
Zuum summary

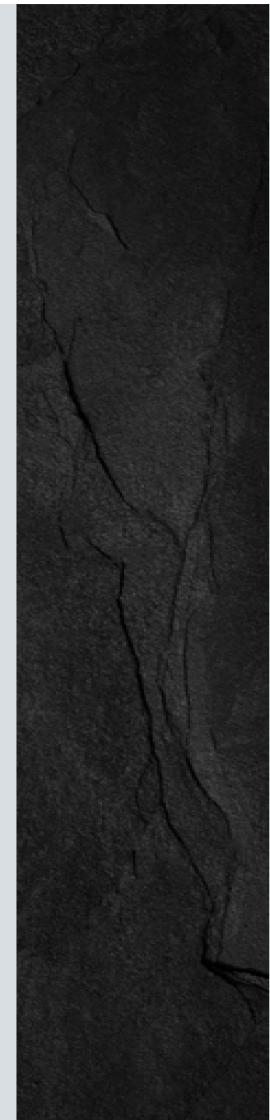
Architecture



ATEA

Agenda

1. General information
2. Functional overview
3. Reporting overview
4. Roadmap estimated features
5. SNOW Comparison
6. Summary



AT&T

General information

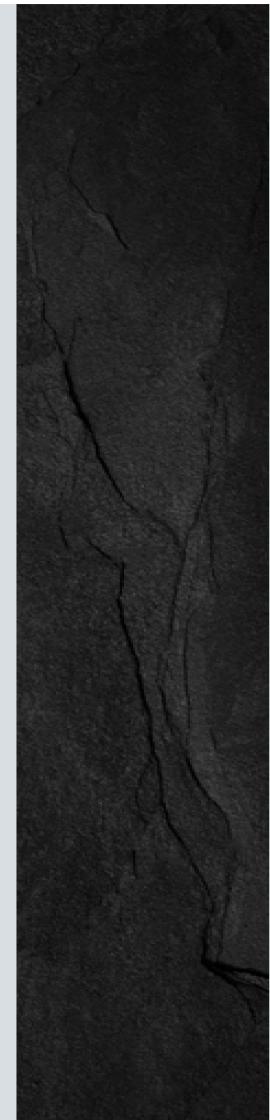


Governance	AMS
Distribution model	SaaS (within client operations services)
Hosting model	AMS Azure (RG per customer)
Team	Product Owner, Scrum Master (50%), Software Architect (50%), Senior Developer, 3 Developers
Purpose	Automation tool for device health management



Functional overview

1. Asset inventory
2. Software inventory
3. Software updates
 - System software updates
 - AMO supported 3rd party software updates
 - Driver updates
4. Reporting



AT&T

Functional overview – Asset inventory

The image displays two screenshots of the Zabbix interface, specifically the 'Computers' module.

Screenshot 1: List of managed computers

This screenshot shows a table of managed computers. The columns include Computer name, Online, Last Report, Agent Version, Reboot, Antivirus, Updates, Drivers, SCM, and G5 Support. The table lists 15 computers, each with a status icon and a green checkmark in the G5 Support column.

Computer name	Online	Last Report	Agent Version	Reboot	Antivirus	Updates	Drivers	SCM	G5 Support
PCAB-LMB	Yes	11/02/2022 09:05	2.12.0.0	Green	Green	Green	Green	Green	Green
PCAGOLV99002	Yes	09/02/2022 15:57	2.12.0.0	Green	Green	Green	Green	Green	Green
PCAGOLV99007	Yes	19/02/2022 10:56	2.12.0.0	Green	Red	Green	Green	Green	Green
PCAGOLV99004	Yes	11/02/2022 08:06	2.12.0.0	Green	Green	Green	Green	Green	Green
PCAGOLV99008	Yes	11/02/2022 06:32	2.12.0.0	Green	Green	Green	Green	Green	Orange
PCAGOLV99106	Yes	29/01/2022 03:36	2.11.0.0	Red	Green	Green	Green	Green	Red
PCAGOLV99027	Yes	11/02/2022 05:01	2.12.0.0	Green	Green	Green	Green	Green	Green
PCAGOLV99029	Yes	11/02/2022 04:47	2.12.0.0	Green	Red	Green	Green	Green	Green
PCAGOLV99032	Yes	11/02/2022 08:46	2.12.0.0	Green	Green	Green	Green	Green	Green
PCAGOLV99033	Yes	11/02/2022 08:46	2.12.0.0	Green	Green	Green	Green	Green	Green
PCAGOLV99028	Yes	11/02/2022 06:17	2.12.0.0	Green	Green	Green	Green	Green	Red
PCAGOLV99026	Yes	11/02/2022 08:01	2.12.0.0	Green	Green	Green	Green	Green	Green

