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Unified Endpoint Management

Product Line Roadmap Presentation

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Users want to get their job done using the device they have, where they are, when they need

If the user doesn't have what they need, then it must be easy to request and quick to fulfill

IT needs to be able to automate fulfillment and adhere to business governance

Users don't necessarily think about security, so IT needs tools that allow them to seamlessly assist users in staying secure and protecting your data
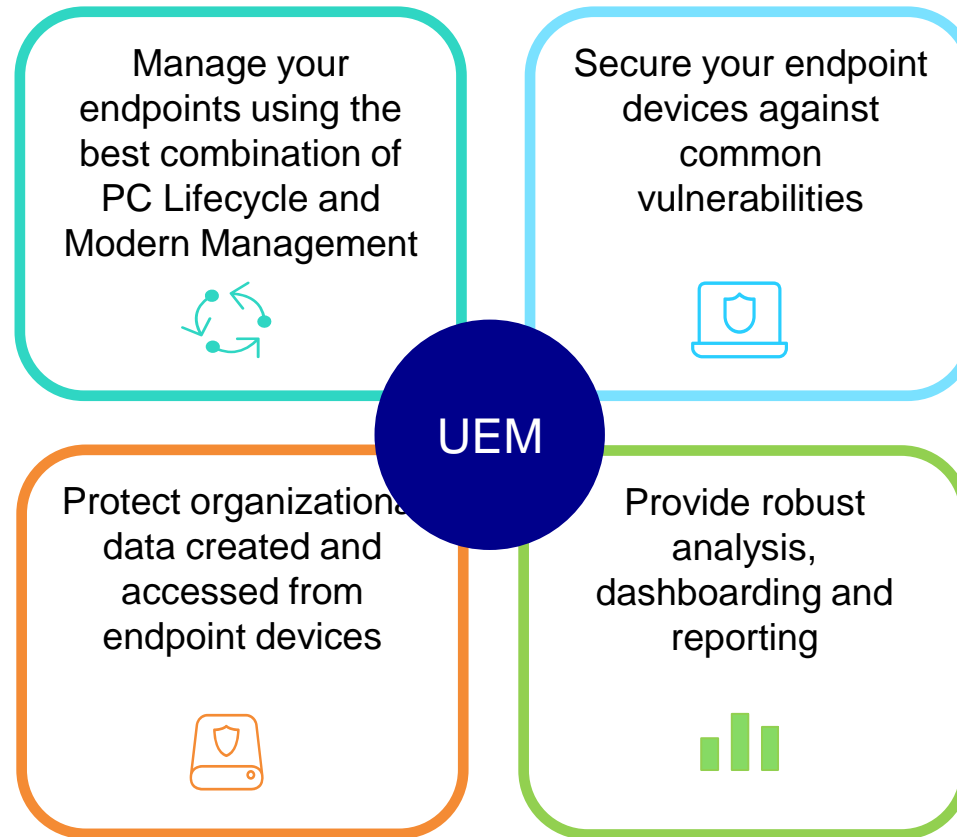
Make sure your endpoints aren't the low-hanging fruit

