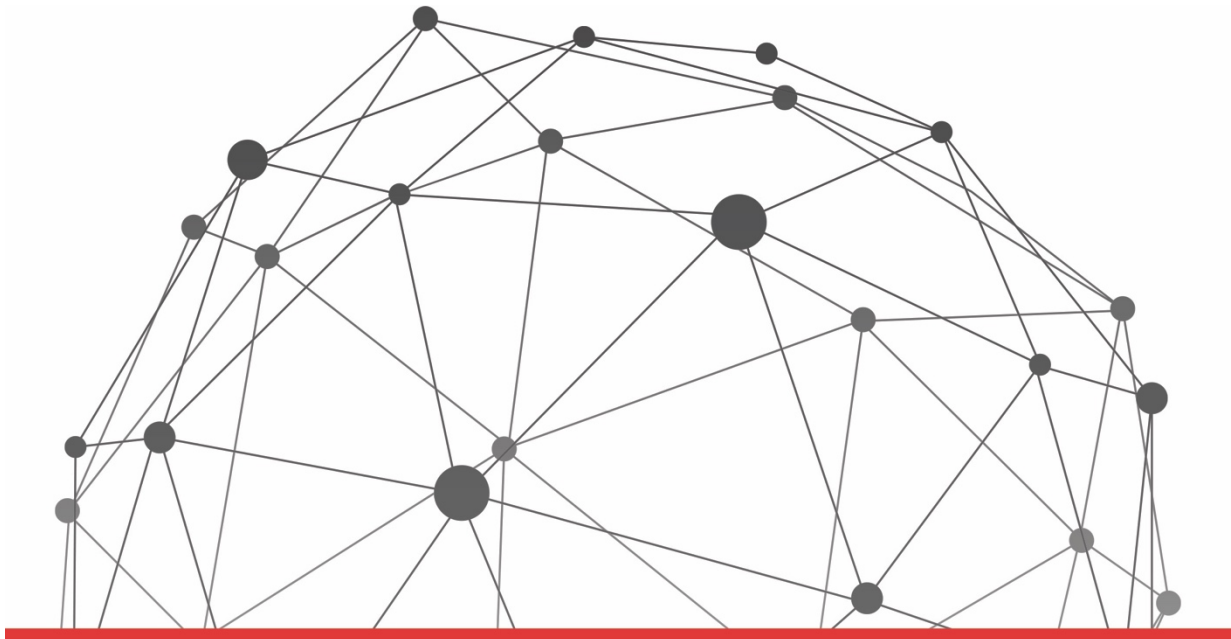




Service Manager

MODERNIZE SERVICE MANAGEMENT OPERATIONS AND DELIVER MORE
STRATEGIC VALUE TO THE COMPANY



Cloud Service Management

Ivanti Service Manager is a powerful, rapidly deployed, integrated set of Service and Client Management business functions. Service Manager transforms service and support teams, service desks, and help desks from tactical service providers into strategic business enablers. This multi-tenant cloud solution improves day-to-day operations and increases the agility of the business to achieve service management and business alignment. With Service Manager in the Cloud, you'll achieve cost advantages and rapid implementations with no infrastructure to purchase, manage or support. You'll standardize on a built-for-purpose, fully-automated cloud based solution. And you'll attain transparency with end-to-end integrated service & client management capabilities, all within the fully extensible and configurable Service Manager platform.

Service Manager strategically enables any business to perform complete workflow-based service management activities that range from straightforward help desk operations to more complex service management workflows built on industry standard procedures. Service Manager provides a wide range of capabilities, including integrated client management, service management workflow automation and voice-enabled service desk capabilities.

Comprehensive Service Management

Complete Service Management features can turn any service desk into a strategic business enabler. Service Manager provides end-to-end service management capabilities throughout the service delivery lifecycle, from request capture to remediation. Built on industry standards, the full service delivery process is executed and maintained in a low cost cloud environment. With Service Manager's robust array of capabilities, your service agents and managers can quickly and successfully process and fulfill service delivery or break / fix procedures.

