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Ivanti Neurons for Digital Experience for the Federal Government

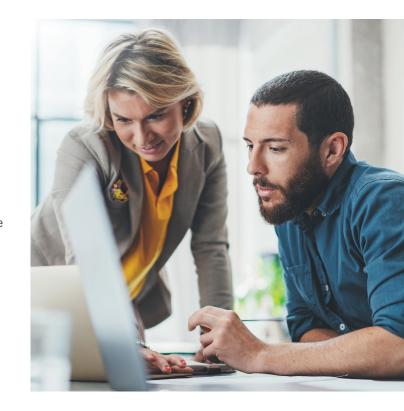**Deliver consistent and secure digital experiences that support mission continuity**

The digital experience is now mission-critical

As the U.S. Department of Defense (DoD), federal civilian and intelligence agencies expand hybrid operations and implement digital-first mandates, a secure and seamless end-user experience has become foundational for mission success. The quality of the digital environment heavily influences productivity, system uptime and data security.

Poor digital experiences can lead employees to seek unsecure workarounds. In fact, according to an Ivanti Digital Employee Experience report, 49% of employees said they use non-approved apps or tools when the digital experience falls short. This behavior introduces additional security and compliance risks, reinforcing the need for proactive digital experience management.

In light of this, Ivanti Neurons for Digital Experience helps federal agencies proactively improve digital performance and security at scale and without adding infrastructure burden.

Delivered as a secure software-as-a-service (SaaS) platform, Ivanti Neurons for Digital Experience gives federal agencies the automation and control needed to reduce IT workloads, support zero trust initiatives and improve service reliability — all while aligning with key cybersecurity mandates.

Federal challenges: Visibility, security gaps and IT overload

Modernizing digital operations while navigating tight budgets and shifting regulatory landscapes remains a key challenge for federal agencies, but there are other hurdles, including:

- **Complex, distributed IT environments** — Many federal agencies operate across hundreds of locations with disconnected tools, legacy devices and limited visibility into endpoint performance.
- **Security and compliance risks** — Incomplete device data, unpatched vulnerabilities and unauthorized applications increase the attack surface and complicate compliance with mandates like Executive Order (EO) 14028 and Office of Management and Budget (OMB) M-22-09.
- **Limited automation and high support volumes** — IT teams are overwhelmed by manual tasks and a rising volume of help desk tickets, many of which stem from issues that could be resolved proactively.
- **Gaps in workforce experience** — Employees rely on consistent, responsive technology to do their jobs. Lagging devices, broken applications or slow support undermine productivity and morale.
- **Need for actionable metrics** — Without real-time, user-centric insights, federal IT leaders struggle to make informed decisions, justify budget requests and track progress on compliance goals.

A platform designed for federal needs

Ivanti Neurons for Digital Experience helps federal IT and security teams shift from reactive troubleshooting to proactive service delivery. Ivanti uses artificial intelligence (AI) powered automation to provide deep visibility into devices, applications and user sentiment. This empowers federal agencies to detect and resolve issues before they impact employees or mission success.

Built on a Secure-by-Design foundation, Ivanti seamlessly integrates with existing government systems and scales to meet the complex needs of federal environments. Whether deployed across civilian bureaus or defense installations around the globe, Ivanti helps IT and security teams deliver measurable improvements in productivity, security and service reliability.

Core capabilities

Proactive issue resolution via zero-impact troubleshooting

Ivanti Neurons for Digital Experience helps federal IT teams resolve issues before they disrupt users, handling unavoidable issues with minimal impact

- Automated workflows detect root causes, such as low memory, application failures or outdated drivers, then apply real-time fixes to prevent service disruptions.

- When intervention is required, Ivanti enables remote control and out-of-band troubleshooting so users can continue working while IT resolves the issue.
- Reduce downtime and ticket volume, lower meantime to repair (MTTR) and improve Level 1 resolution rates, all while maintaining a seamless user experience.

This is especially critical for systems tied to national operations, defense coordination or public service delivery, where even minor disruptions can have wide-reaching consequences.

360-degree, agency-wide IT visibility

Ivanti Neurons for Digital Experience uses active and passive discovery methods to provide normalized, real-time data on device health, software inventory, patch status and user activity — whether an endpoint is in an office, out in the field or on a highly restricted network (HRN).

- Identify unmanaged, missing or non-compliant assets.
- Uncover unauthorized applications or out-of-policy behavior.
- Monitor system performance and usage trends across all agency locations.

