

# OnDemand Software

▶▶▶ **Desktop Availability...**  
Uninterrupted, Transparent and Seamless



a world where users continue to work uninterrupted, unaware of disasters narrowly escaped, crashes and errors recovered from gracefully, potential problems diagnosed ahead of time and avoided. Imagine a world where network administrators have all of the information they need in one central, integrated repository – available in real-time – and a comprehensive, integrated set of tools to use that information. “That is the world that OnDemand Software takes you into.”





"MSI packaging, software distribution, inventory management, patch management, PC migration and reporting as individual components don't provide the real ability to manage desktops. OnDemand Software now provides the only solution available that takes each of these components and integrates them in a way where each component has relationship with the others allowing IT administrators the ability to proactively manage desktops. None of the individual components alone provide real value for administrators today. We are committed to providing this unique solution at an affordable price for both small and enterprise organizations."

**Jack Palmer**

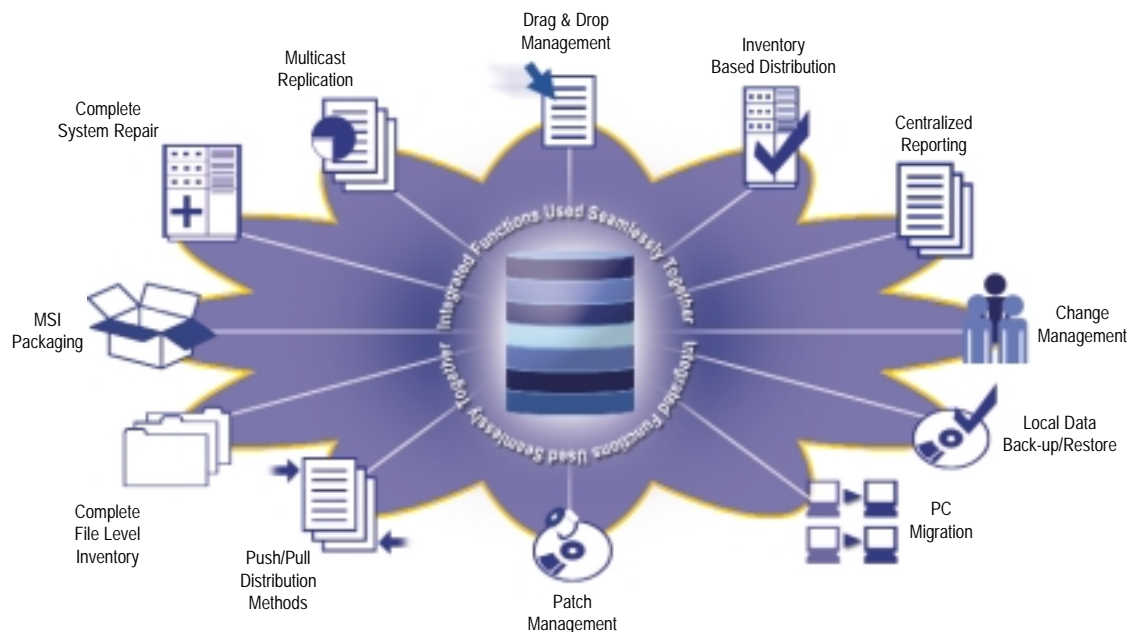
CEO, OnDemand Software



## Respected Leader in the Industry

OnDemand Software has been respected as a leader in the software distribution arena for over a decade. Many of the firsts in the market are attributed to WinINSTALL. WinINSTALL was the first to provide software packaging and distribution from a single console. WinINSTALL provided the first MSI packager. WinINSTALL won the very first Network Computing Well Connected Award for software distribution and continues to be recognized with numerous awards. And now OnDemand Software brings you the very first truly integrated solution for software packaging, distribution, inventory management and patch distribution. OnDemand Software's innovative technologies continue to help maximize ITs' return on their technology investment. Broader functionality at a lower cost, easier to use and scalable. This all lowers your cost of managing desktops.

## Enter OnDemand Software:



## Keeping Your PC's Productive - And Your Company Doing Business

OnDemand Software products bring a very fragmented IT administration tool market into focus. The world of:

- ▶ MSI Packaging
- ▶ Inventory Based Distribution
- ▶ Drag and Drop Management
- ▶ Patch Management
- ▶ Local Data Back-up/Restore
- ▶ Complete File Level Inventory
- ▶ PC and Data Migration
- ▶ Multicast Replication
- ▶ Centralized Reporting
- ▶ Change Management
- ▶ Push/Pull Distribution
- ▶ Complete System Repair

These functions have never been successfully integrated into a product where all of these functions relate to each other creating an effective management tool to keep systems operational.