Straightforward Help Desk

If complete service management capabilities and processes are not required, Service Manager can also support more modest help desk needs. Ticket management capabilities are simple and intuitive thanks to out-of-the-box, easy to use and easy to adopt help desk functionality. In addition, Service Manager in the Cloud does not require any infrastructure, and demands limited maintenance, so help desk teams can get up and running quickly and make an immediate impact on the business. If your needs expand beyond help desk processes, the application is built to expand and grow as your needs change and mature. Service Manager is built to grow as your business grows.

Integrated Client Management

In order for your service desk teams to function properly and effectively manage their service delivery duties, they need easy access to important information at the front and back end of the service delivery process. Service Manager is tightly integrated with client management tools, enabling capture, analysis and deployment of IT assets. Service desk teams can quickly view and analyze IT asset information captured via Discovery. The asset information can then be utilized by team members to better manage the complete inventory of any hardware or software asset used by the business. In addition, Service Manager solutions can be used to fix malfunctioning assets or deploy new ones.

Comprehensive Help Desk & Service Management Capabilities

Ivanti Service Manager Features:

- *Incident Management.* Capture, identify and respond to issues and service requests across the organization. Enable your service management teams to automate incident processes and communications to quickly understand and restore service operations.
- *Problem Management.* Initiate actions to correct or minimize business impact and address the root cause by focusing on known issues. Understand the problem source and allow the service desk to correct issues quickly through relationships, processes and visibility.
- *Change Management.* Centralize, manage, and track all your assets to ensure the business goals and IT services are in constant alignment. Workflow-based change

management includes the ability to plan, approve, and implement changes to increase visibility and understand how each change will affect the organization.

- *Release Management.* Plan, deploy, and manage releases based on a comprehensive release strategy. Address the entire release cycle, from creation and planning through to communication and rollout by using either manual or automatic change capabilities with release management.
- *Configuration Management.* Enable management of configuration items that make up the business services and IT infrastructure supported by the service desk. Define, identify, and report on configuration items across the IT landscape. Perform configuration analysis so proper monitoring and cost savings can be achieved.
- *Service Level Management (SLM).* Design, build, and monitor service agreements throughout their lifecycle with a centralized management console. Manage activities and communications so teams can take action should service fall short of established targets. Establish realistic expectations and manage costs through SLM analysis.
- *Knowledge Management.* Improve service agent efficiency when real-time content is captured and exposed in an easy-to-access knowledge base. Service agents and external business users can leverage knowledge information to quickly solve issues.
- *Survey.* Create and initiate surveys so the service desk teams can understand the impact on their business. Surveys can be configured to meet business demand and learn more about service management efforts for awarding individuals, or for additional training of agent.

Integrated Client Management Capabilities

Client Management Features:

- *Discovery.* Enable IT staff and service desk analysts to find, audit, and continually track every computer and server, network printer and switch, and major operating system and application on the network. Define the appropriate audit frequency, time, and content within the cloud environment.
- *Inventory Management.* Build a comprehensive and dynamically-updated catalog of the complete IT inventory, improving overall asset management, governance and auditing processes.
- *Analysis and Dashboards.* Find and report on all physical and virtual assets. Inventory and asset data dashboards are provided to make better and more informed decisions regarding the IT asset landscape. Service Manager features pre-configured dashboards and reports to view hardware and software changes in real time, and as a trend over longer periods of time. Dashboards will demonstrate what was changed and whether the change was authorized.
- *Multi-Scan Capabilities.* Obtain a complete overview of the IT estate with AD scan, Nmap and LanProbe functions. Enable remote scan/WMI functionality in

datacenter environments. This multi-scan approach ensures that all IT assets across your network are scanned and documented appropriately.

- *Desktop & Server Management Integration.* Not only can Service Manager enable customers to discover IT assets around the organization, but when a fix or remediation to a problem is requested, integration to on-premise Desktop and Server Management enables the service desk to systematically fix the issue end-to-end IT support.

