

Enhancing Virtual Environment

Provisioning Endpoints

When CIOs provision endpoints and mobile devices for their users, they typically have access to a variety of key vendor solutions to assist them. These may include solutions from the likes of Microsoft, Citrix, VMware and others.

Ivanti enhances and extends these solutions to provide end users with a secure, flexible and highly performant virtual workspace.

How does Ivanti help?

To ensure organizations deliver the best end user experience possible within virtual environments, Ivanti offers the following user workspace management solutions:

- User Workspace Manager
- File Director

Even so, how do you handle a sales situation in which you're told "We don't need Ivanti for managing user personalization, application control or managing server resources. We have all that covered"?

Well, Ivanti offers a far better user experience and can save organizations money and we have the proof. First though, let's look at what CIOs really care about when it comes to provisioning desktops and mobile devices for their users.

Businesses want to provision employees quickly. They need to migrate, upgrade or simply move between workspaces efficiently and they need to achieve this without encountering barriers, delays or uncontrollable service costs.

Businesses need the right level of auditable, secure access for every individual, in every situation, regardless of location, network or device, ensuring compliance whilst remaining transparent to the user.

The move to virtual desktops for cost avoidance and improved service often causes storage, network and performance issues. It can also impact business continuity and create havoc for the help desk.

Disaster recovery and business continuity solutions should be flexible, while avoiding costs, resource constraints, complexity and downtime —a tall order

Ivanti's flexibility, ease-of-use and range of functionality are unmatched. Below is a list of the top customer pain points that are reported to Ivanti, mapped against a typical CIO's main business drivers. The key is to focus on the pain that has the most pressing business case associated with it.

The Ivanti Solution

| IT Director's Pain Points | CTO Business Drivers | | | |
|--|----------------------|------------|----------------|-----------------|
| Use Cases | Automation | Compliance | Cost Avoidance | DR / Continuity |
| Reduced logon times | ✓ | ✗ | ✓ | ✗ |
| Location-based printing | ✓ | ✓ | ✗ | ✓ |
| Fewer gold images to manage | ✓ | ✗ | ✓ | ✗ |
| Smarter licensing costs | ✓ | ✓ | ✓ | ✗ |
| Desktop lockdown | ✓ | ✓ | ✓ | ✗ |
| Application control | ✓ | ✓ | ✓ | ✗ |
| Consistent end-user experience | ✓ | ✓ | ✓ | ✓ |
| GPO replacement: ADM, ADMx | ✓ | ✗ | ✓ | ✗ |
| Privilege management | ✓ | ✗ | ✓ | ✗ |
| Network access control | ✓ | ✓ | ✗ | ✗ |
| Elimination of user profile issues | ✓ | ✓ | ✓ | ✓ |
| Intelligent package management | ✓ | ✗ | ✓ | ✗ |
| Zero day & ransomware prevention | ✓ | ✓ | ✓ | ✗ |
| Self-healing features | ✓ | ✓ | ✓ | ✓ |
| Self-service rollback (personalization) | ✗ | ✓ | ✓ | ✓ |
| User Productivity: Personalized applications | ✓ | ✗ | ✗ | ✗ |
| Fast recovery for lost devices | ✗ | ✓ | ✓ | ✓ |
| Local cache for offline users | ✓ | ✓ | ✓ | ✓ |
| Application-level personalization | ✓ | ✗ | ✓ | ✗ |
| Improved OS migration | ✓ | ✗ | ✓ | ✓ |
| Personal data recovery | ✓ | ✓ | ✓ | ✓ |
| Lockdown down kiosk style controls | ✓ | ✓ | ✗ | ✗ |
| Compliance enforcement | ✗ | ✓ | ✗ | ✗ |
| Script & batch file management | ✓ | ✗ | ✓ | ✗ |
| Context aware policies | ✓ | ✓ | ✗ | ✓ |
| Increased app performance & server density | ✓ | ✗ | ✓ | ✓ |
| Fault tolerant environment | ✓ | ✓ | ✓ | ✓ |

| Pain Point | Ivanti Solution |
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| Login Time | |
| Logging in to a workspace over the network takes too long | Ivanti delivers automated, "just-in-time" personalization to the OS and applications reducing logon time from minutes to seconds. |
| Location-based printing | |
| Roaming users struggle to access their nearest printer. | Ivanti combines context-aware conditions to control printers, drives and other settings based on where and how a user is connected. For example, device type or name, IP address range or WIFI connection point. |
| Golden Images | |
| Managing images is both cost and resource intensive. A new image is required for every group of users that require something different. | Ivanti can modify an image "in-flight", tailoring the delivery to the recipient's requirements, negating the need for separate gold images |
| Licensing | |
| It is often difficult to identify and enforce software licenses within a large, distributed endpoint estate. | Ivanti controls which users or devices have permission to run named applications. It places limits on the number of applications deployed, which devices or users can execute them and for how long. This license control is recognized by Microsoft for enforcing device-based software license control. |
| Desktop Lockdown | |
| Users alter printers, change the start menu, add device drivers, change screen savers, etc. Any of these could potentially cause confusion or errors. | Ivanti offers fine-grained control of what a user can change, enforcing settings that ensure the workspace remains in a known good state |
| Application Control | |
| Users install or execute unauthorized applications which can compromise systems through ransomware and malware, or introduce performance issues in shared computing environments. | Out-of-the-box Trusted Ownership™ checking ensures users are unable to execute or install any unauthorized executables, protecting endpoints and servers, reducing downtime and simplifying security administration for IT. |
| Consistent End-User Experience | |
| When a user moves between different desktop delivery mechanisms (laptops, physical, virtual), the user experience can vary dramatically. | Ivanti abstracts users' personalization settings from the OS and applications. We deliver the users' familiar experience (desktop settings, application settings, and data) to any device. |
| Group Policy Objects | |
| Changing group policy is a massive and slow undertaking, prone to errors and redundancy. | Ivanti's multi-threaded, policy engine replaces all batch and scripting needs, and can execute logon actions simultaneously, rather than one-after-the-other, reducing costs and complexity. |
| Privilege Management | |
| Granting administrative rights solves many user issues. However, it violates compliance and puts the enterprise at risk. | Ivanti can dynamically assign and revoke elevated privileges based on policy, providing complete compliance adherence and strict security enforcement |
| Eliminate User Profile Issues | |
| When a user profile becomes corrupt, the only recourse is deletion and asking users to manually recreate their environments. | Ivanti provides on-demand per user, per application snapshot and rollback capabilities to quickly and simply remediate profile inconsistencies. |

