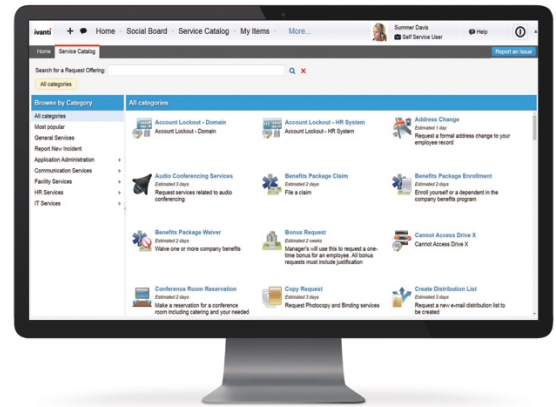


Ivanti Service Manager Migration Program

Ivanti (formerly HEAT Software) is offering a new migration program that reduces the costs and risks of updating your older HEAT system to today’s Ivanti Service Manager solution. This program combines attractive licensing options, updated migration tools, services, and support offerings. There’s never been a better time for you to update your service management system to a modern platform that delivers the capabilities and experiences that users and customers expect today.



What benefits are there to migrating to today’s Ivanti platform?

Several customers on older versions of HEAT for Windows and ITSM have successfully taken advantage of this program and are up and running on the latest Ivanti platform. They’re delivering improved IT services with new capabilities such as mobile support, self-service and service catalogs, drag and drop workflows, reports and dashboards, and much more. They expect to realize significantly lower ongoing costs and higher user satisfaction from:

- Increased automation and efficiency for critical business processes, the service desk, and other departments such as HR and Facilities
- Faster and more efficient delivery of services, including incident resolution and service requests, with improved usability
- Greater productivity for technicians and users, enabling them to access what they need anytime, anywhere
- Greater visibility for service desk performance and improvement opportunities
- Improved agility and scalability for IT and other business teams to respond to new critical requirements or opportunities

Why is now a good time to consider migrating?

Ivanti is adding several new features to the program that protect your investment in your current system. There are license, services, maintenance, and support options that make now an

extremely attractive time to migrate to today’s Ivanti Service Manager platform including:

- Investment protection of your current HEAT licenses by fully applying them to the new Ivanti platform.

New services methodologies and approaches to reduce the time, costs, and risks that normally result from a migration. This includes new programs from Ivanti such as the Ivanti Center of Excellence that streamlines implementations, deployments, and ongoing maintenance

What capabilities would I get with today’s Ivanti Service Manager solution?

With today’s Ivanti Service Manager product, you gain a complete ITSM solution that automates workflows to eliminate costly manual processes, making your IT service desk more efficient, compliant, and secure. It exceeds today’s requirements for a modern IT help desk / support ticket solution and provides the platform you need to fulfill advanced ITIL service management processes. Ivanti Service Manager can easily scale and adapt to meet the specific needs of your IT team and users today and tomorrow, with capabilities such as:

- Self Service and Service Catalog that enable users to help themselves and ease the pressure on your IT services team
- Mobile Support to extend the reach of your IT system to your service desk staff and users from mobile devices anywhere, anytime

- Drag and Drop Workflow to enable service owners and business managers to adapt, design, and take control of their own workflows and processes
- Dashboards and Reports to monitor service delivery, quality, and commitments in real time with role-based dashboards

Can I use this offer to move to the cloud?

Several customers have already taken advantage of this program to move to the cloud to reduce capital costs, increase IT agility, or to meet other business requirements. You can either move to the cloud or remain on premise with this program. Ivanti teams will work with you to determine which deployment option is best for you and assist during your migration.

How much credit will I get for my current licenses formerly branded as HEAT?

This migration program provides full credit for your current licenses. Specifics will vary depending on your circumstances but several customers have migrated at much more attractive terms than what was previously available. This license credit also applies if you decide to move to the cloud with its subscription pricing.

How much will I have to pay for maintenance after migrating if I remain on premise?

The specifics will vary but several customers that have migrated found their maintenance and support costs to be comparable to their previous levels. If you decide to purchase additional add-on modules with your migration, then maintenance and support costs will increase to cover those additional capabilities.

How long will this migration offer be available?

This new migration program will continue for the rest of the year. However, specific terms and conditions may change in the future and may not be as attractive as what is currently offered.

How do I know if I can take advantage of this offer?

Any customer on an older HEAT system who is currently on Ivanti maintenance and support is eligible for this migration program. However, if you are not currently on maintenance, Ivanti offers other options to make it more attractive for you to migrate your system. Please contact Ivanti if you have questions about your eligibility.

What can I expect when I migrate?

This program is designed to manage the costs and risks associated with migrating to the new Ivanti platform. Ivanti Professional Services teams will work with you in a joint workshop to determine the best path and pace for your migration and also help you begin using your new system after deployment.

How much effort will it take to migrate to the new Ivanti solution?

The amount of time and effort to migrate will depend on the specifics of your current HEAT environment and the desired functionality for your new platform. Some customers completed their migration in under a month by deciding to leverage “out-of-the-box” standard processes and best practices, coupled with their existing data. Other migrations with larger scopes have required longer implementation times.

Generally, if you have more customizations, integrations, complexity, or additional desired functionality or modules, then the required effort and time will increase. Current processes, scope, effort, and timeline are jointly determined in a migration workshop with Ivanti Professional Services to develop a plan that will meet your requirements.

