

Computer Associates Wireless Enterprise Solutions

a report by

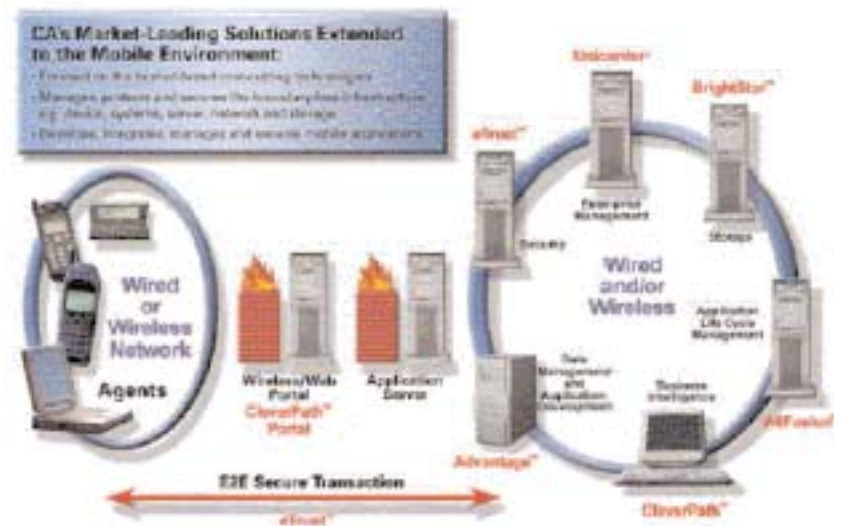
Computer Associates International, Inc.

Computer Associates International, Inc. (CA) makes software that manages all aspects of the enterprise's information technology (IT) environment, including mobile deployments. Constantly innovating and evolving to address customer requirements, CA is a worldwide market leader in the area of enterprise solutions. CA delivers value-adding solutions for mobile enterprises with the following initiatives:

- **Innovative Development** – With a broad array of skills and talented minds, CA's Research and Development (R&D) team has developed innovative solutions for the wireless enterprise. CA is committed to on-going R&D of solutions that add value to your enterprise and foster success.
- **Strategic Partnerships** – CA has embarked on several strategic partnerships with successful companies including wireless software providers, device and systems manufacturers, wireless operators, educational and research institutions and system integrators, in order to provide enterprises with thorough and complete solutions. CA's mobile enterprise solutions address specific concerns in the area of enterprise management, security and information delivery. CA is also actively involved in several wireless research projects and standards committees, including the following:
 - State University of New York (SUNY) Stony Brook's Center of Excellence for Wireless and Internet Technology, of which CA is a founding member and primary sponsor.
 - University of California Los Angeles (UCLA's) Wireless Internet for Mobile Enterprises Consortium (WINMEC), of which CA is a founding member.
 - Microsoft Mobility Partner (MPAC), of which CA is a prominent enterprise member.

The wireless infrastructure is an extension of the current enterprise infrastructure and must be secured and managed. Care also must be taken to deliver the appropriate information and services to mobile

Figure 1: CA provides comprehensive integrated solutions for the wireless enterprise – from enterprise management to security to information management



employees. CA's mobile enterprise solutions help their customers to:

- optimise reliability, availability and performance by managing the wireless network and devices
- minimise risk by securing systems, communications and applications
- provide access to enterprise assets from wireless devices through an intelligent delivery mechanism.

The following sections highlight CA's solutions that facilitate mobile enterprise management, security and information delivery:

