

# Ivanti Endpoint Manager as a Service – FAQ

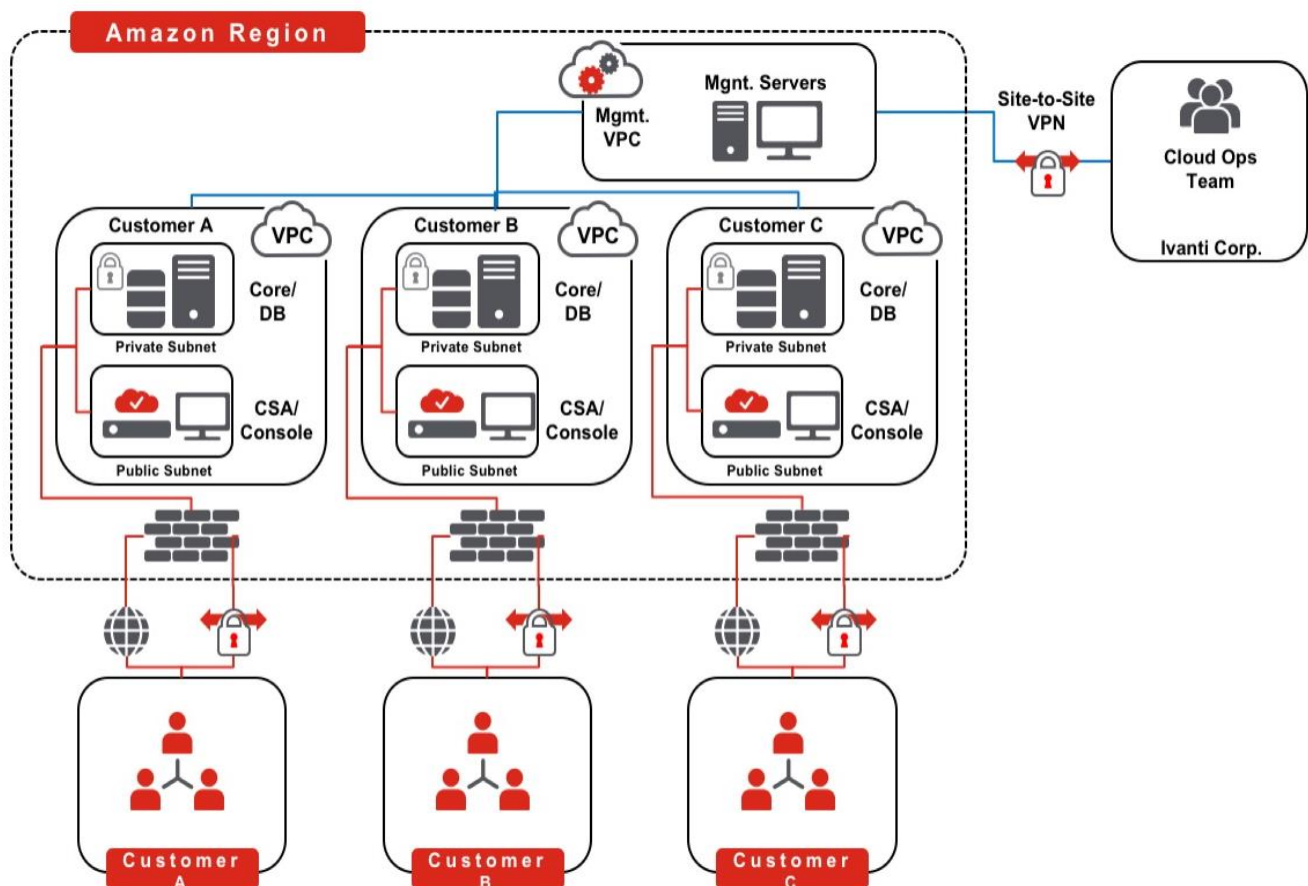
## Overview

Ivanti Endpoint Manager is offered as either an on-premises or cloud-hosted solution. This document provides answers to the most commonly asked questions about the cloud-hosted solution.

## Environment

**Q:** What does the hosted solution environment look like?

**A:** The overall layout of the hosted solution is shown in the following diagram:



**Q:** Where is the system hosted?

**A:** Amazon Web Services (AWS) – We host with AWS and a site will be selected based on customer location.

**Q:** Is this a single- or multi-tenant solution?

**A:** Single tenant

**Q:** Is the data co-mingled with other tenants?

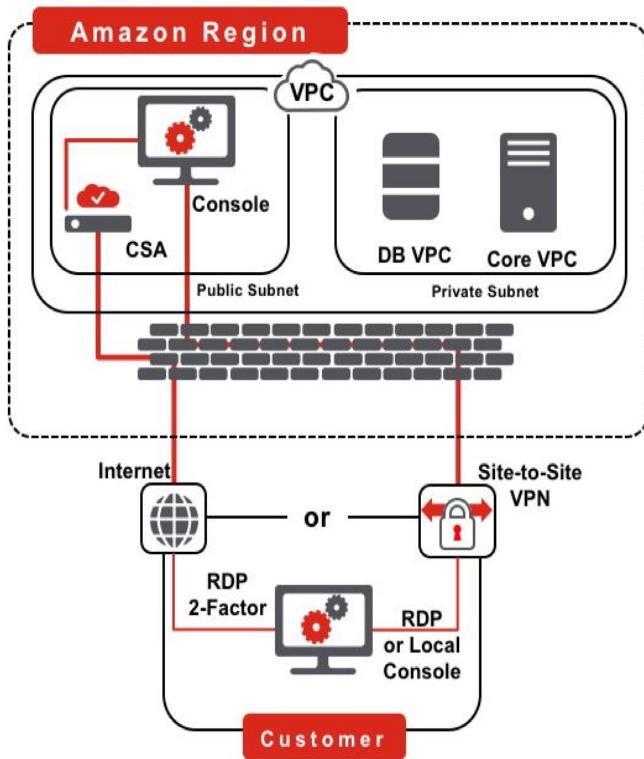
**A:** No data is co-mingled. Each Tenant has their own environment, which includes their own core server, database and console.

**Q:** What is included with this hosted service?

**A:** Endpoint Manager core server, MS SQL database, console server, and Cloud Services Appliance (CSA). VPN option is also available.

**Q:** How do I connect to the hosted environment as an administrator?

**A:** The console server is available through a RDP connection. Two-factor authentication is available at an additional cost. We can also provide a site-to-site VPN. If VPN is used, the console can be installed locally or can be accessed through RDP, which is recommended. See the following diagram:



**Q:** How do my devices connect to the hosted Ivanti Endpoint Manager?

**A:** There are two ways: 1) Devices can connect over the internet through an agent-initiated session (using the CSA). 2) A site-to-site VPN can be established between the hosted Endpoint Manager server and the company network.

**Q:** Am I required to setup a VPN?

**A:** No. However, some features are not available without a VPN, including active network discovery, real-time inventory and monitoring, wake-on-LAN and wake-on-WAN, software delivery via push, and OS provisioning.

### Licensing and Services

**Q:** What are the licensing options?

**A:** This is only offered as a subscription. It is offered in 12-month increments with a minimum of one year.

**Q:** What services does Ivanti provide?

**A:** Ivanti will patch the OS of the servers, run database maintenance, and update/upgrade the Ivanti Endpoint Manager core server, console and CSA.

**Q:** How often are patches and updates scheduled?

**A:** Server OS patching occurs monthly. Endpoint Manager and CSA updates are applied as the customer requests or at least annually.