Advanced Service Management Support

Service Manager not only offer core service desk features, but also enables users to leverage additional service management functionality that support end-to-end, office and out of office, and business-focused service delivery needs.

- *Mobility.* Service Manager Mobile enables any corporation to extend the reach of service desk staff members to the mobile environment. The application allows users to interact with the core service management solution via mobile devices.
- *Voice Enablement.* Ivanti Voice is the world's only integrated service management - call center application deployed from a cloud environment. Voice brings together vital components of any service desk operation: the agent, business data, and the phone interaction medium. The Voice solution integrates the existing phone infrastructure with the service desk environment by providing features such as call routing, integrated voice response, voice self-service, screen pops, and call management functionality. These voice features improve customer satisfaction by increasing first call resolution rates and improving call handling.
- *Self Service and Service Catalog.* Self Service enables customers to view service management-related information, submit new incidents, search the knowledgebase, and request services using an intuitive and friendly user interface. The online e-service platform allows IT service catalogs to be delivered to customers and employees in an automated way. Users get browser-based access and control over IT services so they can submit new service requests, report service incidents, track progress, and locate information and guidance that would normally require a call to the service desk.

Extensible Cloud Based Platform

Ivanti Service Manager Platform Capabilities that Support Any Business Service

Service Manager is entirely configurable and can match any divisional, geographic, or business service requirement with a powerful cloud-based platform. Ivanti Service Management Platform functionality includes:

- *Extensible Service Manage Capabilities.* Enable any customer to extend the reach of core service management components to areas of the business requiring a service-based solution, such as Human Resources, Facilities and Operations.

- *Integrated Cloud Solution.* Integrate data and business processes from across the organization. Support any divisional workflow with integration to peripheral areas of the business. Service-related processes, tasks, or approvals are manageable within the solution. When a third party system process is needed for a complete service offering, the solution allows for this integration amongst third party solutions.
- *Socially Enabled, Unified Communications.* Achieve endless means of communications for your customers. Any service or support division can interact, administer and publish information from various channels or portals their business constituents require. Channels such as email, web, self-service, service catalog, and voice are consolidated in one central location for the team to manage, listen to, and process the end users request.
- *Business Automation.* Establish and enforce principles and processes across the enterprise. Quickly create and modify business service related workflows, including fulfillment and approval requests, using a drag-and-drop workflow designer built on industry standards.
- *User-Focused Platform.* Support all types of business user requirements. Configure the end user experience to best match how the client needs to interact with the services being provided to them. Whether it's self-service, mobile, or a phone experience, communications can be configured to best match the business focus.
- *Service Analytics for Any Business.* Properly analyze service management business items with a configurable dashboard and reporting platform. The solution comes with numerous out-of-the-box service management dashboards and reports. In addition, each company division may also configure their own dashboards or reports by leveraging the service analysis design module.

Built on a multi-tenant, cloud-based technology platform, Ivanti Cloud Service Management allows customers to receive maximum value through ease of consolidation, configuration options, simplified deployment, an automated workflow system, and socially-enabled self-service access. This platform- based approach helps ensure that any organization can align themselves with their strategic business initiatives and tactical service management goals.

Ivanti Service Manager Benefits

- Reduce costs, infrastructure and maintenance with a cloud-based service management solution
- Provide proactive service for the business with self service and service catalog
- Modernize service operations with an intuitive user Interface
- Deliver more strategic value to the company and reach beyond IT support with an extensible platform
- Leverage existing infrastructure with 3rd party, open standards based integrations
- Improve call handling & first call resolution rates via a voice enabled - 24x7 service desk

- Decrease duplicate efforts, save time, and improve decision making with a mobile enabled workforce
- Built in governance, cost containment and compliancy with discovery and inventory management
- Perform faster, more efficient service with an automation and process-based solution
- Reliable, scalable and secure cloud solutions

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