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Ivanti Neurons AI for IT 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 IT service management (ITSM) experience and productivity of employees and analysts is essential for delivering exceptional employee experiences. AI along with automation plays a crucial role in delivering a better employee experience and enabling employees to work smarter not harder. In fact, 65% of surveyed IT professionals predict AI and automation will improve overall IT service quality. And 86% say AI-powered technology is key to making IT organizations more efficient. 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.
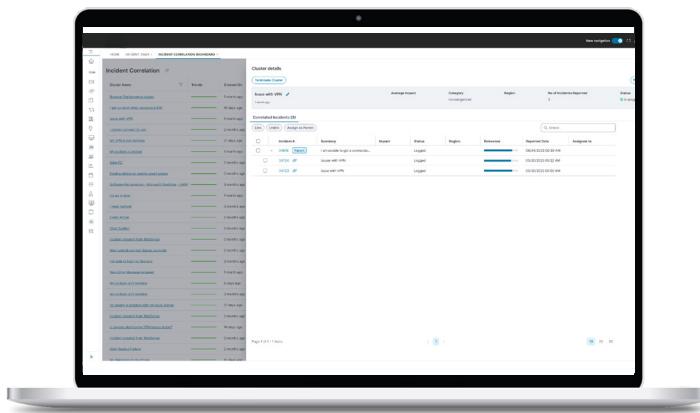
Ivanti's approach to AI

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.

Our AI is designed for everyone in your organization.

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.

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 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 generative AI-powered tools that increase 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.

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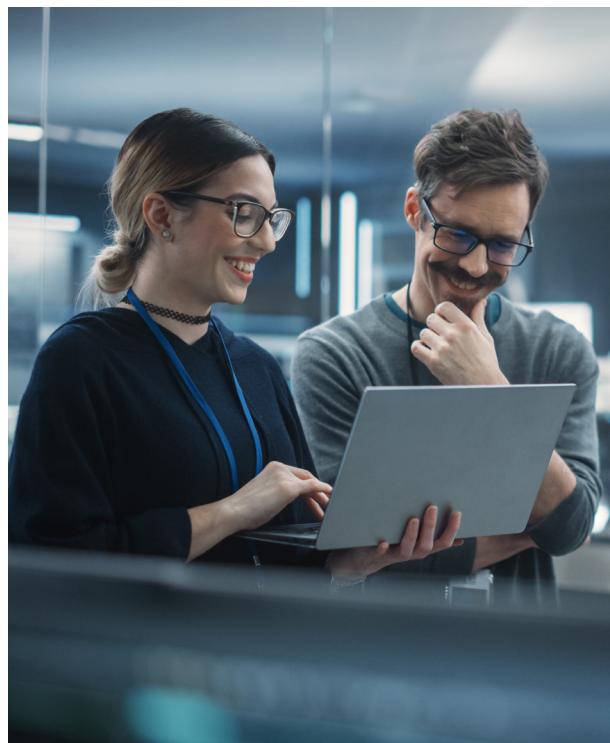
Ticket classification

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.

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.

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Real-Time incident correlation

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

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.

Writing assist

Elevate your writing with the help of generative AI. Craft emails that contain all the necessary information while using AI to add a personal touch, such as empathy for sensitive issues or humor for more casual communications. AI writing assistance takes your communications to the next level.

Real-time translation

Supporting a global organization can be challenging due to differences in time zones and native languages among customers and analysts. However, with the ability to translate text into another language at the touch of a button, supporting native languages has become easier than ever.

Extend AI beyond ITSM with native integration to the Ivanti Neurons platform

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 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.

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.

Sentiment analysis

Employee surveys can provide valuable insights but meaningful comments are often overshadowed by the data. Leveraging generative AI with sentiment analysis can uncover hidden trends and pinpoint key areas for improvement, leading to a more comprehensive understanding of employee feedback.

Choosing the right solution package

The ITSM Premium and ITSM Enterprise Premium Solution Packages include the full set of AI capabilities:

- Incident correlation and ticket classification: Streamline operations for faster resolution and improved efficiency
- Smart Summarization: Condense tickets and incidents with clear actionable insights
- Real-time translation: break language barriers and support global teams effortlessly
- Writing Assist: craft precise, professional responses with ease
- Dynamic Dashboards: generate insightful dashboards instantly

Additionally, these packages include the full set of automation and intelligence capabilities from Ivanti Neurons for Digital Experience.

- Anomaly detection for proactive issue management
- Sentiment Analysis for understand user experiences
- Digital Experience Monitoring for end-to-end visibility

The full set of Ivanti AI for ITSM capabilities are also available as an add-on to the Professional and Enterprise solution packages. The AI add-on package includes:

- Incident Summarization
- Knowledge Generation
- Dashboard widget generation
- Real-time incident correlation
- Ticket Summary
- Writing Assist
- Real-time translation

Our virtual agent, Ivanti Digital Assistant, are also available as an add-on.
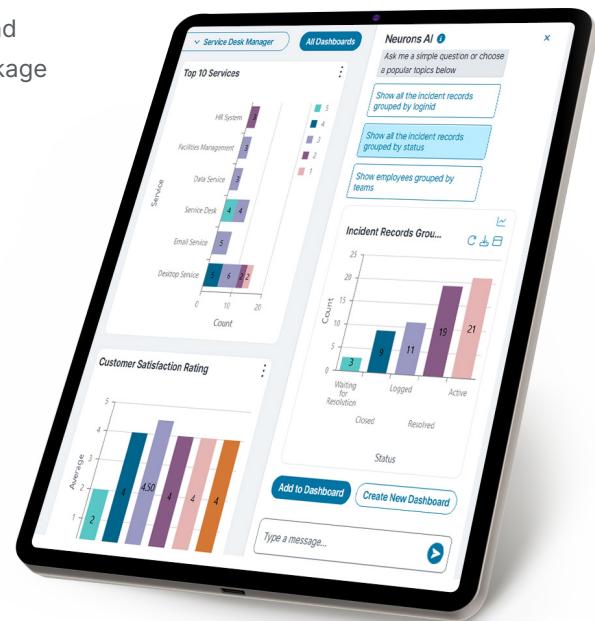
Ivanti's approach to AI and ITSM

Our goal is to empower self-service by developing intelligent self-service solutions powered by AI. We 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.

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