

Modernizing State & Local Government IT with Ivanti's Innovative Solutions

Introduction

For state & local government (SLG) agencies to maintain operational efficiency, enhance security and meet the increasing demands of the public, they must modernize their IT. Ivanti's solutions centralize management of IT assets and services, ensuring interoperability with existing IT stacks and eliminating redundancies. This modernization effort addresses outdated systems and legacy hardware and software, and it enhances cybersecurity posture.

With a commitment to innovation and security, Ivanti disrupts the traditional IT landscape by providing innovative solutions that enhance the digital presence and operational capabilities of SLG agencies providing citizen-facing services. Comprehensive integration capabilities ensure seamless compatibility with existing IT solutions, reducing the need for multiple, overlapping systems.

We bring a proven record of reducing duplicative spending, streamlining IT operations and eliminating redundancies, for example by reducing incident resolution times, improving asset visibility and enhancing compliance with security standards. These cost savings enable SLG agencies to reallocate funds to more critical areas, such as cybersecurity, innovation and mission enablement.



Section 1: The SLG IT modernization challenge

Of the IT modernization challenges SLG faces, legacy systems are the most significant. Many SLG agencies rely on outdated technology that is not only costly to maintain but also incompatible with modern applications and security protocols. These legacy systems often lack the flexibility needed to integrate with newer technologies, leading to inefficiencies and increased vulnerability to cyber threats. Additionally, the process of updating or replacing these IT systems can be complex and time-consuming, requiring careful planning and execution to avoid disruptions in mission-critical systems.

Nation-state cybersecurity attacks and exploits of known and zero-day vulnerabilities pose a significant challenge in the modernization of government IT infrastructure. As cyberattacks become more sophisticated, agencies must constantly evolve their security controls to protect sensitive data and maintain public trust. This requires not only advanced IT solutions but also a robust cybersecurity strategy that includes rapid patch and operating system updates, employee training and incident response planning. The increasing frequency and severity of cyber threats highlight the urgent need for SLG agencies to adopt innovative security measures that can effectively prioritize vulnerabilities, manage asset inventory, mitigate risks and ensure the resilience of their IT systems.

Budget constraints complicate the efforts to transform SLG IT. Limited funding and trained personnel resources hinder agencies' ability to adopt and deploy transformative IT solutions. The result is a continued reliance on outdated systems and a reactive rather than proactive approach to IT management. To overcome these challenges, SLG agencies need to explore advanced and innovative solutions, such as AI and automation, which offer cost-effective ways to enhance efficiency and security. By leveraging these technologies, SLG agencies can not only modernize their IT stack but also improve service delivery and better meet their mission requirements and address the needs of the public.

Section 2: How Ivanti leverages AI for IT modernization

AI offers transformative potential for SLG agencies by enhancing analytical-based decision-making and optimizing resource allocation. Ivanti leverages AI to help agencies modernize their IT operations by automating routine tasks, enhancing cybersecurity and streamlining service management. With AI-driven solutions, Ivanti gives SLG agencies an edge in quickly identifying and remediating vulnerabilities, proactively resolving issues before they impact critical services and delivering personalized support to end users. Modernization through AI not only boosts productivity but also allows agencies to provide faster, more reliable services to constituents.



Section 3: Differentiating Ivanti's solutions

Ivanti's solutions stand out in the market for our comprehensive integration capabilities, flexibility in deployment scenarios and focus on enhancing end-user experience and productivity.

Comprehensive integration capabilities

Ivanti's solutions integrate seamlessly with existing IT stacks, ensuring compatibility with a wide range of systems and applications. This allows SLG agencies to leverage their current investments while modernizing their IT environments at scale. For example, Ivanti Neurons for ITSM and Ivanti Neurons for ITAM provide robust integration options that enable efficient management of IT assets and services across various platforms.

Flexibility in deployment scenarios

Ivanti offers flexible deployment options, including on-premises, cloud-based and hybrid environments. This flexibility allows SLG agencies to choose the deployment model that best suits their needs and constraints. For instance, Ivanti's cloud solutions, such as Ivanti Neurons for ITSM, can be deployed in AWS-compliant environments, ensuring high availability and disaster recovery capabilities.

Focus on enhancing end-user experience and productivity

Ivanti's solutions are designed with the end user in mind, aiming to improve productivity and user satisfaction. Ivanti's Unified Endpoint Management (UEM) solutions enhance the end-user experience by providing seamless access to resources and automating routine tasks. Additionally, Ivanti's emphasis on Secure by Design software ensures that security is integrated into every aspect of our solutions, further enhancing user trust and confidence.

