OpenText Endpoint Management

An Autonomous Endpoint Management SaaS Solution

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Autonomous Endpoint Management

The next step in the evolution of endpoint management

What is Autonomous Endpoint Management (AEM)?

The new term 'autonomous endpoint management' aims to offer IT teams **AI-driven automation** that can **improve employee experience** and **simplify device administration**.

The goals behind AEM are lofty: fully autonomous endpoint management, security, incident response, patching, change management and performance monitoring leveraging all the capabilities we have today in these areas. These concepts are coupled with machine learning, AI, and crowd-sourced and tested remediations.

– Gabe Knuth, Senior Analyst
Enterprise Strategy Group at TechTarget

What is Gartner Saying about AEM?

Market Guide for Unified Endpoint Management Tools, 19 Sep 2023

Forecast

By 2027, UEM and DEX (Digital Employee Experience) tools will converge to drive AI- and ML-infused autonomous endpoint management (AEM), reducing human effort by at least 40%.

Recommendation

Accelerate endpoint operations by favoring UEM platforms that provide **extensive automation opportunities**, **DEX capabilities**, **risk score integration** and **patching prioritization** capabilities.

Extensive Automation Opportunities

Automation Workflow Designer

Automation workflows created using a no-code/low-code drag-and-drop visual tool.

Administrators combine pre-defined actions and custom actions into simple or complex tasks that are initiated by events, via schedules, or manually.

1. Perform routine device maintenance tasks
   Example: Monitor disk capacity and automatically free up disk space based upon administrator-defined policy (recycle bin, temporary files, Downloads folder, etc.)

2. Detect and resolve device performance issues
   Example: Identify applications/processes with high CPU utilization and apply administrator-defined actions (increase/decrease CPU priority, contact user, etc.)

3. Execute tasks initiated from external system
   Example: A ServiceNow Help Desk technician initiates the deployment of a requested application to the requesting user's device

4. Surface device anomalies using AI and machine learning
   Example: Correlate data from multiple devices to identify and proactively resolve common issues

Digital Employee Experience (DEX)

The sum of all the perceptions that employees have about working with the technology they use to complete their daily work and manage their relationship with their employer across their employment lifecycle (Forrester).

The DEX Model

Measure

Remediate
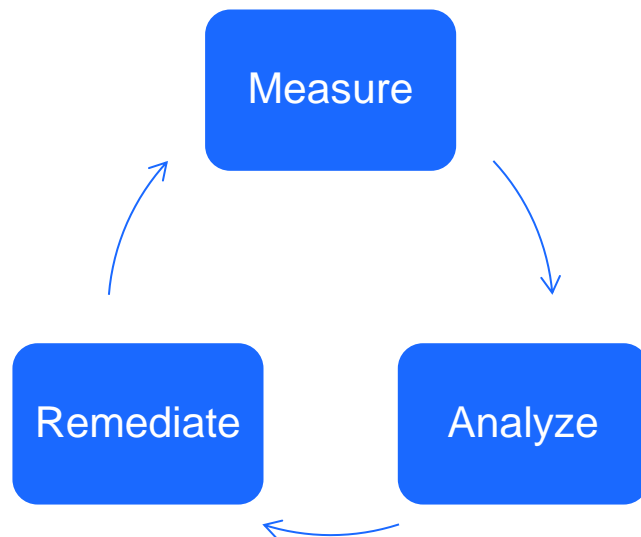
Analyze

Measure Employee Experience

Continuously measure and monitor digital workspace metrics that affect end-user experience, as well as overall employee sentiment. Gain end-to-end visibility and quickly surface issues.

Analyze and Predict Issues

Proactively identify issues or even predict them before users notice. Troubleshoot with in-context dashboards and reports to efficiently find the root cause with automated root cause analysis.

Remediate with Automation

Fix issues quickly with automated notifications. Leverage third-party integrations across your IT ecosystem to speed up remediation and reduce time to resolution. Empower end-users with self-service solutions and remote support capabilities.

