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Reduce Escalations and Accelerate Resolutions

Automatically discover, diagnose and remediate incidents for fewer escalations and faster resolutions.

Shift left to accelerate issue resolution and reduce costs

What if you could fix an issue before your users even knew they had one? With Ivanti, you can identify, diagnose and remediate incidents that you'd otherwise need to escalate to a specialist. Discovery, automated bots and actionable asset insights combine to form a powerful solution — so you can shift left and make complex, lengthy and expensive escalations a thing of the past.

With Ivanti's ITSM Premium solution package, you can broaden your organization's shift-left strategy to include intelligent automation for proactive, preventative management of incidents and requests. And for organizations seeking more advanced capabilities, AI enhancements are available a la carte to further accelerate outcomes.

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Resolve issues faster

Transform your service desk team from reactive to proactive by automating workflows and providing self-service capabilities. Dramatically decrease ticket resolution times, freeing your team to take on more strategic initiatives and make a bigger business impact on your organization.

Minimize escalations

Make first-line issue resolution the standard. Reduce complexity for all by decreasing work interventions and minimizing disruptions.

Optimize costs and spending

Reduce costs and increase the efficiency of your budget by better utilizing your resources and assets. Actionable insights allow you to maximize productivity and efficiency, making the best possible use of your IT spend.

Reduce security risks

Always have a clear and accurate picture of current asset information. Scan assets without needing to install agents on all your network devices.

Improve employee satisfaction

Improve your IT service delivery with AI-driven ticket classification, user sentiment collection and extensive pre- and post-ticket automation bots. Resolve issues quickly and provide a stress-free employee experience with self-service portals.

Features that empower the service desk

A shift left IT analyst workspace where first-line support can troubleshoot, initiate a bot, or do remote control or specialized actions directly from that workspace, without having to escalate to IT specialists.

Self-service portals
Deliver a personalized experience for every user with self-service portals.

Graphical workflow designer
Create purpose-built workflows for anything, without needing development resources.

Actionable insights
Monitor service delivery, quality and commitments with role-based dashboards.

Virtual agent
Use AI-powered chatbots to transform your users' service experience.

User sentiment
Use automated surveys for interactive user feedback collection to help you understand and improve the employee experience.

Pre- and post-ticket automation
Open and close tickets on autopilot, so you can focus on strategic work.

Asset discovery
Make your IT user experience more efficient and secure with real-time visibility of your assets.

Zero-impact troubleshooting
Diagnose and resolve end-user device issues on the first call with a service desk analyst workspace with remote control tools and automation bots.

Self-healing AI
Leverage automation bots that constantly look out for potential device issues and vulnerabilities, flagging and even resolving them for you before they harm your environment.

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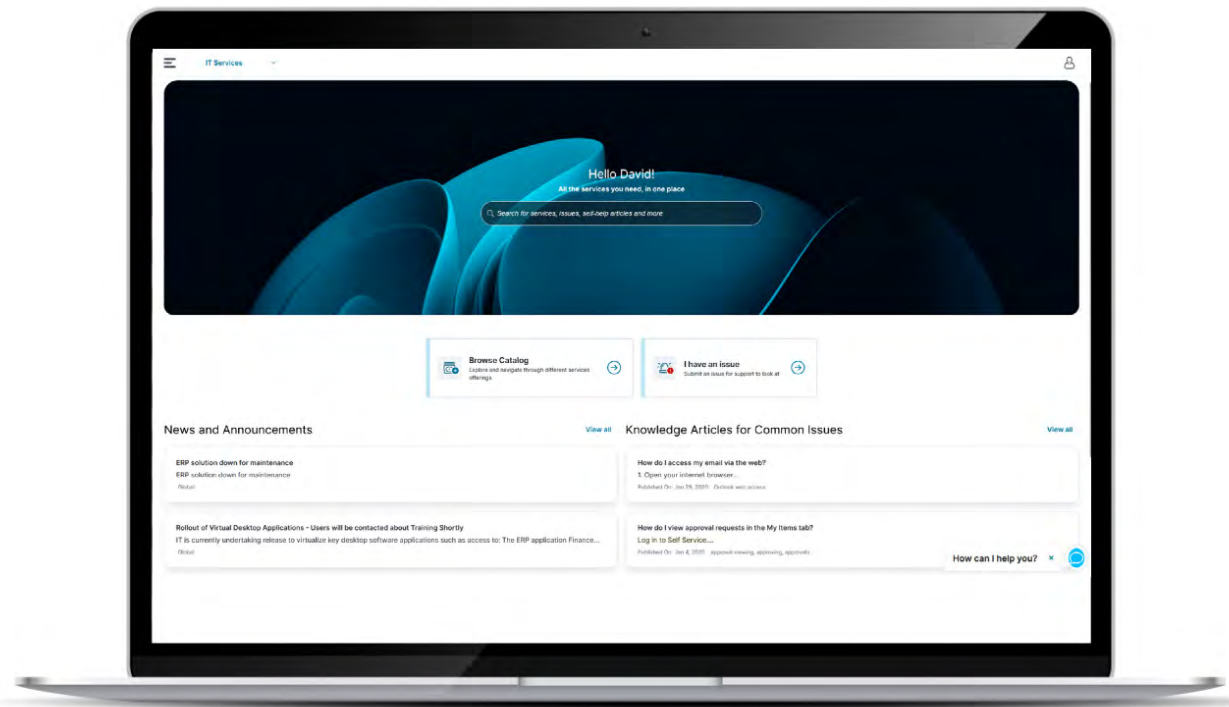
Efficiency achieved through intelligent automation

The ITSM Premium solution package package supports automated service management, strategic asset management, real-time healing and AI-powered self-service, enabling you to truly reduce escalations and accelerate resolutions once and for all. Along with Ivanti Neurons Digital Assistant (sold separately) ITSM Premium provides the full set of capabilities you need to shift left and realize the benefits of intelligent automation.

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 and follow us on social media @GoIvanti.

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