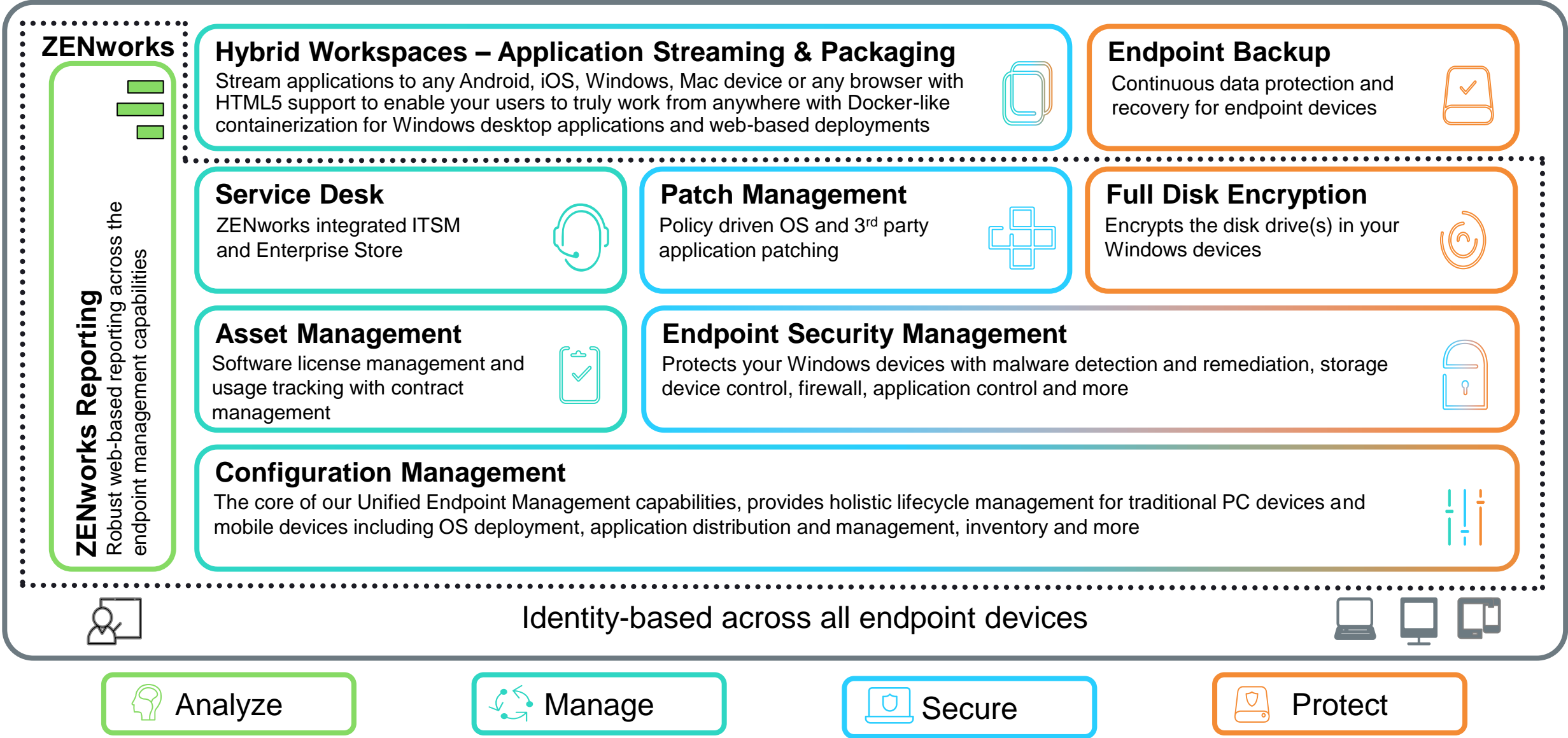50% of a company's unstructured data now lives on the endpoint

