

A Forrester Total Economic
Impact™ Study

Commissioned By
Ivanti

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The Total Economic Impact™ Of Ivanti Identity Director And Ivanti Automation Solutions

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Executive Summary

RES commissioned Forrester Consulting to conduct a Total Economic Impact™ (TEI) study and examine the potential return on investment (ROI) enterprises may realize by deploying the RES ONE Identity Director and RES ONE Automation solutions within the RES ONE platform. In July of 2017 RES was acquired by Ivanti. The products featured in this study are available to enterprises today as Ivanti Identity Director and Ivanti Automation, powered by RES. While Ivanti offers a broader range of IT operations and security solutions for enterprises, this study will refer to Ivanti in relation to the Identity Director and Automation solutions. The purpose of this study is to provide readers with a framework to evaluate the potential financial impact of Ivanti on their organizations in terms of increased employee productivity, improved IT security, and reduced IT cost and effort.

To better understand the benefits, costs, and risks associated with an Ivanti implementation, Forrester interviewed four customers currently using these solutions. Ivanti Automation automates and streamlines provisioning and deprovisioning process for employees and anyone else who needs access to systems, data repositories, and other resources based on their role and context. Ivanti Identity Director provides an attribute-based approach to identity and access with automated workflows, provisioning, and self-service.

Prior to investing in Ivanti, interviewed customers had a mix of solutions, including multiple vendor provisioning systems, homegrown automation tools and scripts, and a preponderance of manual processes. This created a variety of problems, including: 1) slow provisioning of new users, which resulted in lost productivity; 2) security risks associated with a delay in deprovisioning systems when someone left the company and because users could more easily add nonapproved systems; 3) existing users who experienced downtime waiting for new provisioning requests to be approved and fulfilled; and 4) an IT organization that was overworked because of the manual steps required to complete provisioning/deprovisioning activities. With Ivanti, organizations could streamline and automate these processes, which achieved zero-day start/stop and created a more productive workforce and an IT organization that could focus on high value-add activities. An interviewed IT director said: "IT now only manages by exception. There are no manual steps in the normal access management and provisioning activities. This frees up a lot of the team's time."

Our interviews with four existing customers and subsequent financial analysis found that a composite organization based on these interviewed organizations that has 7,600 users (7,500 employees and 100 professional contractors) experienced the risk-adjusted ROI, benefits, and costs shown in Figure 1.

The composite organization analysis points to total present value (PV) benefits of \$3.9 million versus costs of \$1.4 million, resulting a net present value (NPV) of nearly \$2.5 million. This translates to a net benefit of nearly \$108 per user per year.

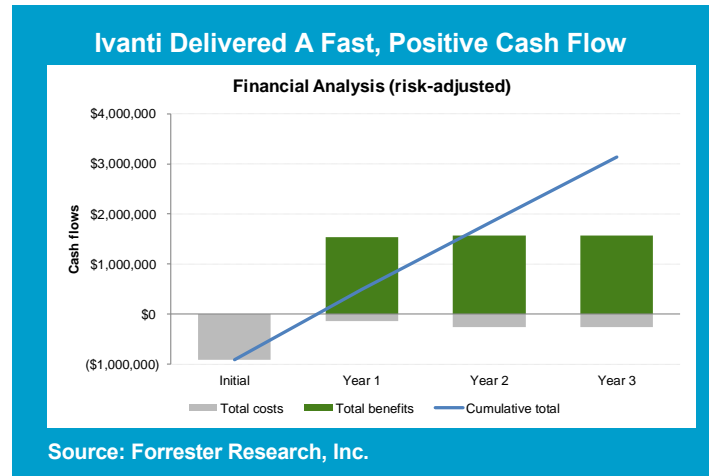


FIGURE 1

Financial Summary Showing Three-Year Risk-Adjusted Results

ROI / IRR:
171% / 140%

NPV
per user:
\$322.74

Payback:
eight months

Reduced user
downtime:
16,875 days

Source: Forrester Research, Inc.