Screenshot 2: Computer Details

This screenshot shows detailed information for a specific computer, identified by the ID PCAGSLV00002. It includes tabs for Missing Updates, Driver Updates, Reliability Events, Software Installed, SCM, Logs, Action History, and Antivirus Details. The Reliability Events tab is selected, showing several log entries. The Software Installed tab shows a list of installed applications, including Microsoft Teams, with details like product name, version, and file path. The Computer Details page also includes sections for Online Details, Information (with a thumbnail image of the laptop), and various configuration settings.

Asset data collected by agent:

- Asset description – technical, software, security, and user details
- Online presence status
- Software and driver overview
- Antivirus software info
- Logs and events

SNOW covering feature/module

SNOW Asset inventory

Functional overview – System Software updates

System software updates from MS update.

- Scheduled updates
- Pilot updates
- Production rollout

In a roadmap: update detailed description and reference instead of only name

The screenshot shows the Zuum Software Updates Configuration interface. On the left is a sidebar with navigation links: Dashboard, Devices (All Devices, My Favorite Devices), Configuration (Software Updates), User Management, Reports (Hardware Warranty Report, Driver Update Report, Software Updates Report, Antimalware Report, Patching SLA report, Software Inventory). The main area has a header 'Software Updates Configuration' with tabs: UPDATES LIST (selected), PILOTED SOFTWARE, UPDATES EXCLUSION, INSTALLER SETTINGS, CURRENT SCHEDULE. Below is a section titled 'Unapproved Updates' with a list of items:

- Windows Malicious Software Removal Tool x64 - v5.99 (KB899830) (465)
- 2022-02 Cumulative Update for Windows 10 Version 21H2 for x64-based Systems (KB50110342) (95)
- 2022-01 Update for Windows 10 Version 20H2 for x64-based Systems (KB4023057) (18)
- Update for Microsoft Defender Antivirus antimalware platform - KB44852623 (Version 4.18.2201.19) (9)
- 2022-01 Update for Windows 10 Version 21H2 for x64-based Systems (KB50110345) (1)
- 2022-02 Cumulative Update for Windows 10 Version 1909 for x64-based Systems (KB50110345) (1)

Each item includes a checkbox and a link to its details.

SNOW covering feature/module

Automation module integr. With SCCM

Functional overview – 3rd party updates

3rd party software updates from Application Manager Online supported list.

- Scheduled updates
- Pilot updates
- Production rollout

Adding new software items via AMO.

Approximate addition time: TBD

3rd Party Updates Configuration

UPDATES LIST PILOTED SOFTWARE SETTINGS APPLICATION LIST

	Manual / Auto
7-zip x64	<input checked="" type="checkbox"/>
adobe acrobat reader dc	<input checked="" type="checkbox"/>
audacity	<input checked="" type="checkbox"/>
bankid security application	<input checked="" type="checkbox"/>
cutepdf writer	<input checked="" type="checkbox"/>
dropbox x64	<input checked="" type="checkbox"/>
dwg trueview x64 en	<input checked="" type="checkbox"/>
filezilla client x64	<input checked="" type="checkbox"/>
gimp x64	<input checked="" type="checkbox"/>
google chrome x64	<input checked="" type="checkbox"/>
google earth	<input checked="" type="checkbox"/>

SNOW covering feature/module

Automation module integr. With SCCM

AT&T

Functional overview – Driver updates

Driver updates from MS update.

- Scheduled updates
- Pilot updates
- Production rollout

NB: Specific hardware which driver can't be found in MS update should be installed manually.