Security isn't the only thing your endpoint data has to worry about
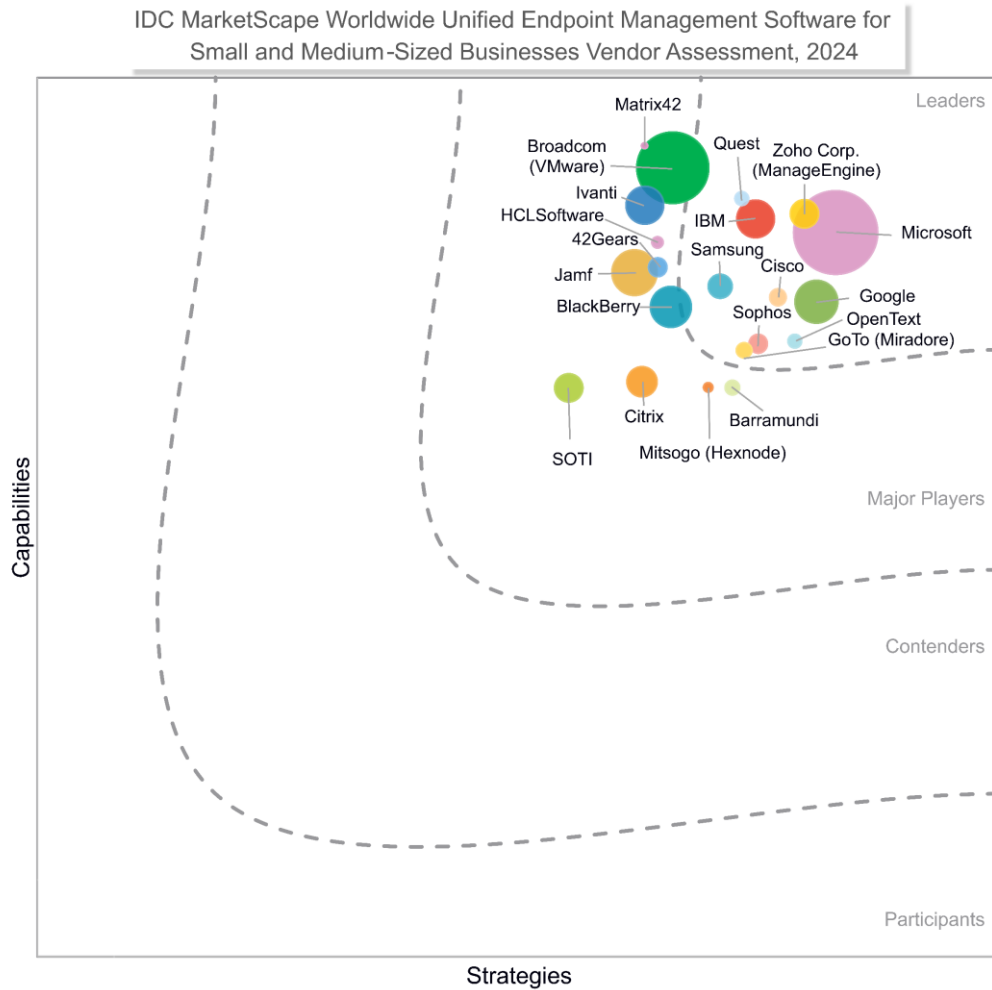
Evolve IT with OpenText Unified Endpoint Management to…

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

Secure your endpoint devices against common vulnerabilities

UEM

Protect organizational data created and accessed from endpoint devices

Provide robust analysis, dashboarding and reporting

…in an identity-centric manner, from a single management console (where appropriate) that reduces costs, improves IT and end-user efficiency, and improves the security of your ever-expanding endpoint estate

OpenText Unified Endpoint Management Portfolio

ZENworks

ZENworks Reporting
Robust web-based reporting across the endpoint management capabilities

Hybrid Workspaces – Application Streaming & Packaging
Stream applications to any Android, iOS, Windows, Mac device or any browser with HTML5 support to enable your users to truly work from anywhere with Docker-like containerization for Windows desktop applications and web-based deployments

Endpoint Backup
Continuous data protection and recovery for endpoint devices

Service Desk
ZENworks integrated ITSM and Enterprise Store

Patch Management
Policy driven OS and 3rd party application patching

Full Disk Encryption
Encrypts the disk drive(s) in your Windows devices

Asset Management
Software license management and usage tracking with contract management

Endpoint Security Management
Protects your Windows devices with malware detection and remediation, storage device control, firewall, application control and more

Configuration Management
The core of our Unified Endpoint Management capabilities, provides holistic lifecycle management for traditional PC devices and mobile devices including OS deployment, application distribution and management, inventory and more

Identity-based across all endpoint devices

Analyze   Manage   Secure   Protect

IDC MarketScape: Worldwide Unified Endpoint Management Software for Small and Medium-Sized Businesses 2024

IDC MarketScape Worldwide Unified Endpoint Management Software for Small and Medium-Sized Businesses Vendor Assessment, 2024

Source: IDC, 2024

Leader Position
- o Unified Endpoint Management for Small and Mid-Market
- o Client Endpoint Management for Windows

Major Player
- o Unified Endpoint Management Software
- o Unified Endpoint Management for Apple Devices
- o Unified Endpoint Management for Frontline / IoT Devices

- The product emphasizes ease of deployment, integration with a range of other OpenText IT infrastructure software platforms, and user-friendly interfaces. Key features include advanced security measures, flexible management options, and support for a wide range of devices.

- After the OpenText acquisition, ZENworks is focusing on enhancing cloud capabilities, leveraging OpenText's expertise in cloud services and infrastructure.

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the icons. IDC MarketScape: Worldwide Unified Endpoint Management Software for Small and Medium-Sized Businesses 2024, Doc #US51779424, April 2024.