Digital Employee Experience (DEX) Capabilities

1. Track cross-platform key performance indicators (KPIs) that impact employee experience
   Example: Use dashboards to monitor and score KPIs such as Boot Time, Shutdown Time, Wifi Strength, Battery Health, CPU Health, Upload Speed, Download Speed, Application Crashes, and more

2. Apply AI and ML to analyze the device environment to surface and predict incidents that impact employee experience
   Example: Correlate application usage, crashes, and WiFi strength while MS Teams is running to predict potential issues

3. Gather user sentiment
   Example: Provide feedback mechanisms such as surveys with corresponding dashboards for viewing responses

4. Combine KPIs and user sentiment into employee experience score
   Example: Use a dashboard to identify which users are below the acceptable experience score to be able to analyze those users' experiences in detail
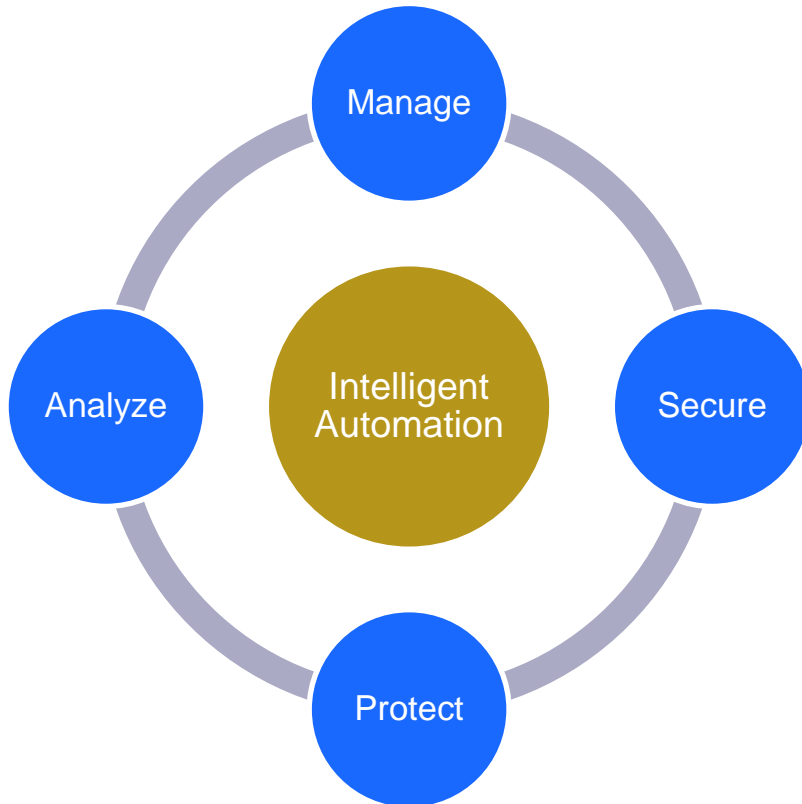
The OpenText Vision

The OpenText Vision

An autonomous management platform for all your endpoint devices

Manage
Analyze
Intelligent Automation
Secure
Protect

Manage your endpoint devices using the best combination of PC Lifecycle and Modern Management

