaS offering with a range of subscription-based/SaaS/Cloud service desk options, as well as continuing to further enhance its integration abilities. A focus on innovation will see expansion into the distributed workplace and the growth of mobile device usage

LANDesk Service Desk runs on Microsoft Windows Server, with Linux and Mac OS supported through the browser-based product. It is not dependent on any third-party solutions other than requiring an Oracle/Microsoft SQL database and a Microsoft server. LANDesk Software states that the .NET Web Services and service-oriented architecture (SOA) allow rapid time-to-market and seamless integration with leading business and IT applications such as office productivity tools, enterprise applications such as enterprise resource planning (ERP), desktop, network and systems management tools, directory services, and identity management.

The solution is based on a standard n-tiered architecture built on web services and .NET technologies. LANDesk Software claims that the application and web services can be scaled to meet the individual requirements of large user bases and multi-site environments, with database clustering to meet scalability requirements. Fault tolerance and failover capabilities are provided through standard tools for database back-up. In addition, it is possible to run multiple instances of the database to enable failover. A LANDesk Service Desk Suite architectural overview is shown in Figure 1.



## SOLUTION ANALYSIS

### Support for ITIL v3 service operation processes

LANDesk Service Desk delivers against the core ITIL v3 service operation processes of incident management, request fulfillment, problem management, and self-service.



### *Incident and request management*

As with all functionally rich ITSM solutions, at the center of LANDesk Service Desk is the service desk itself, and the ability to efficiently and effectively manage the incident lifecycle. Incidents and service requests can be logged in a variety of ways: by end users via the browser-based self-service module; automatically by users sending an email; manually by analysts talking to the user; or generated as a result of a system event. The module is designed to ensure that incidents and requests for service are efficiently logged within the system and managed through to resolution or closure. To aid rapid logging, users have access to a potentially unlimited number of templates designed and stored within LANDesk Service Desk.

### *Problem management*

The problem management module allows organizations to proactively analyze requests and detect recurring patterns to diagnose the underlying root cause/causes, with the ability to quickly identify, monitor, report, and resolve problems to reduce outages and downtime. Particular emphasis is placed on the identification of problem trends and improvements through the analysis of the identification of the equipment, locations, and services causing the most incidents and problems.

### *Self-service*

LANDesk Self Service provides a flexible online presence for end users to interact with service desk staff and access realtime incident and service request information via a standard web browser. Users are able to perform the actions required in support of their call, enquiry, or problem resolution, such as to view, update, or log new incidents, as well as search a knowledge base prior to ticket submission, or request services through LANDesk Service Catalogue. Information can also be passed proactively to the user through a variety of methods including email, web, and RSS feeds.

### **Support for ITIL v3 service design processes**

LANDesk Service Desk delivers against the following ITIL v3 service design processes: service level management and service catalog management.

### *Service level management*

LANDesk Service Desk's service level management component enables an IT organization to define all the levels of service needed to satisfy users and business targets. All types of service, from simple call, service request, or any other definable sequence of service-based events, can be managed appropriately; and categorized, prioritized, and escalated to the correct agent or manager in a timely manner. The solution does, however, lack version control and the automated ability to "logic check" service levels/targets between interdependent service level management documents.

### ***Service catalog management***

LANDesk Service Catalogue allows end users to find all of the live services available to them and make requests for software, hardware, and services. End users can either search for services or navigate a catalog tree hierarchy, but will only see those items to which they are entitled to request. Services are presented as a list of displayed images, descriptions, and other useful information, giving users a familiar online retail experience. Submitted service requests will then follow the defined process for that type of service request.

### **Service transition processes**

LANDesk Service Desk delivers against the core ITIL v3 service transition processes of change management, service asset and configuration management, and knowledge management.

### ***Change and configuration management***

The change management module can help an organization to ensure that changes to its IT services and technology infrastructure are professionally managed, documented, tested, planned, and scheduled with minimal risk, impact, and customer inconvenience. Within LANDesk Service Desk, change management is tightly integrated with the incident and problem elements to enable full traceability of the drivers for the change. Configuration item (CI) data is taken from the CMDB to support the assessment of the impact on the business throughout the life of an issue. LANDesk Software says that its CMDB, LANDesk Configuration Manager, delivers the four main capabilities needed by a corporate CMDB: federation, reconciliation, visualization, and synchronization.

