

Ivanti Center of Excellence

Accelerating value for your Ivanti Cloud Service Management Solution

Managing IT services has rarely been as challenging as it is today. IT service and support teams face continuously escalating demands and complexity. These issues increase costs, drag down productivity, and hamper the effectiveness of the IT department to support business goals. The goal of IT Service Management is to create a central point of contact between users, customers and the IT organization. Proper IT Service Management tames complexity by adopting a standards-based strategy that automates, simplifies, and evolves to meet new business requirements.

Ivanti Cloud Service Management is the answer, designed to improve service levels and productivity and align IT to the delivery of business value. To ensure successful deployments, Ivanti provides the services, support and training necessary to guide customers toward a successful rollout of their IT service management environment. Leveraging ITIL best practices and robust functionality available out-of-the-box, Ivanti helps IT organizations quickly deploy and meet the dynamic needs of a growing business and achieve the highest level of service quality, delivery, and performance.

Ivanti Center of Excellence Approach

Ivanti ensures the success of service management initiatives by working with each customer to meet their needs and help them move into production quickly. Ivanti offers the professional services and customer support experts needed to maximize the value of the Ivanti solution, all brought together in the Ivanti Center of Excellence (CoE).

The Ivanti CoE is a customer service program that ensures customers implement their Ivanti solution as quickly and efficiently as possible – all while delivering low Total Cost of Ownership (TCO). The Ivanti CoE partners with customers during the entire engagement lifecycle to build and execute a comprehensive plan to successfully meet IT and business goals, leveraging Ivanti’s experience with thousands of customers of all sizes and industries. The CoE helps customers determine their needs and provides services and training for successful deployments and ongoing independent operations, either SaaS or On Premise.

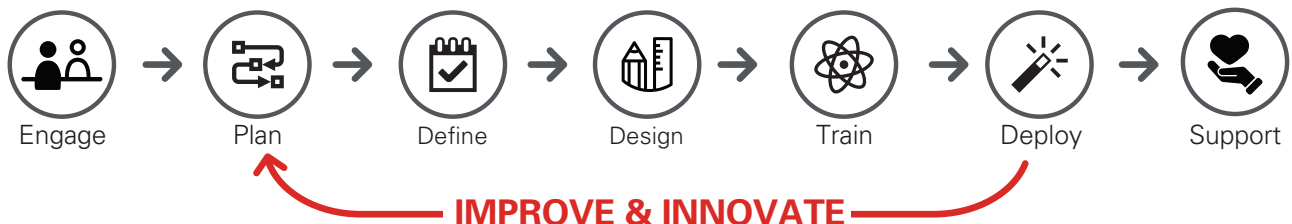
KEY ACTIVITIES

- Efficient installation and configuration of Ivanti Service Management, leveraging previously recorded customer-specific configuration information
- Streamlined implementation activities using a packaged approach and employing proven best practices and industry content
- Comprehensive training to ensure successful and independent on-going system operation
- Effective post-sales support with full visibility of implementation and configuration details

KEY BENEFITS

- Reduced implementation effort, cost and risk
- Rapid time to value
- Faster adoption of additional modules to meet future needs
- Lower Total Cost of Ownership (TCO)

Accelerating value during implementation and beyond



Customer-Centric Lifecycle Engagement

The Ivanti CoE program begins before a customer even purchases the Ivanti solution. During pre-sales engagement, any customer data and custom configurations are recorded for later use in the set-up of the production system. Other information such as timeline, infrastructure or resource requirements is also captured for use in the implementation and post-deployment phases.

During implementation, Ivanti’s services teams incorporate the experiences and expertise based on thousands of successful implementations. Professional services experts leverage previously recorded configurations and other information, allowing them to shorten services engagements while quickly delivering additional value-add services, such as more advanced configurations, integration or training required to successfully use the Ivanti system. Customers can either choose to go with a custom implementation plan based on their unique processes, or with a pre-defined approach via the Ivanti CoE Service Packages. Training and on-going knowledge transfers help ensure a customer will be able to effectively operate their Ivanti system after deployment.

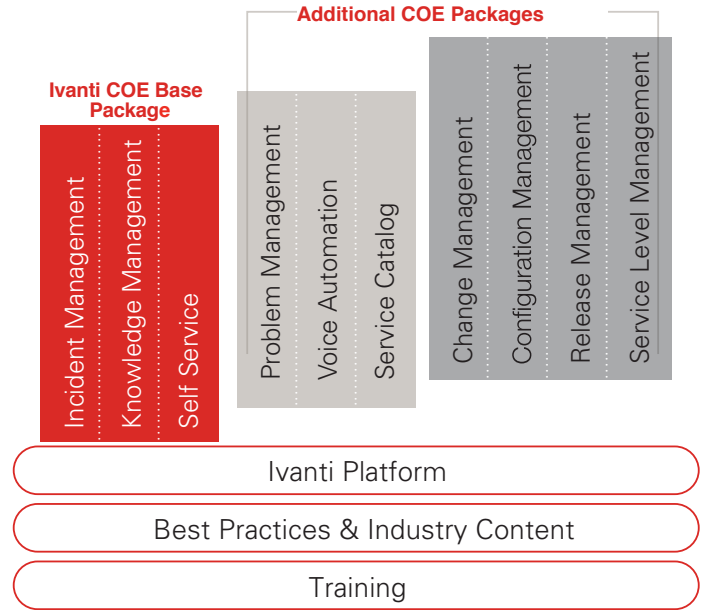
If support is needed once in production, Ivanti’s technical support team starts with the knowledge of what configurations and customizations have been applied to a customer’s system. Understanding how a system was configured and implemented helps to quickly resolve support questions and minimize any impact to service delivery and business-critical activities.

Ivanti CoE Service Packages

Ivanti CoE Service Packages leverage and deliver the experience gained from thousands of successful deployments of Ivanti solutions to help customers get started quickly and implement their Ivanti solution in phases. With the initial CoE Base Package, Ivanti teams work with customers to deliver the most common first phase of an IT service management deployment in a cost-effective and timely approach:

Ivanti CoE Base Package

- Incident Management
- Knowledge Management
- Self Service
- System provisioning and setup
- Training



This initial deployment forms the foundation for future add-on modules that can be delivered with additional CoE Packages when needed to further drive transformation across IT and the business:

- Problem Management
- Voice Automation
- Service Catalog
- Change Management
- Configuration Management
- Release Management
- Service Level Management

With Ivanti’s CoE Service Packages and approach optimizing the engagement lifecycle, customers can take advantage of IT best practices for IT service management to realize quicker deployments, lower total cost of ownership, faster time to value and higher user satisfaction.

Visit www.Ivanti.com for information

Visit our website: <http://www.Ivanti.com>
Speak with a representative: 1.800.982.2130

Email us at sales@Ivanti.com
For specific country offices visit: <http://www.Ivanti.com>