

Service Desk Integration and Automation

Gain a unified management experience by integrating Ivanti® Service Desk with multiple Ivanti® products. The solution also connects to other leading IT systems and network management products, key business applications, and personal productivity tools. Maximize visibility into the IT infrastructure, create service desk efficiencies through a single system operation, and speed IT actions and reactions.



Connect Data Silos with Data Connectors

Ivanti Service Desk includes pre-built connectors to simplify integration to external data sources and directory services; systems management tools; and applications or other enterprise resources such as Microsoft SQL, Oracle, LDAP, and Active Directory. You can map, filter, and import data from business and IT sources into a federated, consolidated CMDB. Compare discovered configuration items (CIs) against the CMDB to ensure accurate data is maintained.

Stay Ahead with Real-Time Views

Connect Service Desk directly to external data sources like Ivanti® Management Suite and gain real-time views of embedded external content. Use the solution's integration strengths to present live data, or mash-up views on Service Desk dashboards for the latest IT environment information.

Create Efficiencies with In-Context Systems Management

Directly from the Service Desk solution, staff gain in-context, right-click access to all actions, information, and functionality such as reboot, inventory lookup, software deployment, and remote control found in tools like Ivanti Management Suite and Microsoft SCCM, improving response times.

Speed Communications with RSS Feeds

Turn any list of service desk data or external lookups into published RSS feeds, viewable in the RSS client. Speed communication from the service desk and let end users subscribe to the notifications most relevant to them.

Drive Processes from Emails

Ivanti Service Desk integrates with enterprise email suites. Link emails to the solution's process workflows to drive process actions or notify users about actions performed in Service Desk. Optimize service desk staff productivity while keeping end users connected and informed.

Manage Resources through Calendars

Integration with Microsoft Exchange calendaring enables syncing between the Service Desk schedule management calendar and the Outlook calendars of service desk staff. This helps avoid scheduling conflicts and reduces the risk of breaching service-level or operational agreements.

Handle Interactions Efficiently with CTI and IM

Add computer telephony integration (CTI) to leading telephony switches or integrate with Skype™ for Business for a familiar instant messaging (IM) interface. Benefit from inbound-call ID screen-pops and outbound dialing. Record chat conversations directly in Ivanti Service Desk to improve the user experience and reduce steps when logging incidents.

Detect and Resolve Issues before Users Know with Event Manager

Delivering critical information helps resolve issues before end users are even aware, preserving productivity. Use Ivanti® Event Manager to integrate Service Desk with network monitoring tools for proactive resolution. Receive

and recognize important events from any tool that can post to the Event Manager interface and configure an appropriate process response, such as creating an incident.

Enable Self-Service Password Resets with Password Central

Ivanti Service Desk integrates with Ivanti® Password Central password management technology. End users benefit from automated self-service password resets that are tied to service desk process. Additional capabilities let service desk staff enforce password policies to maintain high levels of IT security.

Establish Seamless IT Operations through Advanced Integration

Ivanti Service Desk features configurable interfaces to connect service management operations to the business beyond the simple integration described previously. Gain round-trip orchestration of external systems that drive process actions in Service Desk and feedback to it, leveraging existing IT investments.

Maximize User Productivity with Comprehensive Automation

Use the Ivanti automation platform to eliminate drop points and reduce human error. Orchestrate cross-platform IT

automation across multiple data and departmental and application silos for faster, error-free outcomes. Use workflow connectors to construct processes between Service Desk and any leading systems management solutions, security applications, web services—and across the Ivanti portfolio. Automate repetitive tasks such as software request fulfillment or creating or removing virtual environments. This frees staff for other projects while supporting IT policy or regulatory compliance requirements such as Sarbanes-Oxley.



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