SNOW covering feature/module

Automation module integr. With SCCM

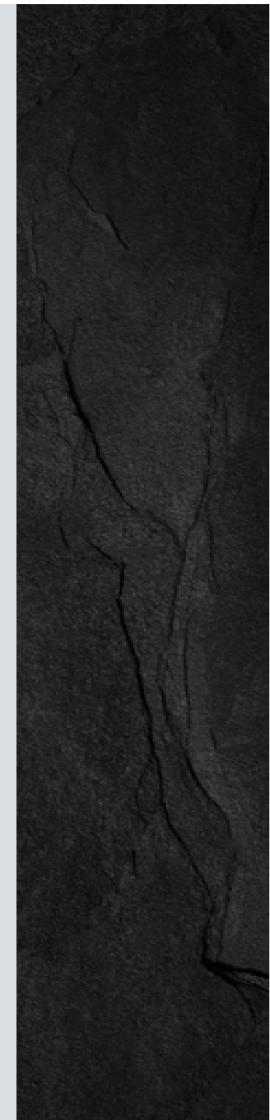


AT&T

Reporting

Available report types:

- Hardware warranty report
- Driver update report
- Software update report
- Antimalware report
- Patching SLA report
- Software inventory
- Vulnerability report
- Manufacturer report



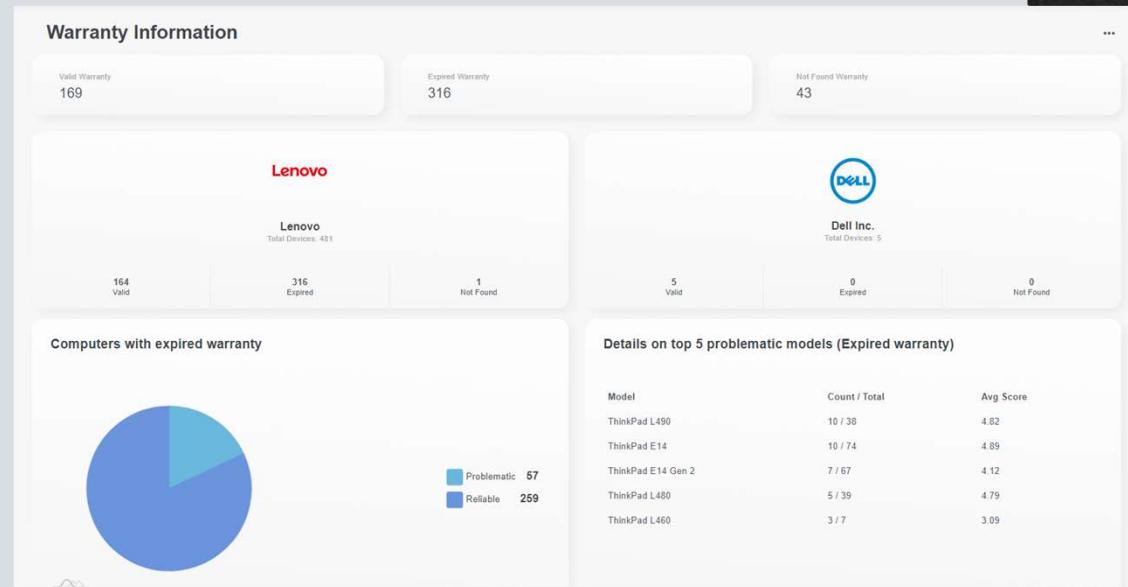
AT&T

Hardware warranty report

Unique Atea feature reporting warranty state for scoped hardware assets.

Currently available for Lenovo and Dell as main manufacturers and the majority of Atea HW assets