| Pain Point | Ivanti Solution |
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| Intelligent Package Management | |
| Managing multiple application packages, and tens of thousands of user profiles, is resource and time intensive. | Ivanti dynamically injects personalization and policy to tailor a single application package to the various needs of users. Having just one package saves disk space, costs, and time. |
| Zero Day & Ransomware Prevention | |
| Rogue application execution causes many IT breaches. Typical whitelist solutions can easily be circumvented. | Ivanti Trusted Ownership™ technology ensures only trusted applications, installed by named users (e.g. administrators) can execute, while user introduced applications are prevented from launching by default. |
| Self-Healing | |
| A user can maliciously or accidentally make changes to a desktop environment that cause downtime and increase support costs. | Innovative self-healing capabilities enable real-time remediation of malicious or accidental changes to files, processes, services or registry items, protecting critical application and operating system components. |
| Self-Service Rollback | |
| Should a profile consistency error or corruption occur, the only recourse is to delete the entire profile, with all the user's personalized settings | Ivanti offers a self-service endpoint tool where a user can rollback their own personalization settings to a known good state, thus reducing support calls and costs. |
| User Productivity: Personalized Applications | |
| When users resize windows, customize dictionaries, and add tools bars to their applications, these customizations are lost when they're migrated to a new OS or logon to a new endpoint. | Ivanti abstracts user customization and dynamically applies it every time an application starts, delivering a common working environment, regardless of operating system, application delivery mechanism or other changes. |
| Fast Recovery for Lost Devices | |
| Issuing a replacement device (laptop, tablet or smartphone) wastes valuable time as users reconfigure their environment to be recognizable | Ivanti offers a complete restoration of the lost device, maximizing productivity. It can easily wipe corporate data from lost or stolen tablets and smartphones. |
| Local Cache for Offline Users | |
| When users work offline, they need their personalized settings to be present as if connected to the corporate network. | Ivanti supports offline and online personalization syncing, ensuring changes are never lost. Offline resiliency is built-in so mid-sync settings are not lost in the event of network outage. User Data is also made available offline |
| Application-Level Personalization | |
| With roaming profiles, all application and operating system settings are saved at logoff and restored at logon, which causes profile bloat, corruption or slow logons. | Ivanti abstracts OS and individual application personalization settings and manages them in isolation, reducing profile bloat, enabling faster logons and more streamlined rollback in the event of profile inconsistencies. |
| Improved OS Migration | |
| Users need to migrate to a new or different OS without losing their familiar environment | Ivanti's personalization and data migration capabilities allow users to effortlessly migrate between different devices, operating systems, platforms or workspace delivery mechanisms |

| Pain Point | Ivanti Solution |
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| Personal Data Recovery | |
| Crashed disks, broken or stolen laptops and corrupted data can all result in data loss for users, and be time consuming and costly for IT. | Ivanti dynamically recreates a user's last known state with minimum hassle, ensuring less downtime and no loss of customization. Data is automatically synced to new devices, in-location, to provide a seamless and efficient experience for the user |
| Lock-Down Kiosk Style Controls | |
| Restricting access to a subset of the OS and applications is vital in unsecure or poorly regulated areas. | Ivanti can prevent access to specific applications as well as block or remove individual parts of applications or the operating system. This reduces complexity for the end user and secures the environment from malicious or accidental changes. |
| Compliance Enforcement | |
| Controlling user, application and data access in an audited environment is often a legal requirement. | The Ivanti approach to application control, privilege management and lockdown, together with self-healing and highly granular auditing, complements existing security and management controls. Ivanti helps increase compliance through better security while lowering costs. |
| Script & Batch File Management | |
| Writing and maintaining scripts is difficult and expensive for IT, especially without version control or audit capabilities. Scripts and batch files typically execute in sequence, which means logon times are slow. | The Ivanti graphical, 'drag and drop' policy model eliminates batch and scripting needs, massively decreasing cost and complexity. In addition, Ivanti's multi-threaded engine executes logon actions simultaneously, dramatically reducing logon times. Audit logon actions and use version control to rollback settings in case of configuration errors. |
| Context Aware Policies | |
| Grant user access based on the device type connecting to the corporate environment. | Ivanti can apply access to resources based on device type or name, operating system, IP Address or MAC address. Custom conditions are also available making context infinitely extensible. |
| Increased App Performance & Server Density | |
| Rogue CPU and memory resource-hungry applications can reduce user productivity and prevent other applications from executing in a timely manner. | With its patented technology, Ivanti Performance Manager intelligently manages CPU and memory resources to provide an optimal user experience and can increase server density by, on average, 40% more users. |
| Fault Tolerant Environment | |
| Servers fail, networks crash, data-centers go dark. But the user expects the system to cope and to remain productive. | Ivanti offers a multi-tier architecture, based on proven, industry-standard solutions, designed to outperform Disaster Recovery expectations. |