Secure your endpoint devices against emerging threats and common vulnerabilities

Protect organizational data created and accessed from endpoint devices

Provide robust AI-driven analysis, dashboarding and reporting

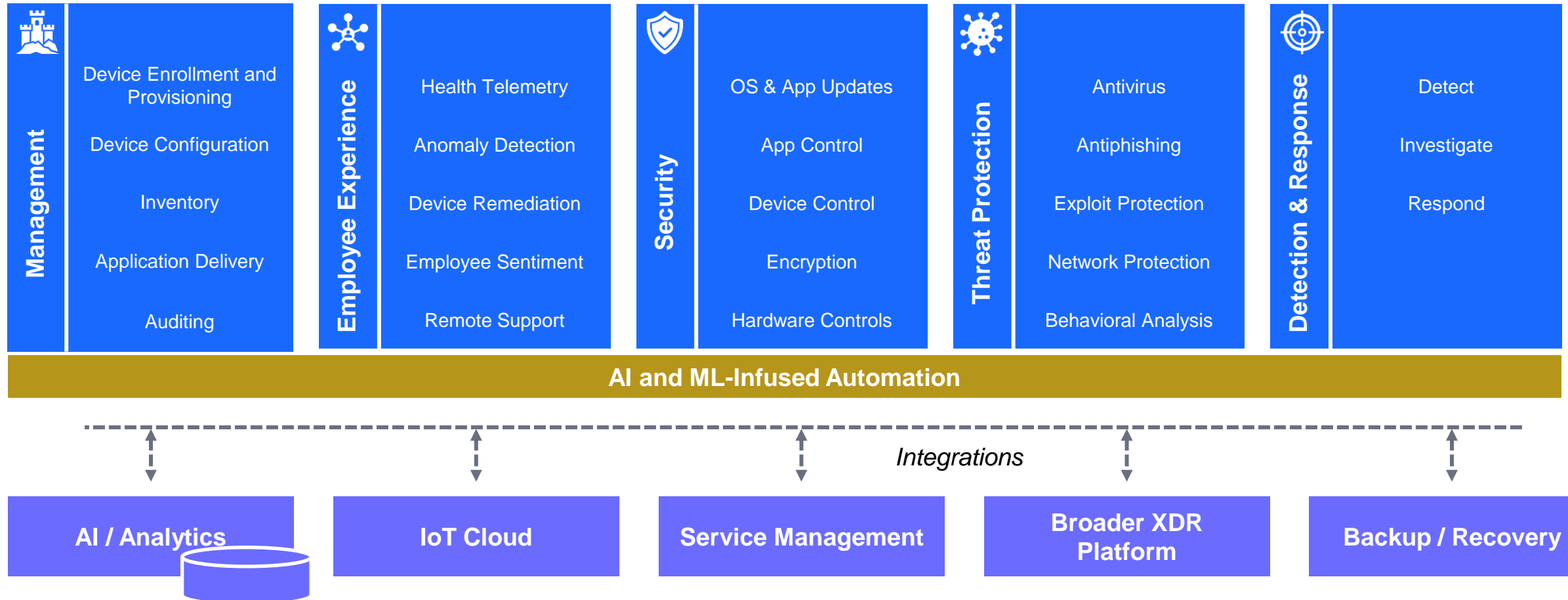**Multi-tenant SaaS** **AI-infused automation** **Experience centric** **Identity-based**

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The OpenText Vision Details

An Autonomous Endpoint Management SaaS Solution

Devices: Laptops, Mobile, Smart Tablets, Servers, ATMs, POS devices, etc.

OS Platforms: Windows, Windows IoT, macOS, Linux, iOS, Android, etc.

Management

Device Enrollment and Provisioning

Device Configuration

Inventory

Application Delivery

Auditing

Employee Experience

Health Telemetry

Anomaly Detection

Device Remediation

Employee Sentiment

Remote Support

Security

OS & App Updates

App Control

Device Control

Encryption

Hardware Controls

Threat Protection

Antivirus

Antiphishing

Exploit Protection

Network Protection

Behavioral Analysis

Detection & Response

Detect

Investigate

Respond

AI and ML-Infused Automation

Integrations

| AI / Analytics | IoT Cloud | Service Management | Broader XDR Platform | Backup / Recovery |

Current Solution

OpenText Endpoint Management Version 25.1 (Q1 2025)