Estimated time of adding new vendor
~ 1 month



SNOW covering feature/module

None

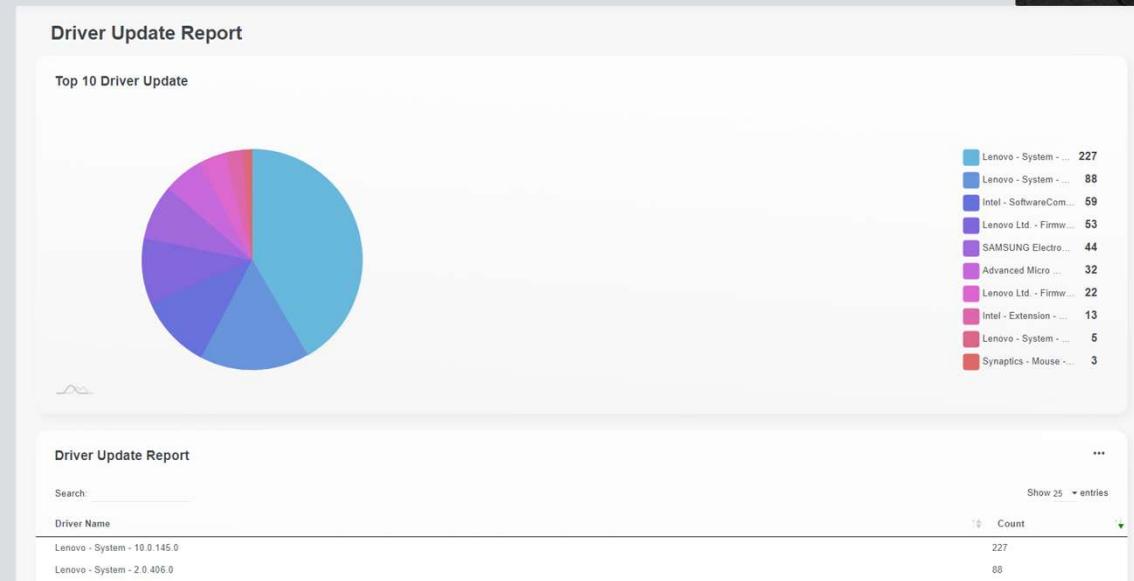
AT&T

Driver update report

Dashboard with driver update details

Includes driver installations count and percentage per vendor and type.

Distinguishes piloted installations and production rollouts.



SNOW covering feature/module

Automation module integr. With SCCM

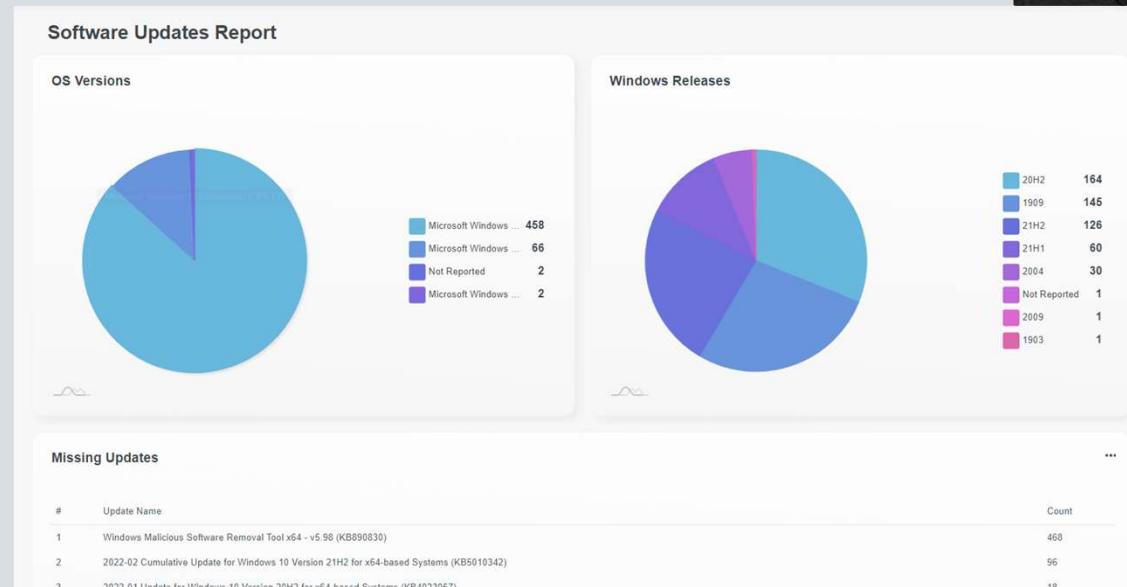
AT&T

Software update report

Dashboard with system software update details

Includes system software installations count and percentage per system OS and update version.

Distinguishes piloted installations and production rollouts.