The OpenText Vision

An enterprise-scale management platform for all your endpoint devices

Manage your endpoints 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

Identity-based

Modern-management powered

Integrated threat intelligence data and protection

AI-driven automation that simplifies device management and improves employee experience

Most Recent Release

ZENworks Suite

Version 24.4

Harden ZENworks off-cloud product through defect fixes and technical upkeep to provide quality Long-term Service release

- LTS release supported for 3 years

Provide customer-requested enhancements to increase administrative ease-of-use

- Support for Zero Touch Enrolment across all Android Devices (and not just Samsung)
- Support for delaying the disabling of superseded patches to allow continued detection and installation
- Improve the quantity and quality of messages displayed in ZCC for patching actions performed on devices
- Enhance device Encryption page to display details of the Full Disk Encryption policy used to encrypt the device as well as which drives are encrypted and their encryption date
- Update the Imaging distribution to SLES 15 SP6 to include new drivers
- Provide a PostgreSQL Upgrade tool to upgrade the current embedded PostgreSQL 12.x version to PostgreSQL 16.x; version 16.x is required before updating to ZENworks 24.4

ZENworks Suite (continued)

Version 24.4

Update platform support to include:

- Windows 11 24H2
- SLES 15 SP6 x86_64
- RHEL 8.10 and 9.4 (without RHN subscription)
- OpenSUSE Leap 15.6
- Open Enterprise Server 24.3

ZENworks Service Desk

Version 24.4

Harden product through defect fixes and technical upkeep to provide quality Long-term Service release

- LTS release supported for 3 years

Provide customer-requested enhancements to increase administrative ease-of-use

- Capability to chat with user using 3rd Party Apps (like MS Teams / WhatsApp) in selected places
- Improved reconciliation capability for AMIE Imports to reconcile bundles, software, and other categories being imported
- Support for closing/re-opening a ticket via an inbound user sent email
- Allow changing the owner of Knowledgebase
- When sending an email, prompt if the email includes sensitive information

Hybrid Workspaces

Version 24.11 (released in Q1 2025)

Highlighted feature enhancements:

- Per Workspace Appearance customization options, such as logo, background, favicon, and theme

- Redesigned Home tab to improve user experience.

- SAML 2.0 request signing enables signed authentication requests from the Portal to the identity provider for security compliance. The existing SAML settings have also been reorganized for improved clarity, with added claim name customization and tooltips.

- SAML 2.0 attribute mapping adds more flexibility in identity provider integration

- Federate Repositories setting federates all repositories from another Hub domain

Additional feature enhancements:

- Login Placeholder setting sets the username placeholder for login forms

- FavIcon setting customizes the favicon on the Portal

- Updated Advanced page allows administrators to enable experimental features

- README workspace setting shows a markdown description at the bottom of the dashboard Home tab

Hybrid Workspaces (continued)

Version 24.11 (released in Q1 2025)

Additional feature enhancements (continued):

- Applications Sort Order workspace setting customizes the display and installation ordering of workspace applications

- Pull on Install application setting pulls the application to the local machine on install

- File Associations now include more advanced configurations, such as targets and arguments

- Team Dropbox connections are now supported

- Guest Domain read-only access to Hub repositories can be enabled from the administration CLI

- Anonymous Access to Hub repositories can be enabled from the administration CLI

- Federation setting added to the Import Repository page to control whether the imported repository will federated updates from the source Hub

Upcoming Release

UEM Directional Themes

Key Initiatives and Innovations

1. **Leverage Modern and Traditional Device Management:** Leverage modern management along with traditional management to provide a simple, unified, and compelling approach to managing and securing all types of devices in diverse work environments (onsite, remote, hybrid) while ensuring a productive end-user work experience

2. **Grow in Cloud:** Provide unified endpoint management as a SaaS multi-tenant offering

3. **Automate and Integrate**: Introduce intelligent, automated management and protection of endpoint devices in the Cloud offering through adoption/integration of AI technologies and other OpenText solutions

4. **Enhance Product Security:** Enhance essential system components to increase "out-of-the-box" security while supporting advanced security configuration

5. **Simplify the User Experience:** Improve the look, feel, and usability of the product UI to increase user effectiveness and satisfaction

Unified Endpoint Management

Top 3 Innovations:

1. UEM reaches Public Cloud
2. UEM broadens support for Mac and Android devices via Modern Management and Zero Touch capabilities
3. Hybrid Workspaces introduces AI to improve searching and information access