Mobile Enterprise Security

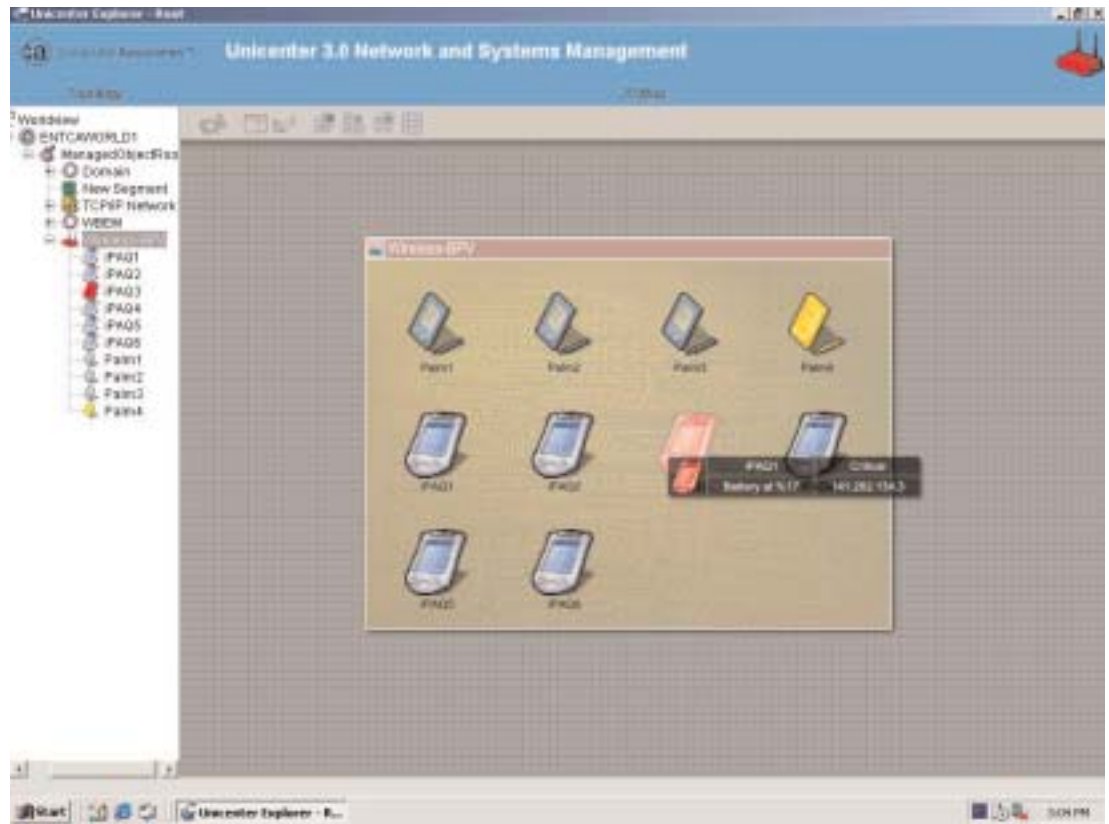
Securing a wireless enterprise is a major concern, and CA's eTrust™ brand offers a variety of solutions to address specific requirements. Your wireless network needs to be made accessible to the authorised users and defended against malicious intruders while managing overall security.

eTrust™ Access Management

eTrust™ Web Access Control enhances overall



Figure 2: Unicenter NSM Wireless Network Management Option detects and displays WLAN relationships in context



security for wired and wireless users by providing strong authentication and authorisation methods with dynamic personalisation. Embedded with highly efficient X.500 directory service and direct support of public key infrastructure technology, eTrust™ Web Access Control ensures smooth business enablement with strong security and unparalleled scalability.

eTrust™ Threat Management

eTrust™ Intrusion Detection alerts you when unauthorised users try to invade your wireless local-area network (WLAN) and prevents them from accessing enterprise assets. eTrust™ Antivirus protects your mobile device from malicious code, regularly updating virus signatures.

eTrust™ Identity Management

eTrust™ Policy Compliance enforces enterprise security policies at access points and gateways. Unauthorised users who do not comply with the policies are denied access. eTrust™ Audit maintains a history of usage and access patterns that help the security administrator track and monitor activity on the wireless servers. eTrust™ Single Sign-On enables authorised users to access all the relevant resources with a single authorisation process; thus eliminating the inconvenience of multiple passwords while still maintaining stringent security.

eTrust™ Security Command Center

Using CA's advanced portal technology, the eTrust™ Portal enables security administrators to have a uniform view of their enterprise-wide security systems. Virtual Private Network (VPN) technology is widely accepted as a viable solution to augment the rudimentary security available with wireless networks today. CA supports and recommends the use of VPNs to encrypt data transmissions and provide secure communication tunnels between wireless devices and the enterprise network.