### ***Knowledge management***

Within ITIL v3, knowledge management is the process of capturing, storing, and reusing employee skills and experience so that it can be made available to the organization as a whole. This facilitates better-informed staff and a faster time to resolution, ideally at the first point of contact. It also helps to mitigate the loss of critical IT knowledge that is often experienced with staff turnover.

The LANDesk Active Knowledge module is a key enabler in LANDesk Service Desk's self-service capabilities. Ovum particularly likes the ability to automatically capture information during a troubleshooting exercise and to present the document for approval before it can feature on the knowledge base. This addresses the lack of user participation in creating and updating explicit-knowledge documents, one of the primary reasons that most knowledge-based solutions do not live up to their stated goals. When used within LANDesk Service Desk, it prompts analysts (as they type) with relevant information and guidance about potential solutions based on past history and best practice.

### **Support for ITIL v3 service strategy processes**

LANDesk Service Desk delivers against the core ITIL v3 service strategy processes of IT financial management and service portfolio management. However, demand management could be enhanced.

### *IT financial management*

LANDesk Service Desk's financial capabilities include being able to differentiate between the cost of provision and the price of services, with support for service-on-service costing calculations and more complex charging models. Data from the service catalog, service desk, and CMDB/content management system (CMS) can also be used for costing and billing purposes, as can data from integrations with project portfolio management (PPM) or human resources (HR) systems for resource costs.

### *Service portfolio management*

LANDesk Service Desk allows organizations to manage services within multiple portfolios with integration with the CMDB/CMS and the ability to store or link to service attributes (business value, technical, service level, financial, and usage). All services can be published, no matter their status within the service lifecycle.

Workflow capabilities support the creation of new services from idea through to approval, with the ability to propose, evaluate, and manage the development of services within the service pipeline. There is also the ability to track service costs, usage, and delivery performance.

### *Demand management*

There is no ability to trend current and anticipated consumption of services, or to conduct scenario and "what if" analyses.