## Take Control of Desktop Availability

OnDemand Software gives the IT administrator today the ability to cut hard dollars from the IT staff bottom line by providing them with the ability to proactively manage desktops, keep them up and running, lower the number of calls to the help desk and keep employee productivity high by implementing a process to manage software on the desktop. It isn't about just choosing a tool or even about choosing a tool that does one thing such as application packaging. It is about the entire process of managing the desktop. Tools like WinINSTALL and the Desktop Availability Suite that continue to tackle real business problems will no doubt be the winner in IT shops worldwide for the long haul.



"Microsoft's inclusion of WinINSTALL LE with Windows 2000 and XP provided a terrific no-cost way to move to their then-new .MSI format

What a relief, then, to hear that OnDemand Software will offer the latest WinINSTALL LE as a free download!"

**Mark Minasi**  
**Best-Selling Author**  
**Technology Columnist**  
**Microsoft Windows**  
**Server Expert**



### WinINSTALL LE 2003 - The Only FREE Standard MSI Re-Packager

In late 1997 Microsoft asked the WinINSTALL development team to build the first re-packager for the new Windows 2000 operating system.

Windows 2000 provided a Windows Installer and a new file format known as MSI. MSI is a complicated SQL driven file format that provides the instruction set for how an application is installed on a networked desktop. WinINSTALL LE 2003 continues to be a FREE MSI Packager and is used by tens of thousands of administrators worldwide.

WinINSTALL LE 2003 provides support for the most current MSI schema, 2.0. It allows package compression and supports Windows 2000 and Server 2003. For administrators that require additional support for merge modules, MSM, patches, MSP and transforms, MST as well as a myriad of additional capabilities found in the WinINSTALL editing console OnDemand provides two other product sets that address both enhanced MSI packaging as well as a complete software distribution and desktop availability solution.

Did You

Know?

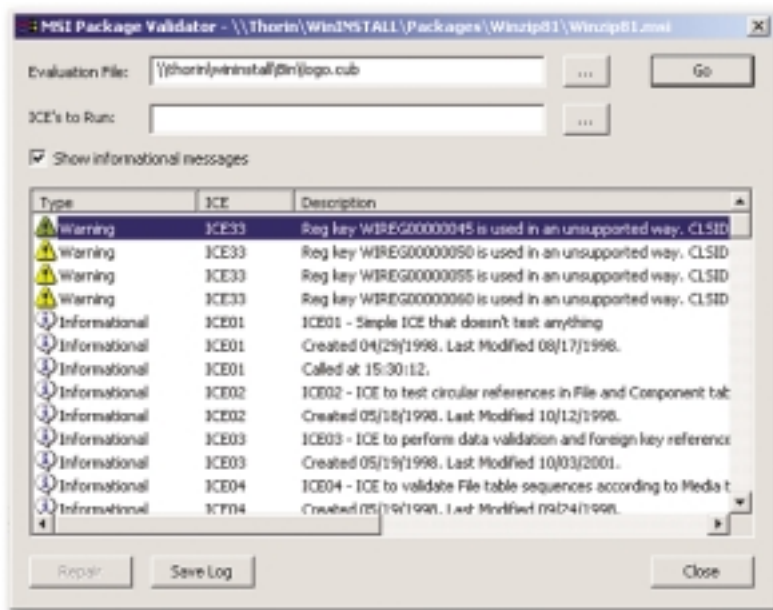
**"A packaging only solution has no visibility of what is on a desktop which means delivery can't be guaranteed."**

## WinINSTALL MSI Packager Professional Edition

OnDemand Software built the first MSI packager available with the release of Windows 2000. Now our MSI packaging products are the most widely used in the world. New features for our MSI Packager Professional edition include:

- ▶ Conflict Assessment - Allows packages to be compared to check for any potential conflicts within packages.
- ▶ MSI Validation and Automatic Correction - allows the validation of MSI packages against standards such as the Microsoft Logo Certification. Potentially dangerous ICE errors are detected and can be automatically repaired.
- ▶ Baselineing - allows an archived baseline image to be used in the WinINSTALL Discover Before Snapshot to speed package creation dramatically.
- ▶ Patch Wizard makes MSP or Patch file creation easier than ever.
- ▶ Point and click automatic creation of MST (transforms) and MSM (merge modules).
- ▶ Package editing is logically laid out in the WinINSTALL 8 console and doesn't require scripting or conversion which always reduces the risk of accuracy in packaging.
- ▶ And yes, WinINSTALL supports the use of VMWare for package creation to easily use virtual machines to build and test packages.
- ▶ The WinINSTALL MSI Packager Professional Edition is licensed per console. A console license is required for each person involved with building and editing packages. Or have unlimited package creation capability with the full WinINSTALL 8 product and reap the benefits of packaging integrated with file inventory and start lowering the costs associated with resolving software problems caused by package installation.