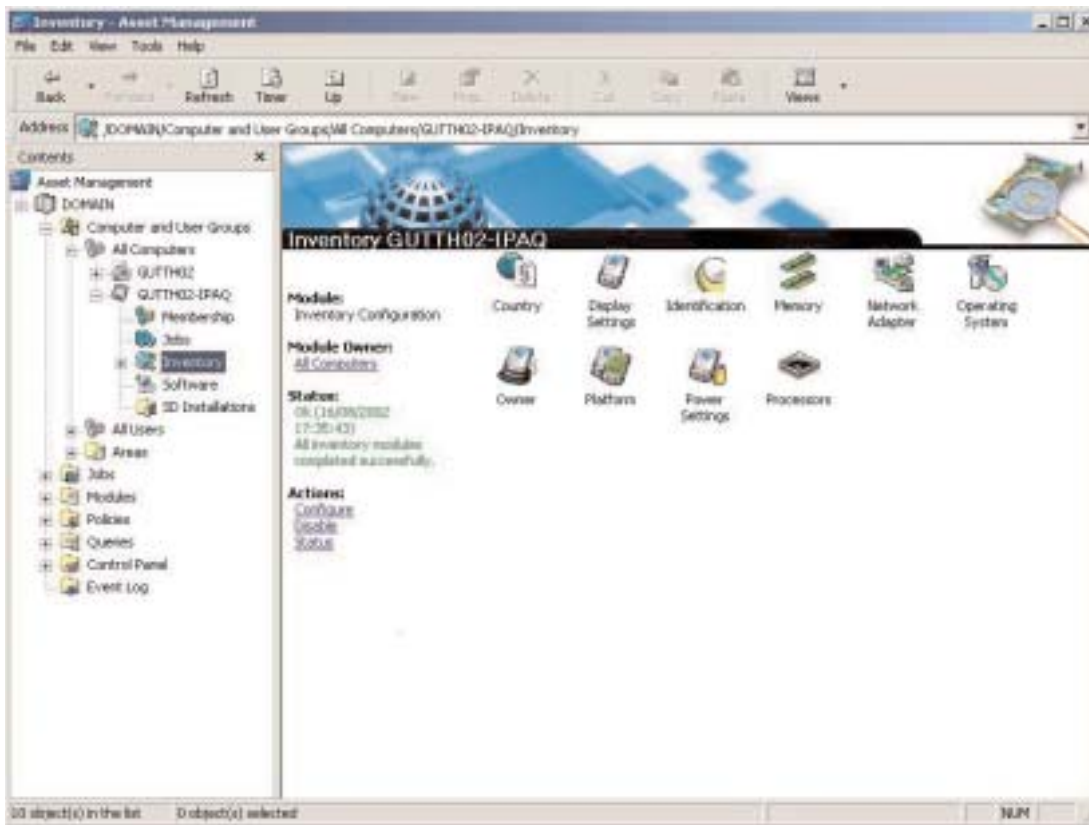
CA is also collaborating with several technology partners to research and develop advanced security measures on low-capacity wireless devices.

Mobile Enterprise Management

The traditional boundaries of the enterprise have been stretched by the proliferation of wireless devices. The challenging wireless environment, which includes mobile devices, gateways, applications and middleware, needs careful handling. Integration with existing infrastructure and managing the complexities of access protocols, device-specific characteristics, and network delivery channels must also be considered.

Besides managing the wired enterprise, CA has extended its reach to manage edge devices through

Figure 3: Unicenter Asset Management collects key Mobile Device Asset Data and presents this information intuitively



strategic partnerships with leading wireless solution providers, while at the same time broadening its own offerings.

Wired and WLAN Management

CA's Unicenter® solutions are the leading enterprise-management solutions on the market today. Having a well-managed wired network is a prerequisite to venturing into the wireless arena. Unicenter products manage virtually all aspects of a wired LAN, including the servers, terminals, network devices, applications and systems. Unicenter products now manage wireless access points; measuring their performance and allowing you to optimise the environment while helping to ensure high availability to keep the wireless networks up and running. You can discover access points on your network and monitor their performance. Unicenter products can manage Relational database Interface Module servers that maintain traffic and route e-mail between BlackBerry devices.