- Multi-tenant SaaS platform

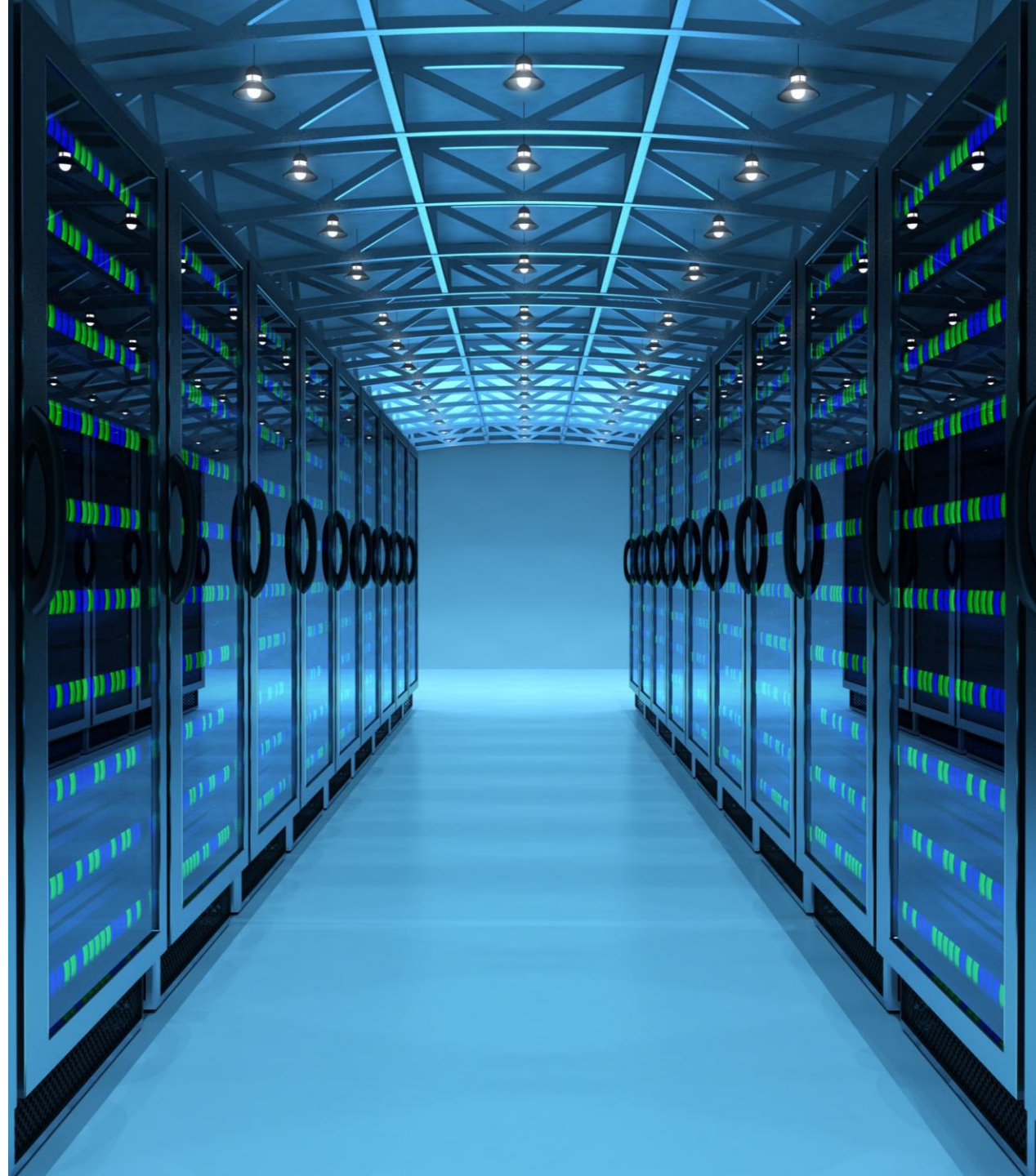- Agent-based management of Windows devices

- Deployment of applications to managed devices

- Inventory collection and reporting for managed devices

- Auditing of Administrator actions

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Multi-Tenant SaaS Platform

What It Is

- OpenText Cloud Platform (OCP), our public-cloud platform using Google Cloud Platform (GCP)
  - Currently available in North America (US)
  - Future availability in Europe and Asia
- Utilizes all OCP tenant services such as provisioning, usage monitoring and reporting, identity and access control, and security
- Separate tenant and product administration to support segregation of roles

How It Benefits You

- Increase agility and stability
- Always on the latest software
- Guarantee performance
- Meet compliance and security certifications
- Re-focus resources elsewhere
- Improve user productivity

Agent-Based Management of Windows Devices

What It Is

- Support for Windows workstation and server management via a single agent
  - Windows 10+
  - Windows Server 2016+
- Flexible deployment
- Automated update

How It Benefits You

- Simple deployment and update
- Extensive device management capabilities
  - No Windows MDM enrollment required
  - Can coexist with MDM providers to augment MDM capabilities

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Deployment of Applications to Managed Devices

What It Is	How It Benefits You

What It Is

- Deploy simple to complex applications
- Use standard application packaging (.exe, .msi, .zip, and much more)
- Install and manage individual files, registry settings, and more
- Chain application installations
- Update and uninstall applications
- Surface applications in the Start menu, on the desktop, or in a customizable application window
- View detailed deployment tracking via intuitive dashboards

