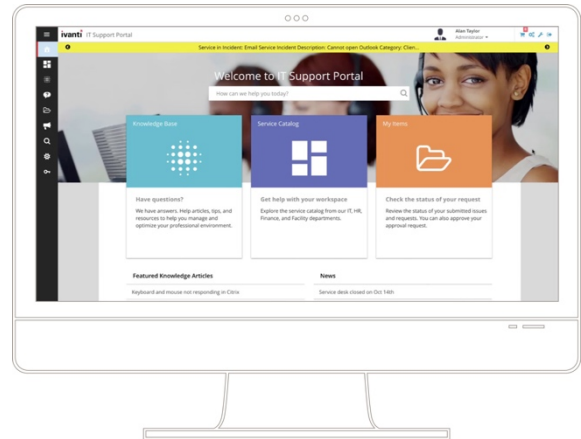


Professional Services for Successful ITSM

IT Service Management (ITSM) needs to scale with your business. Whether you're expanding the capabilities of your existing implementation or just getting started by moving away from spreadsheets, Ivanti has you covered with the right professional services offering. Each stage of ITSM proficiency adds to the services you in turn can provide users and administrators. Some of our more robust offerings also include on-site expertise during implementation, as well as project management. The following descriptions of Ivanti Professional Services levels will help you determine the best fit for your business. Get started today.



Help Desk Essentials

Move away from spreadsheets fast

If you need a new help desk system right now to replace your legacy IT ticketing tool, our Essentials package of implementation services is a great and safe way to get started. Pre-built on Ivanti® Service Manager with a defined scope and rapid go-live from the cloud, this complementary professional services package will help you manage incidents from initial recording to resolution. Our accompanying self-service portal provides your organization visibility to create, edit, and review incidents and requests in the system. Your users will appreciate having more visibility, and admins will have more structured incident management—all with a fast return on investment.

Help Desk Basic

Improve your incident management

Stepping up to our Help Desk Basic implementation package offers administrators a system that follows best practices and standards for tracking and managing incidents. This Professional Services offering continues to focus on Ivanti Service Manager, and all the value it offers. The deployment offer extends to three environments—Development, UAT, and Production—ensuring your go-live is a win for users. If you're using a basic ticketing system, or still running ITSM off of spreadsheets, this is a solid upgrade for your growing business.

Service Desk Basic

Build your ITSM foundation

If you're looking to upgrade your service desk from a basic ticketing system, the Service Desk Basic implementation package is the foundation of your service management system, bringing deeper control over incident management. This Professional Services package offers admins and users a powerful, standards-based platform that can expand to cover more advanced processes when needed. While building on our Help Desk Basic service package, it continues to deliver the Self-Service Portal and incident tracking-details you expect from Ivanti.

Service Manager Professional

Protect your productivity

Administrators have the power to segment and control workloads across Incident, Problem, Request, and Knowledge Management. With this package of implementation services, organizations can manage the unexpected service interruptions and QoS impediments as Incidents—and categorize as Problems any recurring issues that ultimately require resolution. IT teams can keep up with the various Requests received from across the organization, plus share Knowledge Management information to speed future incident resolution. Plus, users can access tools such as FAQs, Announcements, and Knowledge Center articles. You can assess user engagement via the Self-Service dashboard, gaining insights to help you improve customer satisfaction.

Service Manager Premium

Gain greater control over IT changes

Service Manager Premium is the best choice for customers who want to deliver high levels of IT service. The Premium Professional Services package for an Ivanti Service Manager implementation adds Change Management to your platform to increase peace of mind—minimizing risk to the business when system updates and fixes are deployed. Plus, you receive assistance on your Configuration Management Database (CMDB), the centralized venue for storing all your IT configuration data and relationships among IT assets and services.

Service Manager Premium Expansion

Take service management to new heights

Service Manager Premium Expansion is the best choice for customers looking to add additional functionality to an existing implementation of Ivanti Service Manager. The Premium Expansion services package adds Change and Configuration Management to your platform, plus it enhances your service offerings in the Service Catalog with Request Management. Change Management provides peace of mind—minimizing risk to the business when system updates and fixes are deployed. What's more, you receive assistance on your Configuration Management Database (CMDB), the centralized venue for storing all your IT configuration data and relationships among IT assets.

Custom Scoping

Build for unique business needs

Ivanti's outcome-based success packages provide the best outcome for most situations. In some cases, however, a more customized solution is required. In these cases, your sales representative can engage an Area Services Manager to work with you to scope and design the right outcome.

Portfolio Summary

	Help Desk Essentials	Help Desk Basic	Service Desk Basic	Service Manager Professional	Service Manager Premium	Service Manager Premium Expansion	Custom Scoping
Infrastructure Install	✓	✓	✓	✓	✓		✓
Incident Management	Simple	✓	✓	✓+	✓+		✓
Knowledge Management	Simple	Simple	✓	✓	✓		✓
Self Service	✓	✓	✓	✓	✓		✓
Service Level Management			✓	✓	✓		✓
Problem Management				✓	✓		✓
Change Management					✓	✓	✓
Request Management				✓	✓+	✓+	✓
Configuration Management					✓	✓	✓
Release Management							✓
Project Portfolio Management							✓
Data Migration							✓
Ivanti Voice							✓
Ivanti Voice Password Reset							✓
Integration							✓


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