Q1 CY2025 — v25.1 in progress

OpenText Endpoint Management (Cloud)

1. Release first Cloud offering with device and application management to meet customers' core endpoint management needs

Service Desk

1. Provide ability to limit Customer portal to display only Quick Calls

Hybrid Workspaces

1. Provide Per-Workspace appearance options to customize logo, background, themes, and more
2. Enhance SAML 2.0 request signing and attribute mapping to improve security and identity provide integration

Q2 CY2025 — V25.2 planned

OpenText Endpoint Management (Cloud)

1. Deliver Platform enhancements

ZENworks Suite (Off Cloud)

1. Deliver Patch Management platform and feature enhancements to improve patch installation, tracking, monitoring, and troubleshooting
2. Enhance Agent System Update reliability

Service Desk

1. Enhance navigation usability in the Technician portal

Hybrid Workspaces

1. Provide Per-Workspace authentication and system connections
2. Provide peer-to-peer image distribution

Q3 CY2025 — v25.3 targeted

OpenText Endpoint Management (Cloud)

1. Provide software (OS and application) patching to help Cloud customers reduce device vulnerability

Service Desk

1. Enhance navigation usability in the Customer portal

Hybrid Workspaces

1. Enhance Studio to output both container and native (.msi/.msix) formats

Q4 CY2025 — v25.4 targeted

OpenText Endpoint Management (Cloud)

1. Introduce automation workflows and designer to ease administrator overhead and improve employee digital experience
2. Provide REST APIs for third-party access to data and automated workflows

ZENworks Suite (Off Cloud)

1. Harden product through defect fixes and technical upkeep to provide quality Long-Term Service release
2. Deliver customer-requested enhancements to increase administrative ease-of-use

Service Desk

1. Deliver customer-requested enhancements to increase administrative ease-of-use

Hybrid Workspaces

1. Additional Workspace enhancements and general service release

Q1 CY2025 Releases
(In Progress)

OpenText Endpoint Management (Cloud)

Version 25.1

Release first Cloud infrastructure offering to support customers investing in Cloud environments

- Multi-tenant SaaS offering of ZENworks available in OpenText Cloud
- Leverages OpenText Expertise in Cloud

Provide device management and application distribution to meet Cloud customers' core endpoint management needs

- Agent-based management of Windows devices
- Deployment of applications to managed devices
- Inventory collection and reporting for managed devices
- Auditing of Administrator actions

ZENworks Service Desk

Version 25.1

Simplify the Customer portal view by allowing only Quick Calls to be displayed

Enable administrator to back up the Service Desk database via command line, provided the ability to automate the triggering of scheduled backups

Provide security and defect fixes

Broaden knowledgebase permission roles to pinpoint recipient views and navigation

- Knowledgebase Article permission settings for customers, teams or individuals to view exclusively
- Knowledgebase Article navigation buttons to quickly manage articles

Q2 CY2025 Releases (Planned)

OpenText Endpoint Management (Cloud)

Version 25.2

Enhance scalability of Cloud platform

ZENworks Suite (Off Cloud)

Version 25.2

Enhance Patch Management in Off Cloud product

- Optimize core workflows to increase reliability and minimize failures. Workflows include device processes (content download, patch detection, patch remediation, device reboot) and server processes (patch results processing, patch metadata processing, patch maintenance processing).

- Add additional patch information to device Patches page to improve visibility of device processes
  - Date of patch catalog and manifest file used with patch scan
  - Success/failure status of patch results processing
  - Installation failure and reboot required statuses for individual patches

- Enhance Device Last Patch Scan dashlet
  - Add additional filters (Device Folders, Device Groups, Server Type, Operating System, Agent Version, Device Status)
  - Add additional grid columns (Operating System, Agent Version, Folder Path, Device Status, Last Contact, Last Scan Processing Status, Catalog Date, Manifest Date, User, Last Full Refresh, Department, Site)
  - Add dashlet controls (Save to CSV File) and Device Refresh and Scan Now actions

ZENworks Suite (Off Cloud)

Version 25.2

Enhance Patch Management in Off Cloud product (continued)