With the use of the full WinINSTALL 8 product additional, new functionality is available. You now have the ability to compare a machines file inventory with package contents and conflict assessment results to understand where conflicts truly hide. The relationship between MSI package data and the complete file level inventory data for the first time gives you a view of what really will happen when a package is installed. No packaging only solution can provide this level of intelligence. WinINSTALL 8 brings new features to MSI packaging. What does this mean?



Other packaging only products check for conflicts between packages, test and validate those packages, and have a good process for package creation, then say that your installations are guaranteed to run. This is impossible without a comparison to the actual state of the machine. How would you know an installation is guaranteed to work? Packaging has always had an impact on the desktop even before MSI. Now with WinINSTALL 8 integration of packaging and real world inventory is real and knowing what changes to the environment your packages are really going to make can only save useless calls to your helpdesk after package installation. Enterprises with multiple, decentralized teams can access packages maintained by other teams using a single or decentralized database, meaning packages can be accessed and checked for conflicts across the enterprise.



## WinINSTALL 8

Through the foundation of a centralized database, WinINSTALL 8 provides a single source that holds all of the information about software packages, conflict assessment checks, inventory to the file level and the ability to relate that to machines in your network. WinINSTALL brings to the table an award winning MSI packager and patch management system, an advanced asset management system, combination push and pull distribution methodologies and advanced results reporting and notification.

### What's New with WinINSTALL 8

#### New Common Task Start Page Makes it easier than ever

- ▶ Point and click and task oriented makes it easier than ever to navigate through various functions such as package management and editing, inventory, client reset etc.
- ▶ Automatically populate the console with Active Directory, NT domain groups, Netware NDS or any combination of these in mixed network environment

#### New Asset Management / Hardware and Software Inventory like no other product

- ▶ More than traditional asset management
- ▶ Help manage availability of machines
- ▶ Show relationship of applications and files. Can even tell when an application file is missing!

#### New Notification and Reporting

- ▶ Provides over 100 reports directly from the console
- ▶ Report on Conflict results, asset management, distribution results
- ▶ Published database schema allows data mining

#### New WinINSTALL Database

- ▶ Uses a robust SQL or Oracle database
- ▶ Builds a complete "bill of materials" for each machine. Stores MSI package contents and conflict assessment results for easy problem detection
- ▶ Provides a complete understanding of what happens after packages are installed. Don't wait and see - analyze and manage machines

#### More Software Distribution options than any product available

- ▶ Discover your assets and target machines for delivery directly from the WinINSTALL console
- ▶ Provides 8 ways of distributing software, updates and patches to machines
- ▶ Provides automated OS deployment
- ▶ Create policies to install and remove applications, updates and patches

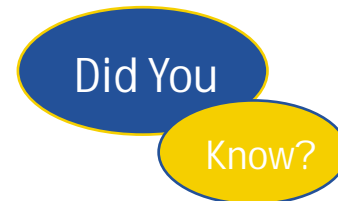
#### New MSI and Patch Packaging

- ▶ Fast and Accurate Software Packaging
- ▶ Conflict assessment, validation and automatic correction

- ▶ Easy to use Wizard based technology for creating MSI packages and patches
- ▶ Identify and automatically eliminate conflicts
- ▶ Guaranteed application installation. Uses bill of materials to provide real world environment
- ▶ Contains all features found in the WinINSTALL MSI Packager Professional
- ▶ Supports the NAI native WinINSTALL package format that provides a great deal of flexibility when MSI just can't get the job done

#### Intelligent MULTICAST REPLICATION and Checkpoint restart

- ▶ Replicate a package or a list of packages to multiple remote sites using multicast
- ▶ Supports unicast replication
- ▶ If a connection is lost distribution picks up where it left off when connection is restored



### Desktop Availability Suite enables IT professionals to:

- ▶ Collect hardware and software inventory across the enterprise
- ▶ Prepare an application or patch package and conduct impact analysis prior to distribution
- ▶ Target individual desktops, workgroups or entire populations of desktops for deployment and maintenance of software and content according to enterprise standards
- ▶ Manage operating systems, applications and content on distributed desktop computers from any location
- ▶ Integrate the Desktop Availability Suite's automated change and configuration management of software and data with help desks and other network management tools
- ▶ Leverage a common infrastructure for management of software and data on any PC for enterprise users
- ▶ Automate OS migration on an enterprise scale
- ▶ Create a centralized repository of user data and settings which can be restored in case of disaster recovery

Did You

Know?