› **Benefits.** The composite organization experienced the following risk-adjusted benefits that represent those experienced by the interviewed companies:

- **Moving to a zero-day start model reduced new user downtime by 3.5 days.** Prior to Ivanti Identity Director and Ivanti Automation, a new user typically waited 3.5 days after starting work until they had the resources necessary to complete their assignments. This applied to 1,125 employees per year, based on a 15% turnover rate, and 25 professional contractors. In total, this saved a risk-adjusted \$921,375 that would otherwise be paid to people who are “sitting around” waiting to be able to start work.
- **Existing employees avoided another 1.8 hours of downtime per year waiting for provisioning to be completed.** On average, there are 18,000 provisioning tickets per year for existing employees. Depending on the role, some users have many provisioning requests and some have none. This averaged out to 2.4 provisioning tickets per employee each year. During this time, they are largely unable to proceed with the task at hand. This time was eliminated through automated provisioning and self-service. The three-year risk-adjusted savings was \$364,500.
- **Software license costs were reduced through reassigning existing licenses and eliminating unneeded ones.** Automated deprovisioning resulted in a better inventory management of existing licenses for a wide range of software. Licenses could be reassigned to new users and/or the total seat count reduced. Additionally, license costs associated with previous, out-of-date provisioning solutions could be eliminated. The risk-adjusted savings over three years was \$237,500.
- **IT security, compliance, and audit all improved.** Automated, consistent zero-day start/stop improved security by ensuring that users only had access to approved applications and resources and that the resource access was promptly removed when the user left. Reports within Ivanti made compliance easier and eliminated lengthy, manual audits. Because it is so difficult to estimate a security breach’s cost and impact to the organization and because audit requirements vary so greatly from one organization to the next, these benefits were not included in the financial analysis. Readers are encouraged to consider the value of improved security on their organization.
- **IT provisioning/deprovisioning processes were streamlined, which freed up IT time to work on new, higher-value projects.** A wide range of IT activities were automated and/or streamlined. These included provisioning virtual servers, provisioning computers to new hires, handling a wide range of provisioning needs for new and existing employees, and administering a variety of provisioning solutions with less effort. The total, three-year risk-adjusted IT savings was \$3,169,331. This savings could be used to redeploy resources and therefore avoid additional hires, handle growth without additional hires, and/or reduce existing headcount.

› **Costs.** The composite organization experienced the following risk-adjusted costs:

- **Initial implementation lasted 14 weeks.** The original deployment, upon which the cost-benefit analysis is based, lasted 14 weeks. The team consisted of 1.5 IT full-time equivalents (FTEs), three business lead FTEs, and one professional services FTE. The risk-adjusted cost during the initial period was \$196,686.
- **Ivanti list price licenses were included for 7,600 users.** The standard price for Ivanti Identity Director is \$120 for the initial license, and this includes the Ivanti Automation license. Based on the total cost for 7,600 users, a total spend threshold was hit that resulted in a 35% discount. On top of that, there is a one-time 20% support and software assurance fee charged at that time, and then an annual 20% maintenance charge beginning in Year 2. The total cost over the life of the study was \$948,480. It is worth noting that there were no incremental hardware costs, since the solution can, in most cases, be easily run on virtual servers sitting within existing infrastructure.
- **Ongoing support is simple compared with previous provisioning solutions.** This study looks at the benefits and costs associated with the initial Ivanti deployment. Possible future benefits associated with expanding future usage and new components are discussed in the Flexibility section of the study. Supporting the initial deployment requires one FTE, which is less than what was required previously. This is discussed in the Benefits section of the

study. Additionally, there is limited, ongoing professional services for ongoing optimization of the original solution. The three-year risk-adjusted cost was \$409,500.

Disclosures

The reader should be aware of the following:

- › The study is commissioned by Ivanti and delivered by Forrester Consulting. It is not meant to be used as a competitive analysis.
- › Forrester makes no assumptions as to the potential ROI that other organizations will receive. Forrester strongly advises that readers use their own estimates within the framework provided in the report to determine the appropriateness of an investment in Ivanti.
- › Ivanti reviewed and provided feedback to Forrester, but Forrester maintains editorial control over the study and its findings and does not accept changes to the study that contradict Forrester's findings or obscure the meaning of the study.
- › Ivanti provided the customer names for the interviews but did not participate in the interviews.

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