

# Extend Service Management Across the Organization

Deliver integrated service, asset and operations management across IT and lines of business.

## Empower every team with efficiency at scale

What if you could implement and streamline service management processes beyond IT, improve employee satisfaction, increase efficiencies and reduce complexities across your enterprise?

With Ivanti's ITSM Enterprise solution package—and the flexibility to add advanced AI-driven capabilities to this package a la carte—you can manage incidents, changes and requests across multiple departments and deliver a consistent, amazing, omni-channel self-service experience to everyone, everywhere.



### **Deliver amazing and cohesive employee experiences**

Provide personalized, omni-channel service management support and self-service to deliver seamless work experiences without disruptions. Maximize productivity to take your employee satisfaction to the next level.

### **Drive more business results for your organization**

Eliminate bottlenecks, boost productivity and cut costs by centralizing service workflows across the organization in a common data repository to streamline procedures and minimize complexity.

### **Enable everyone's success through a common service experience**

Extend service management best practices across your organization to increase collaboration and satisfaction for departments such as human resources, facilities, project management, governance and security operations.



## Features that broaden service management across the organization

Deliver better business outcomes at scale with Ivanti's comprehensive cloud platform, including prebuilt solutions for key service management workflows outside IT.

### Modular design

Deploy what you need, when you need it and right-size your implementation so you're not paying for features you don't need.

### Extensible solution for IT and beyond

Enhance organizational efficiency and maintain employee engagement by providing a comprehensive, user-friendly self-service experience.

### Comprehensive discovery and asset lifecycle management

Reduce interruptions to core business services by as much as 70%, and better address customer issues quickly by having an accurate CMDB and access to up-to-date details about devices.

### Low-code / no-code solution

Make alterations without needing highly specialized development abilities. Lower your total expenditure with a solution that suits your present requirements.

### Omni-channel engagement

Enable employees to quickly access the resources they need to do their job, improving customer and employee NPS and xSAT scores.

### IT operational management and security resolution

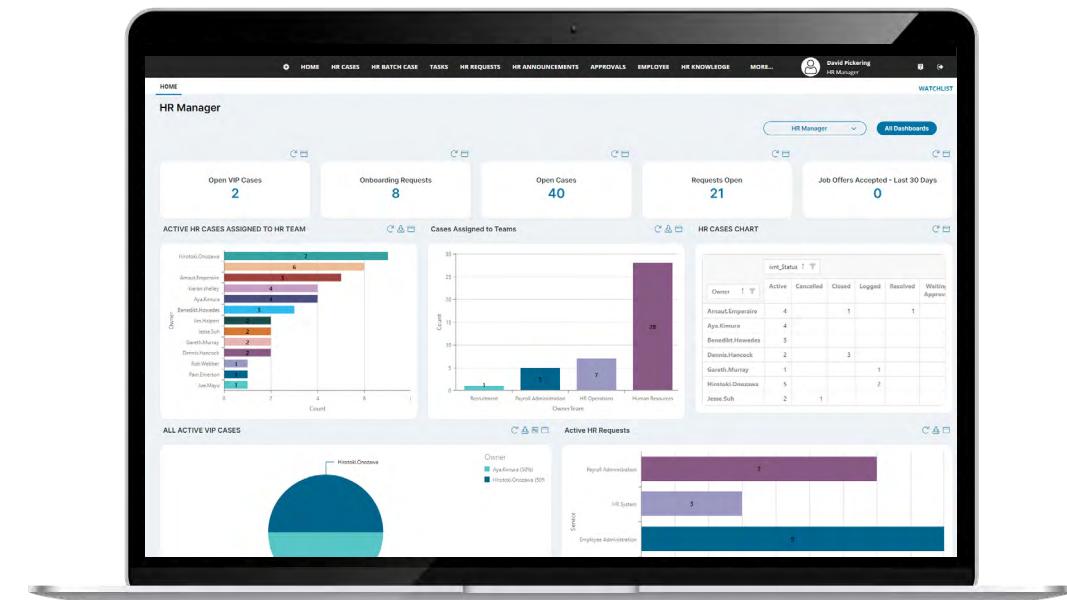
Manage and automate remediation of vulnerabilities as well as security events and incidents utilizing best practices.

### Automate enterprise processes

Improve the efficiency and effectiveness of enterprise-wide service delivery via automated diagnostic and remediation bots. Free up staff time to focus on more strategic tasks and improve accuracy and consistency.

### Low administrative maintenance

Decrease total cost of ownership with a solution that meets your needs in the moment without budget bloat.





## Deliver a common service management experience, enterprise-wide

The ITSM Enterprise solution package provides the complete set of IT service and asset management capabilities, plus support for critical line of business and strategic workflows that include HR service management; facilities service management; security operations management; governance, risk and compliance; and project and portfolio management, with the option to add AI-guided ITSM capabilities a la carte.

## About Ivanti

Ivanti is a global enterprise IT and security software company dedicated to unlocking human potential by managing, automating and protecting data and systems to empower continuous innovation. With adaptable software solutions tailored to customer needs, Ivanti empowers IT and security teams to enhance operational efficiency, cut costs and proactively mitigate security risks. At the heart of Ivanti's offerings is the AI-powered Ivanti Neurons platform, which transforms the way IT and security teams operate. By delivering unified, reusable services and tools, the platform helps ensure consistent visibility, scalability, and secure solution implementation, enabling teams to work smarter, not harder. Over 34,000 customers, including 85 of the Fortune 100, have chosen Ivanti to meet their challenges. Ivanti follows "Secure by Design" principles to provide software solutions that scale with our customers' needs to help enable IT and Security to improve operational efficiency while reducing costs and proactively reducing risk. Ivanti fosters an inclusive environment where diverse perspectives are honored and valued, reflecting a commitment to a sustainable future for customers, partners, employees and the planet. Learn more at [ivanti.com](https://www.ivanti.com) and follow us on social media @Golvanti.



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