IntelliMover is now part of the Desktop Availability Suite. Now remote and unattended client reset can be performed which will reload the operating system, service pack, application loadset, network profile, outlook settings, PC personality as well as all locally saved data. Eliminating the need to visit desktops directly relates to lower costs.

### IntelliMover OnDemand

IntelliMover OnDemand is our new PC migration product. IntelliMover OnDemand features include transferring data and settings across different operating systems as well as from one version of an application to another for most major applications. This allows users to retain their familiar settings and behaviors across newer versions of applications.

Despite the many benefits of desktop migrations they tend to be expensive, disruptive and a drain on IT resources, not to mention being very unpopular. IntelliMover OnDemand addresses the problems associated with traditional migration products by providing a very easy to use, fast and reliable PC Migration solution.

IntelliMover  
OnDemand

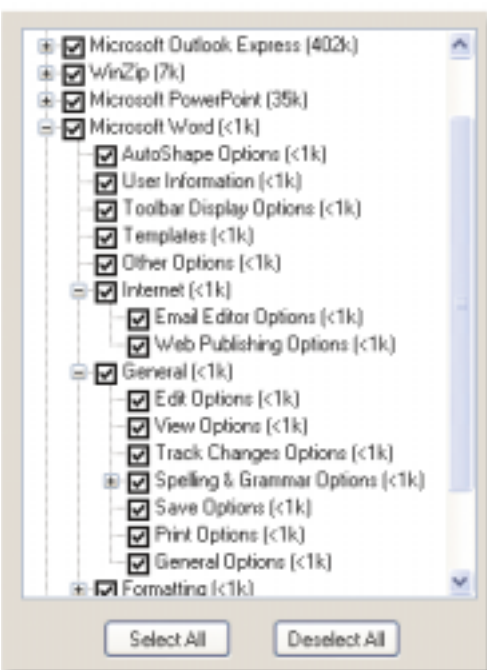
## PC Migration OnDemand

### With IntelliMover OnDemand you can:

- ▶ Easily, quickly and completely migrate shared network resources, including recreating mappings to network drives, local shares and printers for a department or an entire organization
- ▶ Quickly transfer data and settings across different operating systems (e.g. from Windows 95 to Windows XP)
- ▶ Quickly transfer data and settings from one product version to another (e.g. Microsoft Excel 97 to Microsoft Excel XP)
- ▶ Easily and intelligently integrates on the new PC - no hardware drivers or files are ever overwritten
- ▶ Immediate ROI in redeploying and migrating users to new hardware and operating systems

### Fastest Commercial PC Migration Solution Available

IntelliMover OnDemand employs advanced compression technology to dramatically increase transfer speeds for all transport methods making it the fastest and most accurate PC Migration system available.



IntelliMover OnDemand Setting Selection

# How and Why We're Different...

## ► Guaranteed Installation Technology

Presently system administrators are subject to the great information sharing disparities between packaging and distributing applications. The distance between these systems elevates the total cost and complexity of administration.

WinINSTALL 8 has revolutionized the administrative experience by providing 'built-in intelligence' between software/package configurations and actual hardware/destination configurations. By having the ability to see both sides simultaneously administrators can orchestrate and avert incompatibilities and inconsistencies in file and directory structures from a centralized console. Through the centralization of data and point of administration, WinINSTALL 8.0 can easily change 'reactive' methods of administration into 'proactive'

methods of administration. The 'proactive' WinINSTALL 8 administrator can harmonize the packaging and distribution ends of the system and drastically reduce if not completely eliminate any previous difficulties; such an integrated tool directly leverages a positive business value.

## ► Proven Scalable Architecture

OnDemand Software has been implemented in environments from 25 to over 100,000 desktops. Scalability features include integration with popular directory

systems such as Active Directory, Novell NDS, NT Group Domains and Netware Bindery, no dedicated hardware required and a single console interface.