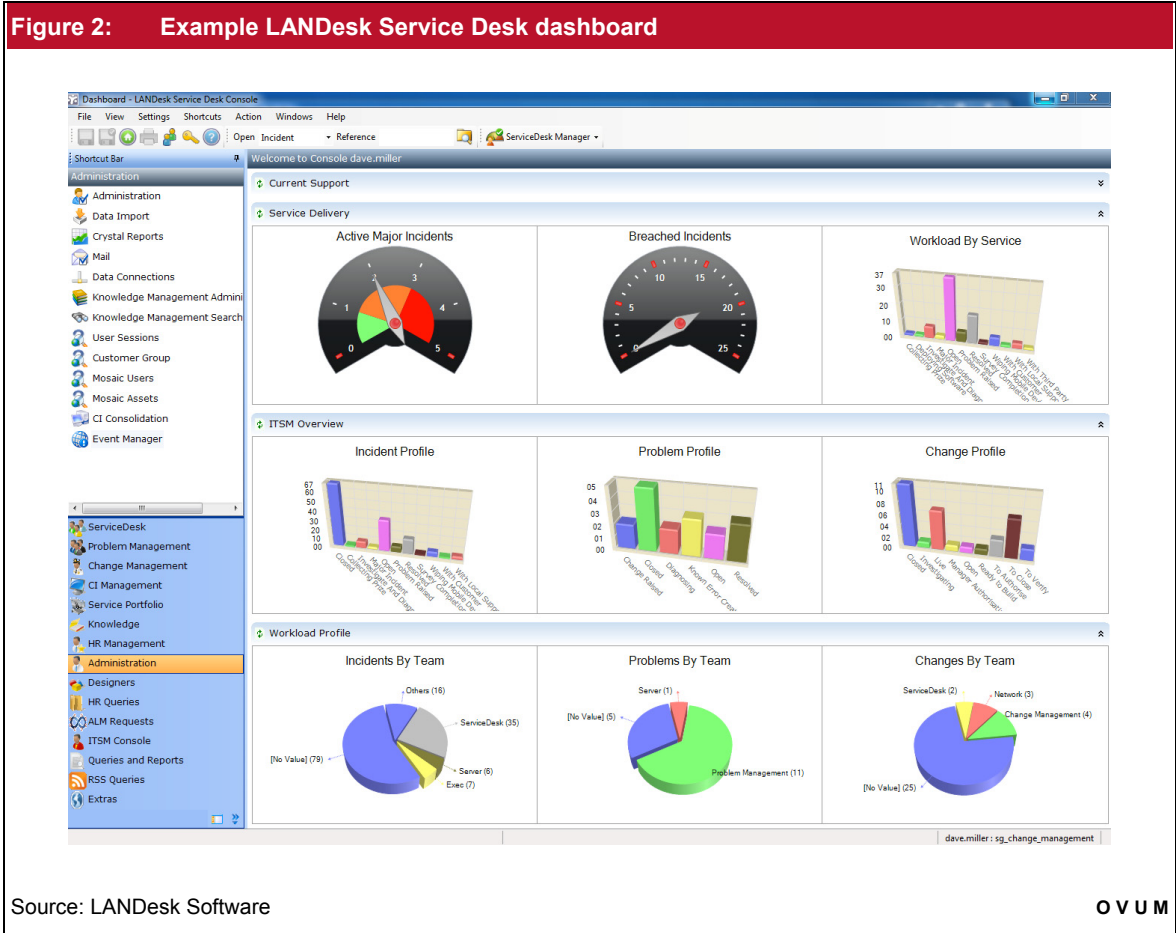
### **Accessibility**

#### *LANDesk Web Desk*

LANDesk Web Desk is a web application that provides a browser interface to LANDesk Service Desk, enabling access via the Internet to employees and customers from any location. It provides instant access to core LANDesk Service Desk features, including incident, problem, and change management, and knowledge-based searches; with realtime access to summary data through one or more interactive graphic dashboards.

#### *Dashboards*

Key analyst data can be configured and displayed through multiple instantly-updated dashboards that deliver a configurable realtime graphical display of important data such as workload lists, open calls by category, and group workloads. Achievement and progress against organizational goals are measured through tailored key performance indicators (KPIs) linked to the LANDesk Service Desk processes. An example is shown in Figure 2.



## PRODUCT STRATEGY

Like most ITSM tools, LANDesk Service Desk is vertical-agnostic. Its target market is any medium-to-large enterprise (2,000-plus employees), and while it has strengths in certain verticals such as the public sector, it does not actively target specific industries. Geographically, its target regions are North and South America, Europe, the Middle East, and Africa (EMEA), and Asia Pacific.

## MARKET OPPORTUNITY

LANDesk Software sees a number of market opportunities for its solutions:

- The growth of the distributed workplace (home workers, multiple offices, countries, time zones, and languages).
- The growth of mobile device usage and the expectation to be always able to work, anywhere, on any device.

- The continued maturing of ITIL on a worldwide basis.
- The importance placed by end users on the availability of service catalog and the service portfolio, as per ITIL v3.
- The uptake of change and configuration management.

## **GO TO MARKET STRATEGY**

In terms of LANDesk Software's route to market for Service Desk, it uses both a direct channel and reseller channels worldwide. Relative revenue splits by channel are not publicly available. LANDesk's management solutions are translated into multiple languages and are installed at leading companies around the globe. LANDesk Software maintains offices in Brazil, China, France, Germany, Ireland, Italy, Japan, Mexico, and the UK, and delivers IT management solutions through more than 290 leading resellers and value-added resellers (VARs) worldwide.

LANDesk Software delivers two major releases per year supported by minor service pack releases. Main releases introduce new functionality and modules, while service packs focus on the resolution of customer issues, with an upgrade allowing a move from any supported version to the latest version. Over the next 12 to 18 months, LANDesk Software will address the following areas: transforming the delivery of information into dynamic and predictive analytics; context-aware service management; a continued focus on the distributed workplace; and the growth of mobile devices.