Section 4: Reducing duplicative spending with Ivanti

Reducing duplicative spending in IT programs is crucial for optimizing resource allocation and ensuring taxpayer dollars are used efficiently. Duplicative spending often arises from fragmented IT systems, overlapping tool functionality and redundant processes, leading to increased costs and inefficiencies. By addressing these issues, SLG agencies can reallocate funds to more critical areas, such as cybersecurity and innovation, ultimately enhancing their overall mission effectiveness.

Ivanti's solutions play a significant role in helping agencies streamline IT operations and eliminate redundancies. With comprehensive integration capabilities, Ivanti's products ensure seamless compatibility with existing IT infrastructure, reducing the need for multiple, overlapping systems. For instance, Ivanti Neurons for UEM, Ivanti Neurons for ITSM and Ivanti Neurons for ITAM provide centralized management of IT assets and services, enabling agencies to consolidate their IT operations and improve efficiency. Additionally, Ivanti's flexible deployment options, including on-premises, cloud-based and hybrid environments, allow SLG agencies to choose the most cost-effective and suitable solutions for their needs.

Section 5: Real-world success stories

City of Seattle – realized cost savings and increased efficiency with asset management and service management improvements

The City of Seattle faced significant challenges in IT service and asset management due to disparate processes and data silos across its 50 departments. This fragmentation led to inefficiencies, poor asset management and a lack of clear ownership and accountability. The city needed to standardize and unify its IT processes to improve service delivery and asset management while supporting key deliverables like cybersecurity, user experience and service resilience.

To address these challenges, the City of Seattle implemented Ivanti Neurons for ITSM and Ivanti Neurons for ITAM. These solutions let the city standardize and unify its IT processes, improve efficiency and enhance accountability. By integrating service and asset management, the city gained a comprehensive view of its IT assets, enabling better lifecycle management and improved use of discovery tools to link assets with users, departments and locations.

The benefits of this implementation were substantial. The City of Seattle achieved significant improvements in operational efficiency and service delivery. The unified IT processes reduced duplication of efforts and improved asset visibility, leading to better compliance and cost optimization. The city loaded over 42,200 records into its Workstation CMDB, enabling complete asset lifecycle management. This comprehensive approach resulted in cost savings and a more efficient IT environment, ultimately enhancing the city's ability to serve its citizens.

Marathon Oil – tool modernization resulted in \$500K in annual savings

Marathon Oil faced significant challenges in managing IT service and asset management due to the use of two different tools that had become too large and complex for their needs. The tools' interfaces were not user-friendly, leading to confusion among end users and IT staff. This resulted in inefficiencies, as users often bypassed the portal by calling the help desk or visiting IT staff directly.

To address these challenges, Marathon Oil implemented Ivanti Neurons for ITSM and Ivanti Neurons for ITAM. These solutions provided a more intuitive platform for end users, integrated with third-party applications and automated many manual processes.

The benefits of this implementation were substantial. Marathon Oil achieved a 70% cost savings, amounting to nearly half a million dollars a year. The unified platform streamlined requests for applications, mobile devices and COVID-19 support and consolidated hardware and software information under one platform. This improved operational efficiency and allowed IT staff to quickly drill down into asset details and resolve issues more effectively.


Conclusion

IT modernization is crucial for SLG agencies to maintain operational efficiency, enhance security and deliver on the increasing demands of their public-facing mission. The importance of modernizing IT stacks cannot be overstated, as it addresses the challenges posed by outdated systems, enhances cybersecurity protections, and leverages transformative technologies such as AI.

Ivanti's innovative solutions are designed to tackle these IT modernization challenges head-on. By providing comprehensive integration capabilities, flexible deployment options and a focus on enhancing end-user experience, Ivanti helps SLG agencies streamline processes, improve security and reduce duplicative spending. Ivanti's solutions, such as Ivanti Neurons for UEM, Ivanti Neurons for ITSM and Ivanti Neurons for ITAM, enable centralized management of IT assets and services, ensuring compatibility with existing IT stacks and eliminating redundancies.

As SLG agencies continue to navigate the complexities of IT modernization, partnering with Ivanti offers a strategic advantage. Ivanti's commitment to innovation, security and user-centric design makes it an ideal partner for enhancing IT modernization and operational efficiency. We encourage SLG agencies to collaborate with Ivanti to achieve their modernization goals, optimize resource allocation and deliver more efficient services to the public.

Contact us today to learn how we can support your agency's mission.

The Ivanti logo, featuring the word "ivanti" in a bold, lowercase, sans-serif font. The "i" is red, and the "vanti" is black. A small registered trademark symbol (®) is located at the top right of the "i".**ivanti**A vertical decorative bar with a red-to-orange gradient, positioned to the left of the contact information.

For more information,
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