## ► We eliminate the need to visit a desktop

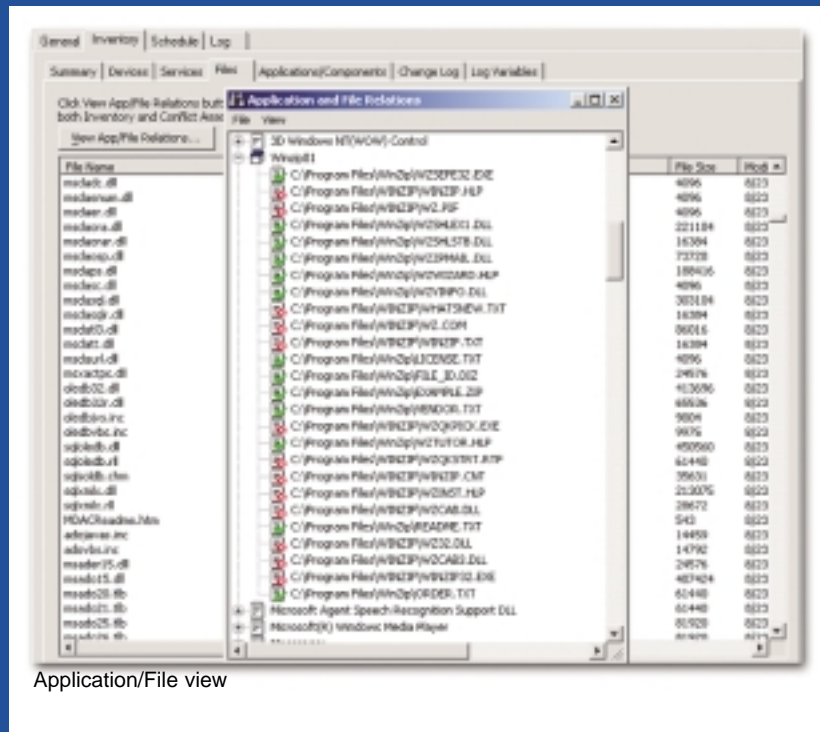
Now administrators can view a machine list based on a directory structure and perform any task on a machine or group of machines OnDemand. Drag and drop a package, run an inventory scan or even schedule any task. Eliminate visiting desktops and eliminate costs.

In the case of a software problem that has caused the desktop to become inoperative OnDemand Software can completely rebuild the desktop without having to dispatch

a PC technician to the desktop.

## ► Open Architecture, Perfect for Third-Party Integration

WinINSTALL 8 and the Desktop Availability Suite use an open architecture which allows for easy integration with other management tools like your enterpris help desk or other network management products. Our database schema is published giving you full access to the vast amount of data we have collected.



Application/File view

# Managing Desktops. "It's More Than Just Packaging"™

## It's Eliminating the Need to Visit Desktops that Saves You Money

System Administrators have been fooled into thinking that they just need to be able to build and create MSI packages to solve their software distribution and desktop management problem. Some MSI packaging products claim "guaranteed delivery" but fall short of knowing what will happen after the package has been installed. A packaging only solution has no visibility to what is currently running on a machine. It leaves the problem solving to others in the IT administration team which in the end costs more money than ever before. IT still remains reactive to change.

WinINSTALL 8 takes major strides in helping administrators know more about the relationship of what is running on the desktop and the contents of packages. For the first time information about both types of data can be compared to give you a real understanding of what potentially could go wrong after package installation.

## How Many Tools Does It Take?

How many different tools do you maintain today to manage desktop machines? One for MSI packaging, one for inventory management, one for distribution, one for patch management, one for operating system installation, and one for PC migration? How much are you spending annually in support and maintenance agreements on all these tools? If you own a so-called suite of applications how really integrated are the functions? Can you compare MSI package contents with file level inventory? Can you see the relationship of files on a machine to which applications are using those files? Can you use your inventory management system to do more than provide asset management reports?

WinINSTALL 8 introduces the first integrated and inter-related complete set of features to allow real analysis of how applications affect machines and how to proactively prevent problems many times before they happen. The real problem to solve is not just MSI packaging or distribution or even inventory or patch management. The real problem to solve is eliminating the need to visit a machine to resolve a software problem. That is the world that WinINSTALL 8 and our Desktop Availability Suite bring to you. And all these features and functions are directly manageable while working with a machine list that is completely integrated with your network directory structure such as Active Directory, NT domains, and Netware NDS. Stop paying for tools that don't help you solve the REAL problem with PC management.

Our products can be downloaded for evaluation at [www.ondemandsoftware.com](http://www.ondemandsoftware.com)  
or call us today for more information at (239) 495-0541



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