IBM Retail Systems Management
RMA/IBM Director demo
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Intro
What if you could...
- Manage all your store devices and systems from a single console?
- Get new systems up and running quickly?
- Keep your system software up-to-date?
- Easily check to see if your store systems are healthy?
- Troubleshoot and resolve problems quickly?
You can do all these things and more — with IBM Retail Systems Management.

IBM Retail Systems Management is the first datacenter-class management solution designed specifically for retail. It gives retailers a set of robust, easy-to-use tools that help simplify critical IT tasks -- from the store level, all the way to the enterprise. It enables proactive monitoring , for example, so IT problems can be found -- and corrected -- before they happen.

The backbone of the solution for retail is the IBM Remote Management Agent, or "RMA". Combined with other applications from IBM – such as IBM Director -- and our intelligent retail hardware, RMA makes it possible to view and control management data from every device and system in a store -- or in hundreds of stores –- all from a single console.

RMA and IBM Director can provide detailed information about the hardware and software in your stores so that you can plan upgrades or schedule maintenance before "show-stopping" events or downtime occurs. You can distribute software upgrades or the latest security patches to your retail systems. A simple, customizable user interface gives you control over what you see, so you can do more in less time.

Here's how RMA and IBM Director can help Track IT inventory and assets Monitor systems remotely and problem-solve proactively streamline software distribution.

Section ONE (Camtasia) – Enhanced I/T Inventory and Asset Tracking

Enhanced I/T Inventory and Asset Tracking *(pause)*

One of the features of RMA and IBM Director is the ability to collect, store, and report detailed information about the hardware and software in your stores. Having this information at your fingertips can allow you to plan upgrades, reduce service costs, and maintain consistent levels of hardware and software in your environment.

To see this feature in action, let's start by using the Director Console to view a group of retail devices. First, we'll select a group in the "groups" pane. When a group is selected, all the devices in that group are displayed.

Here, we can quickly see a number of attributes for each device, such as whether it is online or offline, the name of the system, the IP address, and more. These attributes are based on

inventory information stored in the Director database. We can also customize these columns to meet our particular business needs.

The "inventory query browser" allows us to view hardware, software, and custom inventory queries. Under "hardware", we can see a variety of hardware-related information, such as the memory modules installed, serial numbers, or the system's BIOS version. We can also see the attached peripheral devices, such as the point-of-sale keyboard and line display.

Under "software", we can see software-related information, such as operating system service pack levels, and software versions for applications that integrate with RMA.

We can also set up inventory alerts, to notify us when an attribute changes. For example, here is an alert we defined to notify us when the system's IP address changes. This way, we can watch for important inventory changes that occur over time.

In summary, these inventory-related features of RMA and IBM Director give you the power and flexibility to understand what's deployed in your stores, helping you to effectively maintain the hardware and software in your retail enterprise.

Section TWO (Camtasia): Proactive Remote Monitoring and Problem Determination

Proactive Remote Monitoring and Problem Determination *(pause)*

When problems arise with the systems in a retail environment, the resulting down-time can be costly – both in terms of finding and fixing the problem, and in terms of decreased customer satisfaction and employee productivity. One of the most valuable features of RMA and IBM Director is the ability to proactively monitor the health and utilization of the systems in your environment, to identify and predict problems before they cause interruptions in the store.

To demonstrate this feature, let's take a look at the "Resource Monitors" task in IBM Director. Here, we can select which attributes we want to monitor, choosing from a wide variety of hardware and software attributes.

For example, on newer models of IBM point-of-sale systems, we can monitor environmental characteristics of the hardware, such as the CPU fan speed, to identify problems before they cause more serious damage to the system. We can record and graph these statistics for in-depth analysis of system utilization.

We can also monitor peripheral devices attached to the system, such as the point-of-sale printer. We can identify when a printer is out of paper, or we can track the printer's utilization statistics to more effectively plan for maintenance.

Thresholds can be defined to generate alerts when important changes occur. For example, here we've defined a threshold to generate an alert when the CPU utilization reaches its maximum for an extended period of time.

Finally, we can define how we want to react to events. For example, we can send a message to a mobile phone, run a program on the server, or start a task on the remote system to correct the problem. In this example, we've configured Director to flag the system for later review.

The ability to remotely monitor the systems in your stores enables you to identify problems more quickly, which can lead to reduced service costs, improved employee productivity, better customer satisfaction, and a longer life for your retail systems.

Section THREE (Camtasia): Streamlined Software Distribution

Streamlined Software Distribution *(pause)*

The pace of change in today's retail environment highlights the need for a systems management solution that eases the pain of software maintenance. In addition to the occasional application upgrade or firmware revision, retailers increasingly need to deploy the latest security patches to their stores. RMA and IBM Director together provide a powerful platform to distribute software to your retail systems.

Director's "RMA Software Distribution" task allows us to create, edit, import, and export software distribution packages. Here's an example of a package that updates the BIOS of a point-of-sale system, using IBM's eFlash utility. This package copies files to the target system, executes a command, then reboots the computer.

We can apply this software distribution package to either a single system or a group of systems. We can also choose whether to execute it immediately, or we can schedule it to execute at a later time using Director's built-in scheduler. After it executes, we can go back and view the execution logs.

One useful feature is the ability to automatically trigger a software distribution task based on an event that occurs, or based on an inventory alert. This way, Director can upgrade systems that are down-level without manual intervention.

Finally, software distribution can be used to distribute a variety of different types of software updates, including system drivers, operating system patches, application updates, BIOS upgrades, configuration files, and firmware updates for peripheral devices.

Outro (Call-to-action)

For more information on IBM Remote Management Agent and IBM Director, as well as other features of IBM Retail Systems Management, contact your IBM representative and visit **ibm.com**/products/retail