SNOW covering feature/module

Automation module integr. With SCCM

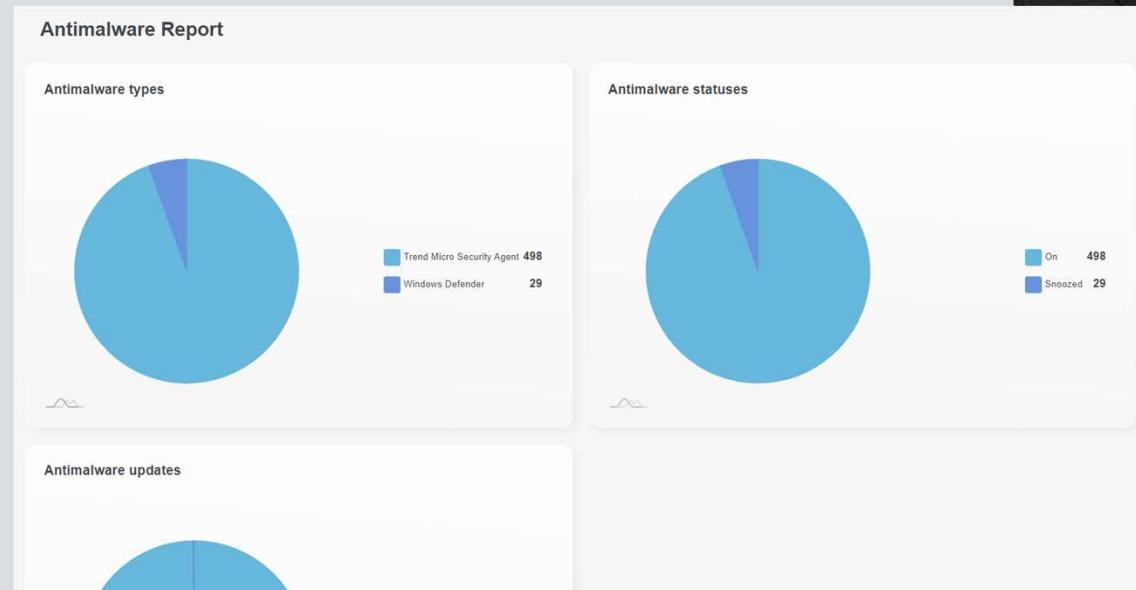
AT&T

Antimalware report

Dashboard with antimalware software summary

Includes antimalware software types and their status. Also includes updates specifying the device list that received an update.

Device antivirus detailed report is available on device overview (supported only for Windows Defender)



SNOW covering feature/module

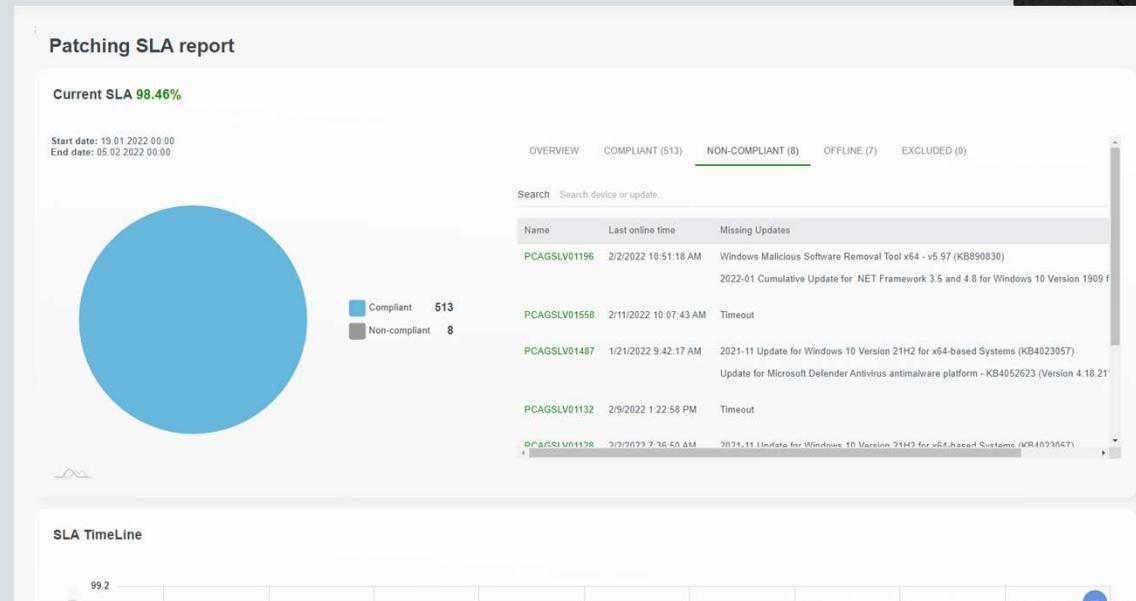
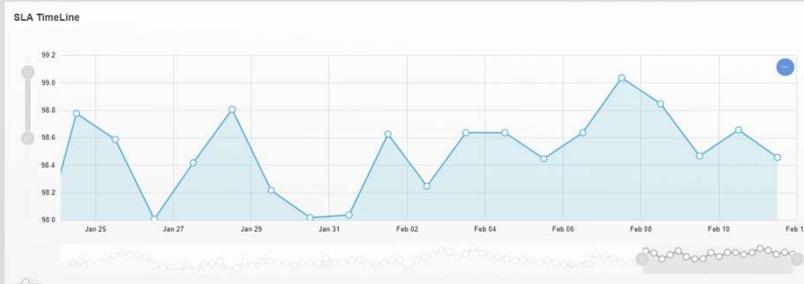
Risk Monitor

