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# UEM: Unifying Management of All Your Devices

OpenText™ Unified Endpoint Management (UEM) converges endpoint management tools with tools used for managing mobile devices. Not only is it about enabling administrators to manage all these devices from a single console, but it's about giving users a greater experience and helping them be more productive.

## Understanding UEM

For a long time, organizations have separated the management of their endpoint devices with tools for PC lifecycle management and tools used for managing their mobile devices with little or no overlap. In recent history this has begun to change with vendors offering solutions to manage both. Many of these new breed of management tools are often referred to as UEM solutions, but different people have a different opinion of the true definition for UEM.

One definition of UEM is a suite of solutions that can manage all of an organization's devices. Another similar definition with a subtle difference is a single tool that enables management of all types of devices. Others feel that UEM is simply the general ability to manage all devices in a similar manner. While each of these definitions has merit, a more compelling and useful view of UEM is a single solution that enables the management of all devices in a similar manner.

UEM solutions that meets this criteria enable IT administrators to employ consistent processes and procedures for managing all their devices in a way that reduces management costs and overhead, while enabling better management outcomes in terms of business, user, and IT productivity.

## Why Employ UEM?

### Digital Transformations

Often when discussing the merits of UEM the focus gravitates to either IT benefits or user benefits. But one of the most compelling benefits of UEM can be its ability to enable businesses to initiate digital transformations that spawn and accelerate greater business success. Forward thinking executives see the immense value that can come from enabling and fostering a digital culture in their organization. UEM has become a key component in enabling secure digital workspaces that drive a digital culture—a culture where all users can always safely connect and collaborate wherever they are with any device.

Digital cultures create greater employee engagement, productivity, and job satisfaction. UEM enabled digital transformations power innovations that give organizations a competitive

## What to Watch for in UEM

Just as different vendors and industry pundits have a different view on what UEM is, different solutions boast different capabilities and attributes. Some key aspects to look for in the UEM solutions you evaluate include the following:

- *Single management console for managing all device types*

- *User-centric management as well as device-centric management*

- *Endpoint security, encryption and patch management*

- *Software asset management and service desk*

- *Configuration and automation for endpoint devices, applications and services*

- *Compliance management through endpoint security, patch, and asset management*

- *User self-service capabilities*

**A UEM solution that enables management of all devices in a similar manner can accelerate digital transformations that give businesses a competitive edge.**

edge and ratchet up customer and partner service levels to game-changing new heights. And the right UEM solution can make it possible for all that to happen in a secure, controlled, and compliant manner.

### IT Advantages

IT administrators are perhaps the biggest proponents of UEM. A single solution that enables them to manage all of the organizations' devices in a similar manner significantly streamlines and simplifies the way they work. They don't have to keep jumping back and forth between different management consoles to manage different devices, whether they're desktops, laptops, servers, smartphones, or tablets. They don't have to learn new interfaces and processes when a new device type is introduced into their environment. They have a consistent way to manage and secure all their mobile and non-mobile devices, which increases productivity and minimizes configuration errors and security oversights. All of that adds up to IT teams that have greater job satisfaction and more time to focus on more strategic initiatives, while lowering overall IT costs and creating a more secure and smoother running environment.

### User Proficiency

If IT administrators are the biggest proponents of UEM, users are the biggest beneficiaries. UEM manages the software, patching, and security of users' devices so workers can focus on proficiency in their work, not on managing software updates. Additionally, UEM enables workers to experience greater remote access and flexibility. Because IT administration is handled centrally, remote workers no longer have to worry about the security, access, and stability issues their different devices are facing and can utilize all the collaboration and productivity tools that their in-office counterparts enjoy. UEM helps remote workers keep their software and devices up-to-date with the newest updates, patches, and features. And with endpoint data encryption, IT administrators can rest assured that user data is safely transmitted, whether the user is remote or in-office. By using UEM to manage updates to all users and all devices, IT administrators can help make digital transformation easier than ever.

### UEM You Can Trust

ZENworks from OpenText™ gives you a UEM solution that empowers you to manage all your devices in a similar manner from a single pane of glass in a way that advances digital transformations to give your business a competitive edge, simplify and streamline IT, and enable greater user proficiency and productivity.

Learn more at
**www.microfocus.com/products/zenworks/configuration-management/**

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