- Enhance Device Patch Compliance dashlet
  - Add additional filters (Device Folders, Device Groups, Server Type, Operating System, Agent Version, Device Status)
  - Add additional grid columns (Operating System, Agent Version, Folder Path, Device Status, Last Contact, Last Scan, Next Scheduled Scan, Last Policy Enforcement, Next Scheduled Policy Enforcement, User, Last Full Refresh, Department, Site)
  - Add dashlet controls (Save to CSV File) and Device Refresh, Scan Now, and Apply Policies Now actions
- Add new Patch Policy Tracker dashlet
  - For a selected policy, track compliance status of devices assigned the policy
- Add a new Patch Maintenance dashlet
  - Display the Success/Failure status of last patch maintenance run
- Support patches for which a patch signature is available but the patch content is unavailable for automatic download by ZENworks (Citrix, FileZilla, etc.)
  - Identify in ZCC the patches that are "manual download"
  - Allow content to be manually downloaded by administrator and uploaded to content repository

ZENworks Suite (Off Cloud)

Version 25.2

Enhance Patch Management in Off Cloud product (continued)

- Display the progress status of patch policy rebuilds and publishes in the Patch Policy list and policy's Schedule page

Enhance agent update reliability

Database enhancements

- MSSQL to Oracle DB migration
- External PostgreSQL limit expanded to 40,000 devices

ZENworks Service Desk

Version 25.2

Improve efficiency with the revamped Technician Portal

- Home Dashboard having new interactive views
- Dashboard widgets have drill-down capabilities detailing information
- Technician Portal Profile to add Avatar for personalization
- Hamburger Menu dropdown compressed for easier selection
- Login Page Updated

Technical upkeep for appliance security

- Appliance Common Appliance Framework (CAF) updated

Hybrid Workspaces

Version 25.2

Provide Per-Workspace authentication and system connections

- For each workspace, be able to use globally-defined identify provider for authentication or specify an workspace-specific provider

- For each workspace, be able to use globally-defined system connections or specify workspace-specific connections

Provide peer-to-peer image distribution

- Enable devices to distribute application container images peer-to-peer rather than from hub to device

Q3 CY2025 Releases (Targeted)

OpenText Endpoint Management (Cloud)

Version 25.3

Provide software (OS and application) patching to help customers reduce device vulnerability

- Windows devices
- Operating systems and third-party applications

ZENworks Service Desk

Version 25.3

Improve navigation for the Public Portal

- Public email allowed to add Tickets to Notes

- Public Alerts present to all customers and technicians

- Public Outages present to all customer and technicians

Technician / Customer Portal Updates

- Visual Dark Theme for UI

- Login page updated for modernization

- Hamburger drop down appropriately placed

- OpenText branding phase completed for product

Hybrid Workspaces

Version 25.3

Enhance Studio to output both container and native (.msi/.msix) formats

Q4 CY2025 Releases (Targeted)

OpenText Endpoint Management (Cloud)

Version 25.4

Introduce automation and third-party access in the Cloud release:

- Introduce automation workflows to ease administrator overhead and improve employee digital experience
- Enhance device telemetry collection for use in automated workflows
- Provide an automation workflow designer
- Provide REST APIs for third-party access to data and automated workflows

ZENworks Suite (Off Cloud)

Version 25.4

Harden ZENworks off-cloud product through defect fixes and technical upkeep to provide quality Long-term Service release

- LTS release supported for 3 years
- New ZENworks Appliance

ZENworks Service Desk

Version 25.4

Deliver customer-requested enhancements to increase administrative ease-of-use

Hybrid Workspaces

Version 25.4

Additional Workspace enhancements

General service release

What's on the Radar

Market Opportunities
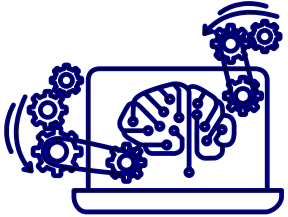
AI is driving new automation opportunities that can simplify device and service management
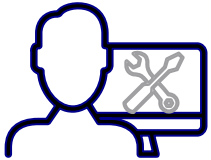
Organizations' interest in employee digital experience (DEX) is increasing, leading to more detection and self-healing of common device performance issues

Things continue to make their way onto your network, and you need a way to manage, secure and protect them too

Cloud

Integrations to provide EDR/XDR, service management, and backup/recovery

Use of AI to provide intelligent automation of detection and remediation tasks

Simplify and modernize the management of our UEM solutions

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