LANDesk has introduced a subscription-based SaaS operating model to supplement its traditional on-premise model. This is offered in one global region, but there will be a rapid scaling up to offer a series of subscription-based SaaS variants during 2011.

## **IMPLEMENTATION**

LANDesk Service Desk is available in a number of delivery methods: traditional on-premise, managed services, hosted (dedicated), on-premise managed, and via SaaS through partners. Typical resources and technical skills required for a deployment are outlined below:

- Pilot projects have an average implementation time of five days and require a consultant and a project manager from LANDesk Software and a customer contact.
- A 30-user departmental deployment has an average implementation time of eight days and requires a design consultant, an implementation consultant, and a project manager from LANDesk Software, and a project sponsor, a technical resource, and an analyst on the customer side.
- A 500-user enterprise-wide deployment has an average implementation time of 10 to 15 days and requires a design consultant, an implementation consultant, and a project manager from LANDesk Software, and a project sponsor, a technical resource, and a project team of two or three users on the customer side.



Each LANDesk Service Desk engagement is scoped by an experienced ITIL-certified consultant, with a detailed statement of services outlining deliverables, estimated effort, and associated project plan, delivered by a qualified project manager. LANDesk offers a wide spectrum of additional support offerings, ranging from the personal touch of an assigned business advisor to instant-access self-help via LANDesk's community site ([community.landesk.com](http://community.landesk.com)).

In a 2010 Technology Audit of LANDesk Service Desk, Ovum wrote that LANDesk's somewhat unique entitlement-based support and maintenance system (based on points that accumulate through the original license purchases and further annual investment in support and maintenance) overly complicates the procurement of support and maintenance for the solution. However, support and maintenance has since been simplified. It is available as a fixed percentage of the software license list price, with LANDesk proportionately rewarding its customers' maintenance investment by offering a more comprehensive support package. LANDesk also offers a premier support program where customers are assigned a technical account manager, a LANDesk product expert trained in driving product adoption and accelerating return on investment (ROI).

### DEPLOYMENT EXAMPLES

#### **German multinational supermarket**

This German multinational supermarket has 670 analysts and more than 70,000 users across 27 countries. Processes are mostly centralized and standard across all regions, and are supported by LANDesk Service Desk for incident, problem, and change management.

#### **UK customer software support service**

This UK customer software support service has 150 consultants providing SAP support to over 90,000 users across 22 countries and 12 languages using LANDesk Service Desk to support a 24/7 "follow the sun" service desk.

#### **Irish organization in the financial industry**

This Irish organization in the financial industry supporting 25 banks with 61 trading markets transacting in 111 currencies uses LANDesk Service Desk to enable change, risk, enhancement, and configuration management processes.

#### **A national police authority**

This national police authority (all police forces and a number of associated bodies) uses a single virtual service desk across two data centers, 360 analysts, and 25,000 end users. LANDesk Service Desk is employed to support incident, problem, and change management processes.

#### **Worldwide aggregates business**

This worldwide aggregates business has 250 analysts and over 10,000 end users across France, the UK, Spain, Poland, and Romania, creating, on average, 500 calls per day. LANDesk Service Desk is used to support incident and change management.



Table 1: Contact Details	
<b>LANDesk Software headquarters</b> 698 West 10000 South South Jordan Utah 84054 US Tel: +1 (800) 982 2130 www.landesk.com	<b>LANDesk EMEA</b> Dukes Court, Duke Street Woking, Surrey GU21 5RT UK Tel: +44 (1483) 744 400
Source: LANDesk	OVUM

**Headquarters**

Shirethorn House,  
37/43 Prospect Street,  
Kingston upon Hull,  
HU2 8PX, UK  
Tel: +44 (0)1482 586149  
Fax: +44 (0)1482 323577

**Australian Sales Office**

Level 46, Citigroup Building,  
2 Park Street, Sydney,  
NSW, 2000,  
Australia  
Tel: + 61 (02) 8705 6960  
Fax: + 61 (02) 8705 6961

**End-user Sales Office (USA)**

245 Fifth Avenue,  
4th Floor, New York,  
NY 10016,  
USA  
Tel: +1 212 652 5302  
Fax: +1 212 202 4684

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