AT&T

Patching SLA report

Dashboard with device compliance summary

Includes missing and faulted updates for system software per device



Calculation rule:
(Compliant devices / (Total Devices - Offline devices - Excluded devices))
* 100 = Sla % $(513 / 521) * 100 = 98.46\%$

SNOW covering feature/module

No explicit but can be a custom report

Software inventory

List of installed software of all types

- Grouped by SW name
- Distinguishes versions
- Number of installations per item and version

Software Inventory (1,791)			
Search: <input type="text"/>			
Software	Version Count	Total Devices	...
Microsoft Edge Update	5	527	
Microsoft Visual C++ 2013 Redistributable (x86)	4	527	
Microsoft Visual C++ 2013 Redistributable (x64)	4	527	
Software	Version	Installation Count	
Microsoft Visual C++ 2013 Redistributable (x64)	12.0.40664.0	6	
Microsoft Visual C++ 2013 Redistributable (x64)	12.0.40660.0	425	
Microsoft Visual C++ 2013 Redistributable (x64)	12.0.30501.0	526	
Microsoft Visual C++ 2013 Redistributable (x64)	12.0.21005.1	9	
Cisco AnyConnect Secure Mobility Client	7	527	
Microsoft Update Health Tools	5	527	
Microsoft 365 Apps for enterprise en-us	10	527	
Local Administrator Password Solution	1	526	
Microsoft Visual C++ 2012 Redistributable (x64)	3	526	
Microsoft Visual C++ 2010 x64 Redistributable	1	525	
Microsoft Azure Information Protection	8	525	
ReachOut Client	1	525	
Microsoft Visual C++ 2008 Redistributable x64	4	525	
Cisco AnyConnect Start Before Login Module	6	524	
Microsoft Visual C++ 2008 Redistributable x86	4	524	
Microsoft Visual C++ 2012 Redistributable (x86)	3	524	

SNOW covering feature/module

SNOW Asset inventory

AT&T

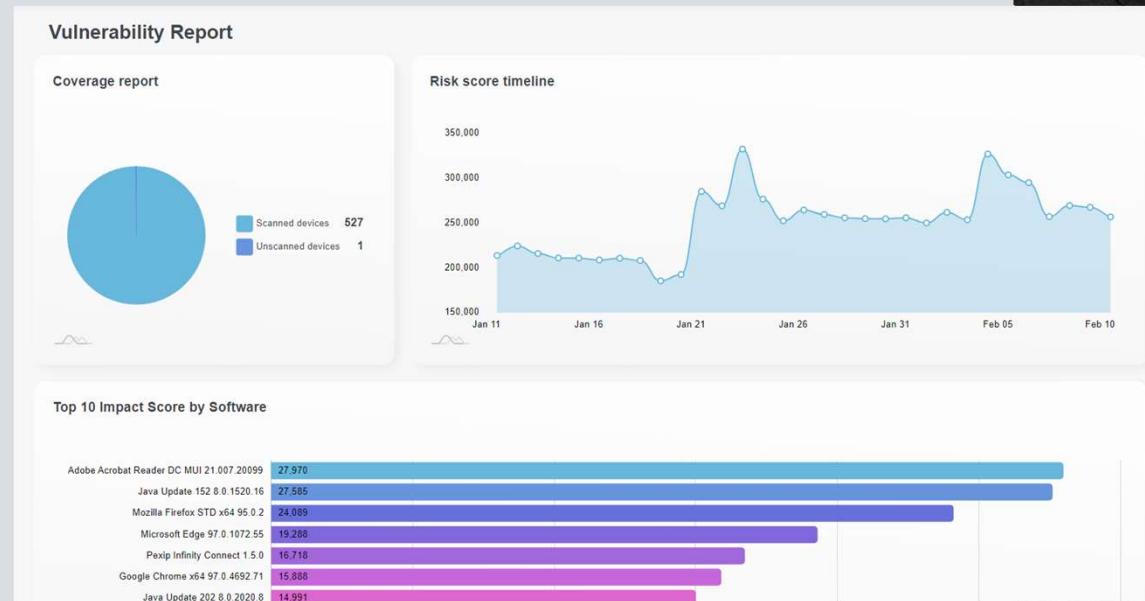
Vulnerability report

Dashboard with vulnerability analysis.

