

Technical Solutions Management

Ongoing post-implementation technical services

You've implemented your Ivanti solution. Now what?

Technical Solutions Management offers customers a flexible way to engage an expert post-implementation, who helps you maximize the value of your existing Ivanti solution. Your expert will provide guidance and assistance in moving from developing a strategy to execution of your vision while mentoring your administrators and technical team.

With the Technical Solutions Management service you'll experience:

Increased Product Adoption

A Technical Solutions Management expert will analyze the functionality and features currently in use and prepare a Gap Analysis identifying what is possible. They help to develop a business and technical roadmap to guide your organization through increased product adoption. This significantly increases your ROI.

Faster Roll-Out to Users

Your designated expert will significantly shorten the time to roll-out Ivanti products across your organization. Your consultant understands your environment and will advise your technical teams on the most effective ways to faster deployment.



Enhanced System Performance

By leveraging our best practices and working with an Technical Solutions Management expert to perform Health Checks, your technical team can reduce risk and increase system stability and uptime.

Successful Updates & Upgrades

Your designated Technical Solutions Management expert works with your teams during the pre-planning phase to validate that your system is ready and has been properly tested in a pre-production environment. They provide guidance during the upgrade and are available post-upgrade for assistance.

Closer Technical Relationships with Ivanti

Your designated expert will perform most of their responsibilities remotely, but onsite visits are a strong value proposition in developing a tight relationship with your Ivanti Services. Regular checkpoint meetings are key to maintaining the relationship. Along with these meetings, there will be opportunities for meetings with Production Management, members of the UX team as well as other customers during PAC and coffee talk sessions.

Stronger Technical Teams

Your Ivanti expert provides mentorship to your technical teams to provide them with a deeper understanding of the Ivanti solutions.

Combined with vouchers for the Advantage Learning on-line platform, your team will develop the in-house expertise and knowledge to extract value and resolve issues on their own.

Successful DevOps Activities

By assisting with the establishment of Labs and/or Testing environments, your DevOps processes and capabilities will be efficient and successful.

Technical Solutions Management Methodology

Your Ivanti expert will utilize a standard methodology we apply to every engagement, regardless of the size your business. As a result, you will receive the best and most up-to-date practice.

This methodology ensures our customers receive a faster return on their Ivanti investment, greatly increases the chances of a successful deployment and enables your technical team.



Our Methodology

- **Assess** your organization's goals
- **Plan** your journey
- **Enable** your people with the right tools, resources and mentoring
- **Accelerate** your adoption of Ivanti products
- **Review** your progress regularly

Technical Solutions Management Offerings	Basic	Premier	Enterprise	Dedicated
Engagement	96 Hours	192 Hours	384 Hours	1600 Hours
On-site	Not Included*	Up to 25%; Up to 2 on-site visits	Up to 25%; Up to 4 on-site visits	Up to 25% as needed
Travel Expenses	N/A	Included	Included	Included
Advantage Learning Vouchers	1	2	3	6
Primary Services Person Assigned	Yes	Yes	Yes	Yes
Multi-Product Coverage	N/A	Yes	Yes	Yes
Multiple Services Personnel Assigned (as needed)**	N/A	1-2	1-2	1-3
Number of Product Lines ***	1	2	2	3
Duration Validity	12 Months	12 Months	12 Months	12 Months

*Subject to regional travel policies.

**The number of Service Consultants assigned to an engagement varies based on the number of products selected and the timing of implementation. The total hours purchased can be distributed between the Service Consultants and used as needed throughout the engagement.

***The number of Ivanti Product Lines that can be supported by Services Consultants at one time.

About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 96 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information, visit [ivanti.com](https://www.ivanti.com)

The Ivanti logo consists of the word "ivanti" in a lowercase, bold, sans-serif font. The letter "i" has a small square dot above it. The logo is positioned to the right of a vertical bar that transitions from red at the top to orange at the bottom.

[ivanti.com](https://www.ivanti.com)

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