

Ivanti Managed Services

Many organizations struggle to staff experts for all the solutions they manage. This limits the benefits of IT purchases and return on investment suffers. There are many reasons why acquiring and retaining talent is difficult. Regardless of your situation, Ivanti® Managed Services can help.

No one knows Ivanti solutions like the experts of Ivanti Managed Services. Our engineers have configured solutions for thousands of customers. Our goal is to ensure you gain the maximum benefit from your Ivanti investment.

You Have Options

Once you discover the benefits of Ivanti solutions, the next question is whether or not you want to manage the solutions yourself or simply enjoy the benefits. Ivanti Managed Services provides the following:

- Fastest return on investment
- Short- or long-term engagements
- Service level agreements
- Remote and on-site services
- Customer control

Managed Services offers the flexibility to determine how to best leverage your Ivanti solution. You choose what you want to take on and we manage the rest. A sample of options include:

Management and Security Suites

- Patch management
- Operating system deployment
- Application packaging
- Package deployment
- Software License Management

Service Desk

- Process Changes
- Portal Updates
- Customization (reports, forms, dashboards, processes)

Customer Control

Rest assured, with Ivanti Managed Services you retain control. Our engineers follow your security policies and adhere to your change management processes. You

determine when software distributions, patching, and OS deployments take place. We customize the solution to your organization's best practices.

“By leveraging Ivanti Managed Services we have been able to free up resources to focus on those things which only we can do in-house. Ivanti keeps our machines patched and up-to-date. This has significantly reduced security risks for our organization. Combined with the increased reliability and the full depth of Ivanti resources to draw upon, the offering has been a great fit for our needs.”

— Mike Dwyer
Vice President, Software Quality Assurance
AXIS Group

Systems Health and Updates

IT solutions can become unhealthy for many reasons. Lack of maintenance is a chief contributor. All Ivanti Managed Services engagements include systems maintenance and upgrades so you gain the benefits of using the latest Ivanti software.

Achieving ROI

Making IT purchases takes time and can result in squeezed timelines that jeopardize goals. Your commitment to roll out a new suite or operating system is imperative. Ivanti

		Management Suite and Patch	Service Desk
<p>Level 1 Help Desk Technician 1 to 1 Support</p>		<ul style="list-style-type: none"> Inventory Inspector Remote Control Running Software Package Tasks 	<ul style="list-style-type: none"> Incident Processing Problem Creation Queries Article Creation
Ivanti Managed Services	<p>Level 2 Engineer 1 to x Support</p>	<ul style="list-style-type: none"> Patch Rollouts Software Upgrades Policy Rollouts Reporting Agent Deployments OS Deployments 	<ul style="list-style-type: none"> Reporting Dashboards Analyst Onboarding Email Template Updates User and Group Updates Window/ Form Updates Process Variable Portal Management
	<p>Level 3 Engineer 1 to Many Support</p>	<ul style="list-style-type: none"> System Upgrades System Maintenance PC Image Creation Application Packaging System Architecture Core Synchronization Policy Creation Provisioning Template Creation Management of Patch Process Break Fix Cloud Appliance Administration Complex Deployments 	<ul style="list-style-type: none"> System Upgrades System Maintenance Database Maintenance System Architecture Process Creation Break Fix Process Design Attribute Creation

Managed Services engineers hit the ground running and ensure your urgent goals are worked on quickly.

Training and Mentoring

Employees that use the system must be properly trained. Our Managed Services engineers mentor your engineers and train your help desk technicians. This ongoing training helps ensure your employees are working efficiently and leverage the full functionality of the product.

Reasons to Purchase Managed Services

The most common reason why people buy Managed Services is the loss of an administrator. However, there are additional reasons to justify the purchase:

- Difficulty finding the experience resources
- The need for a partial resource
- Temporary need
- The need to focus on long-term projects

Most organizations prefer to maintain their own helpdesk and backline support teams. However, many find it challenging to staff the Level 3 or “guru” roles. Ivanti Managed Services furnishes you with a highly trained expert, allowing you to perform the day-to-day operations. Managed Services Engineers (MSEs) perform the essential “one to many” tasks that must be done correctly. Ivanti offers services for both Level 2 and Level 3 administration.



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