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Ivanti Success Squad

A tailor-made team to focus on outcomes – while you focus on your business.

In today's hybrid and remote Everywhere Workplace, it's easy for businesses to get lost in the weeds while navigating complex IT issues and systems.

The Success Squad is a customer success subscription service – providing your business with a designated team of experts with in-depth knowledge of your environment and a customized success plan designed to speed up the ROI of your Ivanti solution.

Being a Success Squad subscription member also allows you to arm your team with the educational resources necessary to develop expertise, helping to maximize the effectiveness of your Ivanti solution.

What you get with your Success Squad

Your Squad works collectively to build a **custom-made roadmap to success.**

- **Squad Success Captain:** The "quarterback" of your team, the customer success manager helps drive adoption, makes sure you get the best of Ivanti, champions your Ivanti Success Plan and leads the way.
- **Proactive Tech Services:** A professional services consultant that's an extension of your technical services team – proactively drives your roadmap for tech adoption.
- **Reactive Tech Support:** Support which includes a designated enterprise support engineer who understands your environment, helping to track open issues and troubleshoot.

- **Educational Services:** Three Advantage Learning seats and three days of customized virtual training sessions that will help develop the expertise needed to maximize the effectiveness of your Ivanti solution.

This **success plan** includes:

- Current state assessments.
- Desired state and goals.
- Setting milestones, contingencies and accountabilities.
- Bi-weekly informal progress checks.
- Quarterly formal business reviews – in line with your preferences.
- Additional personalized elements.

What your first 90 days can look like

1. **A current state assessment** – Your Squad will examine your current practices and see how they align with your desired outcomes and technical and organizational considerations. From there, we create a current state inventory and assessment.
2. **Ivanti Advantage Success Plan with your Squad** – Your Squad builds a personalized success plan, detailing desired KPIs, milestones and accountabilities.
3. **Kickoff and implementation** – Your Squad will initiate a series of organized kickoff steps with your admins and leaders. We use a recommended communication reporting customized for your preferences.

Success Squad Details

Customer Success Manager: A designated Customer Success Manager who will conduct quarterly business reviews, provide proactive communication, bi-weekly check-ins and annual success plan development.
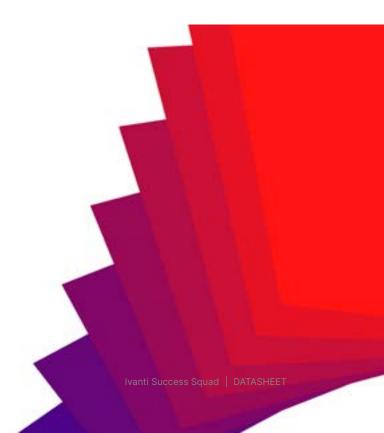
Professional Services Consultant: 96 hours annually of a designated Professional Services Consultant who provides post-implementation technical services on a single Ivanti product. Includes an annual health check and remediation.

Technical Support: In addition to a Named Support Engineer and a Designated Enterprise Support Engineer to oversee escalations, you receive:

- Telephone technical support: standard business hours + 24×7 for Severity 1 Issue support.
- 24×7 support portal access.
- 24×7 customer community access.
- 24×7 knowledge base access.
- Software product updates.
- 30-minute Severity 1 target response time.
- Cloud sandbox for SaaS subscriptions.
- Technical guidance and validation for upgrades.
- Critical situation oversight for Severity 1 issues.
- Priority case monitoring.
- •Priority case routing (after hours).
- •Environment-based technical guidance with recommendations based on best practices and customer needs.
- Support service review.
- New release notification including proactive notification and personalized discussion.
- Remote support via screen sharing.
- Annual four-hour health check.

Educational Services Premium Access

- Three seats on the Advantage Learning platform for 12 months.
- Three days of custom remote classroom learning.

About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT applications and data over various networks to stay productive and work from anywhere. The Ivanti Neurons automation platform connects the company's industry-leading unified endpoint management, cybersecurity, and enterprise service management solutions, providing a unified IT platform that enables devices to self-heal and self-secure and empowers users to self-service. Over 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

Get the Ivanti Advantage

With the Ivanti Advantage you can supercharge your team while delivering value to your organization. Ivanti Advantage enables you to design, implement and maintain value – quickly; achieve maximum speed to value with a team of experts; develop the in-house expertise to extract value and resolve issues; and get assistance and resolve issues fast with 24/7 access to info and pros. Learn more about our Customer Success, Professional Services, Technical Support and Education Services at ivanti.com/advantage

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