For federal agencies managing thousands to hundreds of thousands of devices, Ivanti Neurons for Digital Experience's single-pane-of-glass visibility is critical to maintaining control and reducing the risk of shadow IT.

AI-driven automation

Ivanti's AI engine powers no-code and low-code workflows that automate routine IT functions and security remediations. These underlined bots can be configured to meet governance frameworks and support rapid implementation without additional infrastructure.

- Support zero-trust initiatives by continuously validating device posture.
- Reduce patch deployment time with automated policy enforcement.
- Empower non-technical users to self-diagnose and resolve issues.

The automation layer increases agility for geographically dispersed teams and supports compliance with mandates such as EO 14028 and OMB M-22-09.

Digital Experience Score: Measuring workforce health

Ivanti's Digital Experience (DEX) Score is a composite metric that combines system telemetry and user sentiment to give federal agencies a measurable view of workforce digital health. AI plays a critical role in this process. Ivanti uses AI for anomaly detection and sentiment analysis, summarizing surveys and user feedback so IT teams can understand both the technical health of devices and how users perceive the technology experience. This dual perspective — objective metrics plus user sentiment — helps federal agencies identify issues that traditional monitoring often overlooks.

- Monitor sentiment alongside technical indicators, like application latency or battery life.
- Track improvements or declines over time to inform budget planning.
- Benchmark digital health across agencies, departments or mission areas.

The DEX Score gives chief information officers (CIO) and program leads a defensible, data-driven framework to advocate for upgrades, resource allocation and to measure progress on digital transformation initiatives.

Secure, scalable SaaS deployment

Ivanti Neurons for Digital Experience is delivered as a SaaS solution. Federal agencies can deploy rapidly without the need to manage infrastructure, appliances or updates. It integrates securely with existing IT service management (ITSM) and mobile device management (MDM) tools.

- Simplifies operations with centralized policy enforcement.
- Accelerates time to value for modernization programs.
- Supports Secure-by-Design implementation across classified and unclassified environments.

This delivery model enables federal agencies to scale quickly and securely while meeting internal and external compliance requirements.

Alignment with federal mandates and priorities

Ivanti Neurons for Digital Experience supports multiple federal mandates and modernization goals, including:

- **Zero trust** — Continuously verifies endpoint health and compliance across all user sessions.
- **EO 14028** — Helps agencies identify, monitor and secure endpoints as part of broader cybersecurity readiness.
- **OMB M-22-09** — Delivers the visibility and control needed to meet endpoint detection and response (EDR) and software inventory requirements.
- **Technology Modernization Fund (TMF) and Federal Information Technology Acquisition Reform Act (FITARA)** — Enables federal agencies to demonstrate measurable improvements in IT service delivery and spending efficiency, which are key to obtaining and retaining modernization funding.
- **EO 14058** — Ensures reliable, responsive technology for frontline federal employees and citizen-facing services.

Federal stakeholder benefits

CIOs and Program Managers	CISOs and Security Teams	End Users and Employees
■ Reduce IT operating costs through automation and early issue prevention. ■ Track and improve workforce experience using the DEX Score. ■ Accelerate digital modernization while delivering compliance.	■ Gain real-time insights into device risk and compliance status. ■ Identify IT vulnerabilities agency-wide. ■ Advance zero-trust goals with posture-based automation.	■ Experience faster device performance and fewer interruptions. ■ Receive consistent experiences across hardware and work locations. ■ Minimize wait times with proactive support.

Why Ivanti: A trusted partner in secure federal IT modernization

Ivanti's solutions support secure and efficient IT modernization efforts that align with federal IT and cybersecurity mandates. Our mission is to outpace the threat by delivering intelligent, secure solutions across AI, mobility and the cloud. And all of this is built on a Secure-by-Design architecture that supports the national security ecosystem.

With deep experience serving the U.S. government, Ivanti offers federal IT and security solutions that:

■ Scale to meet mission needs across the entire federal government.

■ Align with key federal mandates and frameworks.

■ Reduce complexity while improving productivity and security.

Contact us to learn how Ivanti Neurons for Digital Experience can help your federal agency deliver consistent, secure and productive work environments while reducing risk and improving operational performance.

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About Ivanti

Ivanti is an enterprise software company that provides a comprehensive IT and security cloud-based platform. Ivanti provides software solutions that scale with our customers' needs to help enable IT and Security to improve operational efficiency while reducing costs and proactively reducing security risk. The Ivanti Neurons platform is cloud-native and is designed as a foundation of unified and reusable services and tools for consistent visibility, scalability and secure solution delivery. Over 34,000 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 we are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit ivanti.com and follow @GoIvanti.

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