

# **5 Steps**to Better Insights & Better Outcomes

IT Service & Asset Management

#### The Results Are Clear

More visibility of your IT landscape makes it easier to delight your customers, improve services, and optimize for cost and performance. Check out these three steps to get you the insights you need to improve your service delivery outcomes.

STEP

## Discover & Understand What You Are Using

A whopping 43% of the over 1,600 IT professionals we recently surveyed admitted to still using spreadsheets as one of their resources to track IT assets. Yikes!

One IT group traded their spreadsheets and basic inventory tools for Ivanti and discovered 30% more devices than they thought they had. Now they know to plug those potential security holes.



43% of IT professiona

of IT professionals still use spreadsheets

50%

of IT professionals fixed devices under warranty



STEP 2

#### Manage Your Assets & Services Effectively

More than 50% of survey respondents fixed devices that are still under warranty. What a waste!

An IT team recently used Ivanti to gain the insights needed to quickly decide which machines to refresh and which to send back to warranty without incurring unnecessary costs.

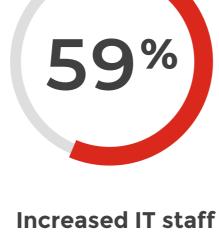
STEP 3

## Optimize For Cost And Performance IT professionals expect to see major benefits by combining IT

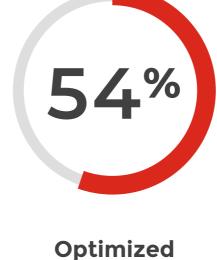
service and IT asset management practices, including:



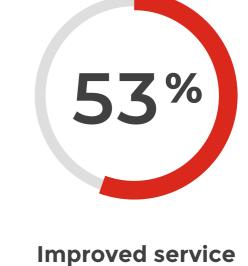
of your IT estate



productivity



costs



delivery



vendors after facing significant cost increases from multiple vendors. With Ivanti Unified IT, they were able to achieve better insights, outcomes, and more value.

Another IT team decided to consolidate

#### Stop Seeing Double

Unify your IT solutions to improve visibility, maximize efficiency, and make your job easier. See how more Ivanti customers utilized asset insights for better service outcomes in our new white paper.

READ THE VISIBILITY WHITE PAPER

of IT professionals are still tracking IT assets in spreadsheets, February 2020