

BUSINESS SUMMARY

With more than twenty years of experience in Endpoint Management, Endpoint Security, and Service Management, Ivanti Software is an established industry leader and innovator.

Ivanti Cloud Service Management integrates management, security, and other business policies and processes, providing automated service delivery for IT and beyond.

Ivanti Unified Endpoint Management (UEM) integrates security and management, empowering user productivity with efficient, secure, automated management for Mac, Windows, iOS and Android devices.

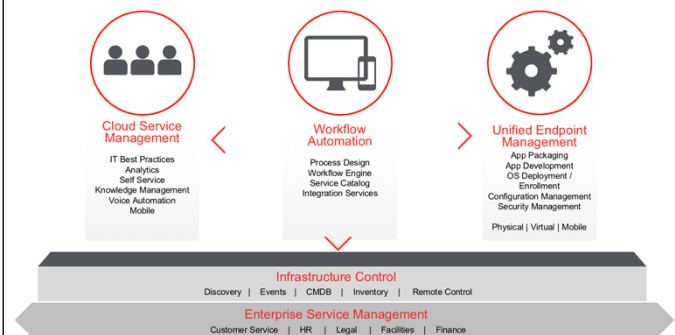
Bringing together the efficiency of UEM with the effectiveness of Cloud Service Management, Ivanti solutions are uniquely positioned to automate, manage, and secure services and all endpoints, empowering customers to improve user productivity and business performance.

THE IVANTI SOLUTION

Ivanti **Software** provides software solutions to automate, manage, and secure services and all endpoints, allowing IT to empower users and enable improved business performance.

- **Cloud Service Management**
- **Unified Endpoint Management**
- **Workflow Automation**

The Ivanti platform unifies industry-leading Endpoint Management and Security solutions with Cloud Service Management, securely delivering the efficiency of policy-based management with the effectiveness of service delivery through workflow automation.



THE IVANTI SOLUTION

Customer Success



LOCATION: Potomac, Maryland
INDUSTRY: Retail
SEATS: 20
 Total Wine & More is the largest independent retailer of fine wines in the U.S. and operates over 100 stores in more than 15 states.

"We really need that we could use HEAT Service Management out of the box. We are implementing ITL processes, and HEAT provided a great framework to start, and we didn't need to tweak the workflow if we didn't want."

"Our users love the new HEAT system. Managers love having the information they need in easy-to-use dashboards and reports."

Candice Peacock, IT Service Desk Manager

Next steps include tuning on HEAT Voice to improve call handling and deliver an even better customer experience

BUSINESS CHALLENGE

- Atritis helpdesk software was cumbersome to use
- Lacked meaningful reporting and was relying on exporting data and manual Excel spreadsheets
- Experiencing fast growth and needed to improve their service desk

SOLUTIONS

- HEAT Service Management, v2014, cloud deployment
- HEAT Incident, Problem, Change, Knowledge, Service Request

BENEFITS

- Enterprise solution with workflow and business processes to improve services supporting multiple departments including IT, accounting, and human resources
- Self-service functionality to support more than 2000 employees
- Scalable solution out-of-the-box to support the company's rapid growth and seamless integration with other business applications



LOCATION: Midland, MI
INDUSTRY: Healthcare
SEATS: 5000+ (L.E.M.S.S.)

MidMichigan is a nonprofit health system covering 14 counties, offering urgent care centers, home care, nursing homes, physicians and more. The company has a staff of over 6,000 individuals, including doctors and medical personnel, as well as volunteers and administrative staff.

- Broad endpoint management solution
- Support all endpoints from single console
- Improved endpoint uptime and patch compliance

Customer Success

BUSINESS CHALLENGE

- The Desktop Support Team was overwhelmed with stringent compliance and end-user uptime requirements
- Existing patching and security processes were unacceptable

SOLUTIONS

- Lumension Endpoint Management and Security Suite
 - Lumension Patch & Remediation
 - Lumension AntiVirus
 - Lumension Application Control

BENEFITS

- Faster patch and remediation process reduces compliance and Management concerns
- Fewer security incidents require fewer dedicated resources, allowing IT to focus on strategic business initiatives