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# Ivanti Neurons AI for Enterprise Service Management

Benefits

- Improve analyst experience and productivity
- Improve mean time to resolution (MTTR)
- Create more relevant knowledge articles, faster
- Get insights into user interactions
- Enhance employee satisfaction
- Reduce number of tickets to service desk

Enhancing the enterprise service management (ESM) experience and productivity of employees and analysts is essential for delivering exceptional employee experiences. While automation plays a crucial role in achieving these improvements, approximately 40% of organizations are embracing artificial intelligence (AI) to facilitate efficient ticket resolutions, according to Ivanti research.

By harnessing responsible, trusted and secure AI, Ivanti empowers organizations to personalize and optimize user interactions, provide effective AI assistance tailored to service management roles, and augment automation capabilities.

Ivanti's approach to AI

Ivanti is committed to ensuring ethical and effective use of AI technologies that align with Ivanti's mission and core values. Our vision is to leverage state-of-the-art AI and machine learning algorithms and models in a responsible, secure and trusted way for relevant
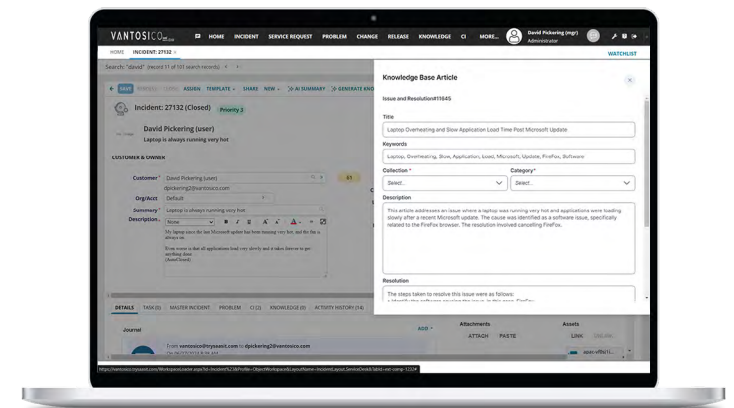
IT and enterprise workflow management use cases, weaving human intelligence and technology together to do great things.

With Ivanti, organizations can transform IT and Security operations with the power of artificial intelligence, providing unprecedented insights that deliver a more secure environment, faster and better resolutions and exceptional employee experiences.

Our AI is designed for everyone in your organization.

AI for IT

Increase productivity by using AI capabilities to deliver concise generative AI summaries across service management tasks. Proactively identify anomalies across devices and use healing bot capabilities to resolve issues before they affect users.

AI for security

AI drives visibility across your devices, organizational structure and individuals' digital experiences to enhance security.

Proactively identify potential security patches that need to be researched based on social trends and vulnerability scoring. Maintain a consistently reconciled software inventory to assist in identifying exposures within your organization's environment.

AI for administrators

Leverage natural language processing (NLP) to detect and address anomalies within your organization. Use dashboards powered by AI to gain insights and make informed decisions. Employ AI to streamline administrative tasks, accelerating the transformation of your environment.

AI for employees

Deliver exceptional employee experiences with an AI-powered virtual assistant that increases employee productivity and satisfaction. Gain a complete understanding of your employee's digital experience and sentiment across devices, service management, applications, security, and survey feedback.

With Ivanti Neurons for ITSM, AI provides capabilities that simplify and automate your work, making you more efficient and productive than ever before.

Ticket classification

Streamline the ticketing process, reduce manual effort and improve response times by automatically classifying tickets. Enhance service level agreements (SLAs) by routing tickets to the appropriate team and gain valuable insights to optimize efficiency and boost customer satisfaction. Achieve positive outcomes by minimizing incorrect ticket categorization and expedite mean time to resolution (MTTR).

Incident summarization

Save IT teams time and effort by automatically summarizing incidents. Enhance communication and speed up resolution by providing teams with the information they need to quickly assess and address incidents.

Knowledge generation

Harness the power of generative AI to swiftly generate knowledge articles for incidents. Provide enhanced support to end users and service desk agents with more accurate and better-quality relevant information.

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Dashboard widget generation

Simplify and speed up how you build your dashboards and gain actionable insights quicker. Create a dashboard widget in seconds via natural language processing and generative AI.

Anomaly detection & self-healing

Take troubleshooting off your agenda with automatic detection, diagnosis, healing and ticket classification of endpoint and security issues. Automation of routine tasks paves the way to creating a truly self-healing environment, reducing time and costs, while improving the employee experience.

Virtual agent

Deliver exceptional employee experiences with an AI-powered virtual assistant that increases employee productivity and satisfaction. Bring the ease of consumer virtual assistants into your workplace and deliver a personalized user experience that maximizes employee adoption while reducing call volumes.

Ticket summary

Summarize self-service ticket requests to identify key issues. List all knowledge articles and resources referenced by users before ticket submission for full context. Enhance service management practices by improving the analyst's experience and productivity. Provide insights into user interactions with knowledge articles to drive continuous improvement.

Digital employee experience score

Accurately measure and quantify the digital employee experience across multiple areas, including devices, service management, security and applications, using sentiment analysis. Provide visibility of the digital employee experience (DEX) score to service desk analysts to empower them to deliver exceptional service quality. Moreover, enhance employee satisfaction by offering personalized and empathetic support experiences.

Real-Time Incident Correlation

Proactively improve incident response and minimize service disruption with real-time incident correlation. AI identifies patterns between incidents, linking related issues and uncovers potential major incidents. Streamline resolution efforts, enhance communication, and strengthen your organization's security posture to keep your business running smoothly.

Key capabilities

- Generative AI
- Machine learning
- Sentiment analysis
- Natural language processing
- Survey analytics
- Digital experience
- Self-healing
- Real-time insights

Ivanti's approach to AI and ESM

Our goal is to empower self-service by developing intelligent self-service solutions powered by AI. We aim to ensure that our AI solutions are scalable and adaptable to meet future needs. Furthermore, we leverage AI-driven predictive analytics for proactive management and utilize AI for fully automated service management from request to resolution.

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About Ivanti

Ivanti breaks down barriers between IT and security so that Everywhere Work can thrive. Ivanti has created the first purpose-built technology platform for CIOs and CISOs – giving IT and security teams comprehensive software solutions that scale with their organizations' needs to enable, secure and elevate employees' experiences. The Ivanti platform is powered by Ivanti Neurons - a cloud-scale, intelligent hyper automation layer that enables proactive healing, user-friendly security across the organization, and provides an employee experience that delights users. Over 40,000 customers, including 85 of the Fortune 100, have chosen Ivanti to meet challenges head-on with its end-to-end solutions. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit www.ivanti.com and follow @GoIvanti.

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For more information, or to contact Ivanti, please visit ivanti.com.