

App Portal / App Broker Feature Matrix

The following table lists App Portal / App Broker features and the deployment technologies and ITSM systems that those features support.

Feature	Deployment Technology				Software Portal End User Interface	
	ConfigMgr	Casper	AirWatch	Altiris	App Portal	App Broker for ServiceNow
Core Product Capabilities						
Deployment systems:						
● Microsoft System Center Configuration Manager	X				X	X
● JAMF Casper Suite		X			X	X
● VMware AirWatch			X		X	X
● Symantec Altiris				X	X	X
Cloud applications:						
● Microsoft Office365					X	X
● Salesforce					X	X
● Box					X	X
Service types:						
● General item					X	X
● Software item	X	X	X	X	X	X
● Cloud app item					X	X
● Task sequence item	X				X	
● Bundle (Group)	X	X	X	X	X	
Categories	X	X	X	X	X	X
Incident management					X	X
Request management					X	X
User experience:						
● Browse catalog	X	X	X	X	X	
● Branding	X	X	X	X	X	
● Alternate catalog items	X	X	X	X	X	
● My Requests	X	X	X	X	X	

Feature	Deployment Technology				Software Portal End User Interface	
	ConfigMgr	Casper	AirWatch	Altiris	App Portal	App Broker for ServiceNow
● My Apps [Requires FlexNet Manager Suite]	X	Limited		X	X	
● My Profile	X	X	X	X	X	
● Rate service item	X	X	X	X	X	
● Display cost	X	X	X	X	X	X
● View all software for assigned devices [Requires FlexNet Manager Suite]	X	X	X	X	X	
Search:						
● Search: Title	X	X	X	X	X	X
● Search: Brief description	X	X	X	X	X	X
● Search: Full description	X	X	X	X	X	X
● Search: Keyword	X	X	X	X	X	X
Action:						
● Web service action	X	X	X	X	X	X
● Action: Script action	X	X	X	X	X	X
● Action: Add to AD security group	X	X	X	X	X	X
Communication:						
● User notifications	X	X	X	X	X	
Workflow:						
● Approval workflow	X	X	X	X	X	
● Flexible Approval	X	X	X	X	X	
● Workflow: Question templates (forms)	X	X	X	X	X	
● Workflow: Expressions	X	X	X	X	X	
Software Service Capabilities						
Request software installation	X	X	X	X	X	X
Perform advanced license check [Requires FlexNet Manager Suite]	X	X	X	X	X	X
Perform license reservation [Requires FlexNet Manager Suite]	X	X	X	X	X	X

Feature	Deployment Technology				Software Portal End User Interface	
	ConfigMgr	Casper	AirWatch	Altiris	App Portal	App Broker for ServiceNow
Request software uninstall	X	X	X	X	X	X
Schedule software installation	X	X	X	X	X	
Change schedule for software installation	X	X	X	X	X	
Cancel request	X	X	X	X	X	X
Lease software item	X	X		X	X	
Identify upgrade or replaced software item [Requires FlexNet Manager Suite]	X	Limited		X	X	
Suggest alternate software item	X	X	X	X	X	
Request multiple service items	X	X	X	X	X	X
Perform express checkout on single service item	X	X	X	X	X	
Perform request on behalf of another user	X	X	X	X	X	
Optimizing Software Usage						
Campaign exclusion	X			X	X	X
License reclamation through service item	X				X	X
Admin-driven software reclamation through My Apps [Requires FlexNet Manager Suite]	X			X	X	X
User-driven software reclamation through My Apps [Requires FlexNet Manager Suite]	X			X	X	
Software alerts [Requires FlexNet Manager Suite]	X	Limited		X	X	
Operating System Deployment						
Clone / migration	X			X	X	
User readiness records	X	X		X	X	
App Survey	X				X	
Roles	X				X	

Feature	Deployment Technology				Software Portal End User Interface	
	ConfigMgr	Casper	AirWatch	Altiris	App Portal	App Broker for ServiceNow
Inventory records (legacy)	X				X	
Upgrade or replace a detected app	X				X	
Scheduling constraints	X				X	
Time-To-Value						
Software ROI dashboard	X	X	X	X	X	
OS deployment ROI dashboard	X				X	
Service level agreement dashboard	X	X	X	X	X	
Reclamation Dashboard	X	X	X	X	X	
Reports	X	X	X	X	X	
Additional Integration						
Integrate: Workflow Manager	X	X	X	X	X	X
Integrate: Microsoft System Center Orchestration	X	X	X	X	X	X
Custom scripts	X	X	X	X	X	X
Custom web service	X	X	X	X	X	X



Note • For the Casper deployment technology, support for the following features requires a Casper (tier-2) adapter:

- My Apps
- Identify upgrade or replaced software item
- Software alerts