How It Benefits You

- Comprehensive, proven deployment technology developed over 20+ years
- No need to create another packaging format (as with MS Intune

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Inventory Collection and Reporting for Managed Devices

What It Is	How It Benefits You

- Hardware inventory
  - Asset information
  - System details (OS, memory, disk capacity, disk usage, network address, etc.)
  - Component details (drivers, processors, ports, BIOS, peripherals, etc.)
  - Organization details (primary user, department, location, etc.)
- Software inventory
  - Installed products, versions, and vendors
- Custom collection forms for unique data

- In progress

Auditing of Administrator Actions

What It Is	How It Benefits You

- Tracking of all (or selected) actions performed by OpenText Endpoint Management administrators in the management console

- Automatic categorizing of events by criticality, device, and administrator

- In progress

What's Ahead

Roadmap

⬤ CYQ1	⬤ CYQ2	⬤ CYQ3	◯ CYQ4
Windows Management	**Windows Patching**	**Automation Framework**	**Automation Intelligence**

2025

Windows Management	Windows Patching	Automation Framework	Automation Intelligence
• Initial multi-tenant SaaS release • Windows device support via agent • Management by device • Device enrollment • Device configuration • Application distribution • Inventory	• Deliver Platform enhancements	• Provide software (OS and application) patching to help Cloud customers reduce device vulnerability	• Device telemetry collection • Automation workflow designer • Automated remediation (reactive automation) • REST API for third-party accessto data and automated workflows

Future Priorities

Automation & Service (DEX)	Windows Management/Security	Mobile Support	macOS Support	Advanced DEX

2026 +

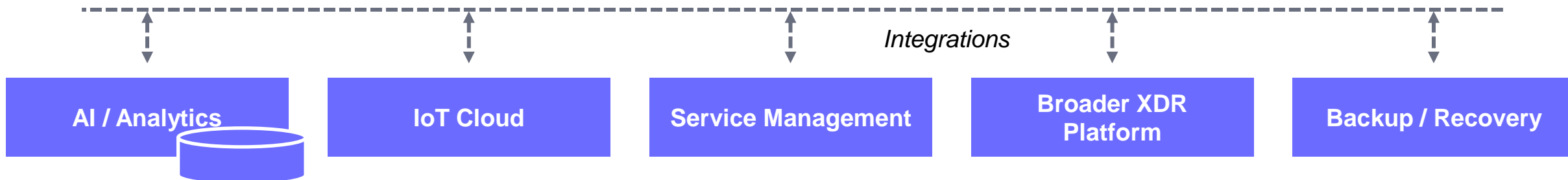| Automation & Service (DEX)	Windows Management/Security	Mobile Support	macOS Support	Advanced DEX
Automation Intelligence • AI and ML-driven telemetry aggregation and analysis for predictive automation • Magellan reporting **Employee Service** • Remote management	**Windows Management** • Windows (MDM) modern management • Management by user **Windows Threat Protection** • Antimalware • Advanced threat control • Exploit protection • Antiphishing **Windows Security** • Encryption • Device/Hardware/App Control	**Mobile Management** • iOS/Android	**macOS Management** • macOS (MDM) modern management • macOS device support via agent • macOS device enrollment • macOS configuration **macOS Patching & Security** • Software patching • Endpoint Security • Threat Detection	**Measurements** • Employee sentiment metrics • Employee experience score **Automation Intelligence** • AI and ML-driven insights for anomaly detection and root cause analysis (reactive and predictive automation)

The OpenText Vision in Progress
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- Application Delivery
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Employee Experience
- Health Telemetry
- Anomaly Detection
- Device Remediation
- Employee Sentiment
- Remote Support

Security
- OS & App Updates
- App Control
- Device Control
- Encryption
- Hardware Controls

Threat Protection
- Antivirus
- Antiphishing
- Exploit Protection
- Network Protection
- Behavioral Analysis

Detection & Response
- Detect
- Investigate
- Respond

AI and ML-Infused Automation

Integrations

- AI / Analytics
- IoT Cloud
- Service Management
- Broader XDR Platform
- Backup / Recovery

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