Wireless Device Management

With the steady proliferation of mobile devices in the enterprise, centralised management is imperative; especially to administer security features, loss control and other contingencies such as device shut-off and device basic input/output system flash. In addition, you should also be able to manage your enterprise from mobile devices.

From a central management perspective, you can now monitor the condition of mobile devices running PocketPC from the Unicenter console and perform various event-driven procedures to help ensure efficient performance. Additionally, Unicenter® Management for PocketPC also allows you to view the Unicenter console on your PocketPC and manage your enterprise while on the move. Software assets on mobile devices also need to be managed. Like wired employees, mobile employees must have access to all the latest corporate software and necessary updates, just as the wired employees do. Unicenter® Software Delivery ensures that the wireless devices are updated with all the necessary information every time mobile users synchronise their hand-helds. Unicenter® Asset Management ensures that only authorised software is installed on the mobile device, thereby protecting the user. Software and hardware inventories are maintained and can be deployed to new devices at anytime.

Wireless Support and Quality of Service

The call centre is an important aspect of an enterprise that delivers IT services to its employees and customers. Unicenter® Service Desk is wireless enabled so that mobile employees can use their hand-held devices to look up information on their helpdesk tickets. For example, they can see how

many issues are open, how many pending, which ones are critical, and so on. Unicenter® Service Level Management enables you to track and manage service levels for your mobile environment so that you can take the necessary measures when service level agreements are breached.

Data Preservation

BrightStor™ Mobile Backup takes hot back-ups of laptop data in a non-disruptive manner without having to connect to a back-up server. Automatic synchronisation is carried out with the back-up server when you connect to the LAN. This utility is invaluable when it comes to replacing laptops or building a new one as a result of theft or misplacement.

As mobile devices of different kinds on various platforms inundate the market, managing mobile devices becomes a critical factor for organisations seeking to reap the benefits of wireless networking. CA is committed to supporting your enterprise. In addition to the current offerings, extensive research is on-going to build more solutions that effectively manage mobile devices in the context of the entire enterprise infrastructure.

Mobile Enterprise Information Management

Mobile employees require access to pertinent information when they need it to make business decisions. CA provides various solutions to extract valuable intelligence from enterprise data and then make it accessible to users – whether they are wired or mobile.

Wireless Portal Delivery

CleverPath™ Portal is the market-leading enterprise portal that has advanced wireless capabilities to deliver business intelligence to your mobile workforce.

The CleverPath™ Portal Wireless Services automatically detect the type of device that you connect from and delivers the desired information according to your device's configuration. Using your mobile device, you can access the CleverPath™ Portal libraries and channels, perform appropriate administration tasks, search for information and view appropriate content. Users are authenticated by using security features within the CleverPath™ Portal and are given access only to authorised areas.

Wireless Access to Web Services

Web services deployment on platforms like Sun's Java™-2 Enterprise Edition (J2EE) and Microsoft's .NET are rapidly gaining traction in the enterprise.

CA effectively manages, maintains and supplies Web services to your users – including mobile employees – across your enterprise.

CleverPath™ Portal Wireless Services help you to rapidly build and test wireless applications with embedded Web services that can be easily deployed to mobile devices. Intuitive wizards guide the development, connection to legacy and back-end systems and delivery process. If mobile employees are able to make the right business decisions because they are able to access the required information in a timely manner, the return on investment (ROI) is evident. CA's solutions for mobile enterprise information management facilitate easy access of content, intelligence and Web services from mobile devices.

Enabling a Successful Mobile Enterprise

A global paradigm shift towards a mobile enterprise is well under way, and CA is poised to be a leading solutions provider for this market. Armed with strategic partnerships and innovative products that enhance the value chain, CA's mobile business solutions provide these critical benefits:

- Secure wireless infrastructure that promotes safe communication and efficient mobile business
- The ability to efficiently manage your complete enterprise – servers, access points, devices and other components of your wired and wireless environment – in an integrated manner
- Easy information access so that mobile users are equipped with timely intelligence to make profitable business decisions without any restrictions
- Wireless infrastructure that can be leveraged to provide quality service and reap significant ROI as you continue to grow your enterprise

As the wireless industry continues to evolve and mature, CA will continue to innovate, grow, and deliver end-to-end, comprehensive, and integrated solutions that foster customer success. ■

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