

# Trusted, Compliant, Connected: Ivanti Solutions for Business Services Excellence

## Tackling business services' evolving IT and security challenges

Business services organizations face mounting pressure to deliver seamless, secure and compliant digital experiences for clients and employees — all while navigating rapid transformation, remote work, regulatory complexity and unprecedented cyber threats.

The stakes are high: every engagement depends on protecting sensitive data, supporting productivity and ensuring operational continuity.

As client expectations and compliance demands grow, so too does IT complexity — from proliferating devices, evolving industry regulations and remote work to integrating legacy and cloud applications. IT teams are challenged to optimize resources, mitigate risk and drive business outcomes without impacting service delivery or reputation.



88% of breaches are caused by human error, and 68% involve a human element.<sup>1</sup>

## Navigating complex IT and security challenges in service-based organizations

### Device proliferation & workforce mobility

Business service providers manage a diverse technology landscape (laptops, mobile phones, desktops and legacy systems). With teams increasingly remote or mobile, maintaining visibility and control over every endpoint is essential to protect against vulnerabilities and leaks.

### Data privacy, compliance & risk management

Client trust hinges on rigorous confidentiality and compliance with ever-changing regulatory requirements. Protecting sensitive files, emails and business applications while staying audit-ready is a persistent challenge, especially as cyber threats become more sophisticated.

### Resource optimization & service efficiency

The pressure to do more with less is constant. Service providers must maximize IT efficiency, reduce manual intervention and channel resources to value-added activities to prevent downtime and swiftly resolve issues that might disrupt billable work.

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**Service organizations struggle with rising costs, siloed operations and lack of transparency, requiring data-driven process optimization and cross-functional collaboration to meet client expectations.<sup>3</sup>**

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### Legacy and cloud integration

The need to modernize and innovate must be reconciled with critical legacy systems, which can slow workflows or heighten risks when mismanaged. Bridging these with cloud platforms, while safeguarding access and data, is key to seamless operations.

## Driving resilience and performance: Ivanti's approach to business services IT

Ivanti empowers business service organizations to strengthen client trust, drive operational efficiency and future-proof digital infrastructure with AI-powered solutions that unifies IT management, boosts endpoint security and streamlines service delivery.

### The new framework for secure, optimized IT operations

As business services evolve in scale and scope, a strategic, holistic approach to IT and security is vital. Ivanti's framework delivers control, agility and visibility, so you can protect sensitive data, support productivity and maximize every resource.

BYOD and CYOD policies increase attack surfaces, requiring advanced mobile security protocols.<sup>2</sup>

Data breaches in professional services have increased year-over-year, with the average incident costing \$4.47 million.<sup>4</sup>



## 1. Unified asset management & endpoint security

Gain continuous visibility and security across all devices (remote, mobile, in-office and legacy). Automate lifecycle management, enforce policy controls and defend business data with robust patching and privilege management.

- Track every asset, reduce device loss and mitigate security risks from shadow IT.
- Automatically prioritize and deploy critical updates to minimize downtime and exposure.

## 2. Standardize service workflows & user support

Transform support operations and client engagement with workflow automation and AI-driven self-service. Deliver rapid, frictionless IT assistance for employees and clients, enabling accelerated onboarding, issue resolution and compliance.

- Automate service requests, onboarding and common support tasks.
- Empower your professionals with instant, secure access and reliable performance.

## 3. Data-driven optimization & compliance intelligence

Leverage real-time analytics for software, service usage and IT spend. Identify waste, avoid compliance gaps and ensure every engagement meets client and regulatory expectations — while supporting smarter, more agile budgeting.

- Monitor assets and software licensing for simplified audits and cost control.
- Maintain continuous compliance with automated controls and reporting.

Leveraging automation can reduce operational costs by up to 30% and improve productivity by 20–30%.<sup>5</sup>

## Ivanti business services solution benefits

- ✓ Elevate client trust by safeguarding sensitive data and meeting strict compliance standards.
- ✓ Reduce IT complexity and downtime with unified device management and automated service delivery.
- ✓ Enhance user satisfaction and productivity with frictionless support and reliable access.
- ✓ Lower operational costs by optimizing spend, preventing asset loss and streamlining workflows.
- ✓ Enable innovation by freeing IT resources to focus on billable work and strategic initiatives.



## Leading-edge solutions for business services IT

Ivanti delivers integrated technologies tailored to the needs of service providers — securing every access point, empowering remote work, streamlining operations and supporting regulatory compliance.



### Ivanti Neurons for ITSM

- Automates IT service delivery to support rapid, efficient resolution for employees and clients.
- Streamlines onboarding, support workflows and ongoing client engagements.
- Enables AI-powered self-service, freeing IT teams for strategic projects.



### Ivanti Neurons for Discovery

- Provides comprehensive asset inventory, tracking every device and service.
- Supports compliance with automated mapping and audit-ready reporting.
- Optimizes resource allocation and spend with real-time insights.



### Ivanti Endpoint Management

- Ensures rigorous patching and security across all devices, wherever work happens.
- Maintains full control over endpoints to support flexible work arrangements and operational continuity.



### Ivanti Secure Access & Compliance

- Delivers scalable VPN enforcement and secure system access.
- Supports high availability, protects confidentiality, and enables compliance adherence.



### Ivanti Terminal Emulation

- Modernizes legacy integrations, preserving business continuity and eliminating technology silos.



## Voices from the field: Delivering transformation in business services

Hear directly from professionals who've enhanced efficiency, streamlined workflows and empowered their teams with Ivanti's solutions — proving what's possible when technology becomes a strategic asset.

**“We wanted [our information security colleagues] to still be able to manage their SARS and complaints, which is part of the overall laws around GDPR...so that was fantastic for us to have that.”**

Steve Thornton  
Head of Service  
Delivery, Gilbert + Tobin



**“...automation is a big key now, especially when you're trying to do more with less people, faster...there is so much that we'll be able to do and are able to do with the Ivanti Neurons Platform.”**

Jessica Osborn  
Senior Manager for IT Support Automation  
Randstad USA



**“Ivanti for ITSM, it's limitless...you're only limited by your imagination. I really do believe that...You can design for anything.”**

Taj McGlone  
Technology Support Services Manager  
Debevoise & Plimpton



## Accelerate success and security across your business services organization

Ivanti enables business service providers to operate with confidence, agility and security — meeting client needs, exceeding regulatory requirements and staying ahead of evolving threats across industries. Future-proof your practice, accelerate service delivery and build the foundation for lasting client trust with Ivanti.

### Contact our team today

Learn more

Book a demo

## 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](https://www.ivanti.com) and follow us on social media @Golvanti.

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".

For more information, or to contact Ivanti, please visit [ivanti.com](https://www.ivanti.com).

1. Stanford University & Tessian. (2021). Psychology of Human Error.
2. National Institute of Standards and Technology (NIST). (2023). Mobile Device Security: Bring Your Own Device (BYOD).
3. Clark Schaefer Consulting. (2025). Continuous Improvement Strategies for Service Industries.
4. <https://www.ibm.com/reports/data-breach>
5. McKinsey & Company. (2019). Automation at scale: The benefits for payers.