The source for the analysis is the NIST database also used in SNOW.

Risk score = sum of each vulnerability NIST score per application and device.

Also displays the progress of risk mitigation



SNOW covering feature/module

Risk monitor

AT&T

Manufacturer report

Hardware inventory list distinguished by manufacturer and model.

Reliability score is
MS Windows OS feature

Manufacturer report				
Manufacturer	Model	Device Count	Average Reliability Score	...
LENOVO	ThinkPad E14	74	7.7	
LENOVO	ThinkPad E14 Gen 2	67	7.6	
LENOVO	ThinkPad L480	39	8.3	
LENOVO	ThinkPad L490	38	7.8	
LENOVO	ThinkBook 15 G2 ITL	33	6.8	
LENOVO	ThinkPad L470	27	8.4	
LENOVO	ThinkBook 14 G2 ARE	25	8.1	
LENOVO	ThinkBook 14 G2 ITL	18	7.4	
LENOVO	Lenovo ThinkBook 15-IML	14	8.7	
LENOVO	ThinkCentre M710t	13	8.6	
LENOVO	ThinkPad E15 Gen 2	11	8.1	
Gigabyte Technology Co., Ltd.	To be filled by O.E.M.	8	9.1	
LENOVO	ThinkPad L590	8	7.3	
LENOVO	ThinkPad L14 Gen 2	8	7.2	
LENOVO	ThinkCentre M720s	7	8.4	
LENOVO	ThinkPad L460	7	6.3	
LENOVO	ThinkPad L380	7	7.7	
LENOVO	ThinkCentre M710s	7	9.7	
LENOVO	ThinkPad E15	6	8.8	
LENOVO	ThinkPad X1 Carbon 7th	6	6.2	
LENOVO	ThinkPad L580	5	8.9	

SNOW covering feature/module

SNOW Asset inventory

AT&T

Roadmap estimated features

- Upgrade from Windows 10 to Windows 11 management automation;
- MacOS agent (approx. Q2-Q3)
- Details of Microsoft updates
- Device dashboard with recommended actions highlights
- Email subscriptions for reports and sensitive events



SNOW comparison

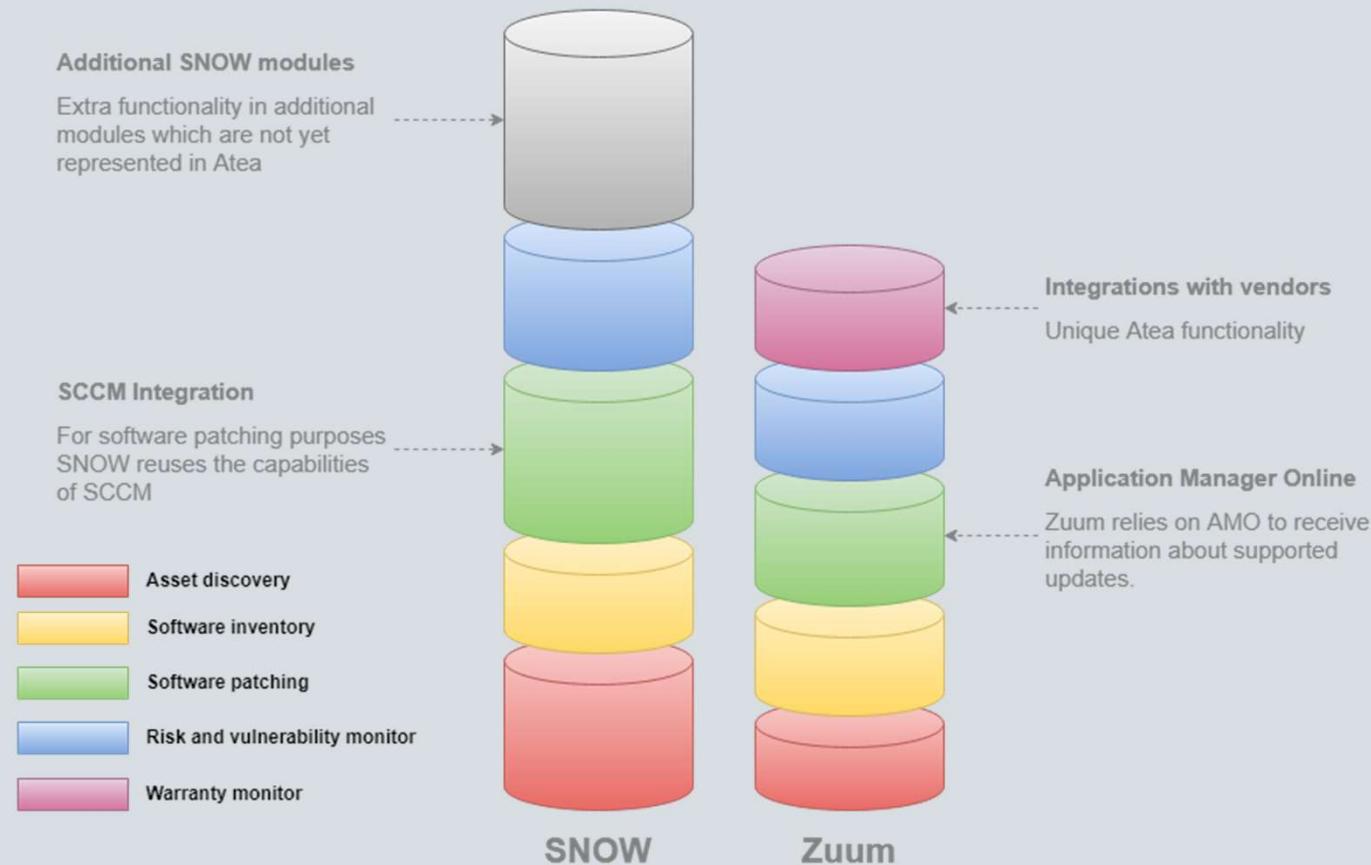
Feature	Zuum	SNOW
Platform	Windows (MacOS expected)	Windows, Linux, MacOS
Hardware inventory	Yes	Yes
Software inventory	Yes	Yes
Software installation	No	Yes, with SCCM module
System software patching	Yes, MS update based	Yes, with SCCM module
3 rd party software patching	Yes, in sync with AMO	Yes, with SCCM module
Driver update	Yes, MS update based	Yes, with SCCM module
Risk monitor	Yes (NIST)	Yes (NIST)
Antimalware monitor	Yes	Yes
Warranty monitor	Yes	No
Vulnerability monitor	Yes	Yes
Device overview	Yes	Yes
Agent customization	Yes	Yes

SNOW additions

Module	Description
Agreement monitor	
License monitor	
Infrastructure automation	
Optimizer for SAP	
Spend optimizer	
Cloud monitor	
OnPremise infrastructure monitor	
Virtualization monitor	
ITSM enhancer	
ServiceNow module	

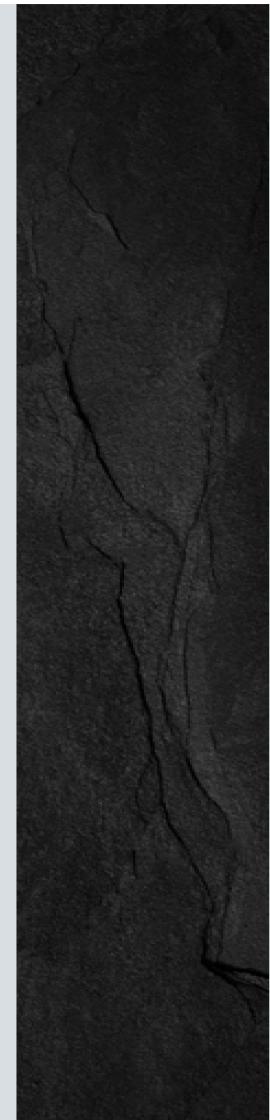


SNOW comparison



Conclusions

- ✓ As SNOW with it's variety of modules covers a wider functionality range it is the better candidate for internal Atea use.
- ✓ Zuum is a stable Atea product that showed sustainability through time and is still a free part of a service package with ~100 000 existing client installations. Recommended to be kept as a part of customer service.



ATEA

Thank you!



ATEA