

A woman with long brown hair, wearing a dark blazer, is shown in profile, looking thoughtfully to the side. A red vertical bar is positioned on the left edge of the frame.

Beyond the Status Quo: The Hidden Costs of Staying with ServiceNow — and How Ivanti Gives You a Smarter Way Forward

Introduction

IT leaders are at the forefront of change as organizations rethink how work gets done.

CIOs not only manage complex infrastructures, but also drive transformation, delivering exceptional user experiences on tighter budgets and with leaner teams. In this environment, your service management platform must be a catalyst for innovation, not a roadblock.

Many organizations initially turned to ServiceNow to support that vision. But somewhere along the way, implementation bloat, customization overload and mounting costs began to overshadow the platform's original promise. Instead of fueling agility, it began to constrain it.

See why it's time to rethink your reliance on ServiceNow and consider Ivanti as the next step in ITSM evolution.



Breaking free from the ServiceNow status quo

In ITSM's earlier days, platforms like ServiceNow offered hope. They centralized workflows, standardized processes and helped reduce reliance on spreadsheets and siloed tools. For a while, it worked. But over time, these platforms themselves became complex ecosystems that required constant feeding: teams of administrators, developers for custom scripts, consultants for basic upgrades and budget approvals for every expansion.

Today, many organizations find themselves locked into heavily customized ServiceNow environments that can be difficult to update, optimize or scale. Administrators who once requested these customizations might no longer work with the company. Features once touted as differentiators may now be liabilities.

The promise of modern and cutting-edge service management has warped into shackles. CIOs report that simple changes require multi-week timelines, and process improvements stall because the cost of updating the platform to meet the pace of business demands far exceeds their budget limitations.

This stagnation is frustrating and expensive in more ways than just dollars. The time, labor and opportunity cost of staying the course with a platform that no longer serves your goals is rarely mentioned in ROI discussions, but the toll can be significant.

Complexity in IT operations is a growing barrier to transformation. “With more than 40% of their systems beyond end of life or support, most I&O leaders are dealing with the immense challenge of technical debt. They’re also facing increasingly complex infrastructures with the advent of multi-cloud, co-location and a diverse array of environments.”¹

I&O teams are struggling to configure and operate their complex hybrid ITSM tools (cloud, microservices, APIs), even after implementing add-ons like virtual assistants²

ITSM deployments frequently struggle due to foundational gaps and poor adoption³

The hidden costs of staying with ServiceNow

At a glance, the cost of ServiceNow may seem predictable: licensing fees, support contracts and professional services. But for most organizations, that's just the tip of the iceberg. Deeper, more disruptive costs can arise in the day-to-day management of the platform.

ServiceNow's reliance on extensive customization makes even routine configuration changes burdensome. Maintaining workflows, integrations and compliance often requires a dedicated, full-time team of platform specialists. As complexity increases, so does the cost of training, troubleshooting and upgrade cycles. Many enterprises find themselves trapped in a cycle of ongoing vendor dependence, unable to scale or pivot without significant effort and expense.

Time to value is another hidden casualty. Implementations often face delays and drain resources before the business sees any return. For many, even core modules (e.g., incident and change management) are only partially deployed, while broader functionality remains untouched due to the effort required to configure it.

Worse still, vendor lock-in is a strategic risk. The deeper your investment in ServiceNow, the harder it can become to push back on price hikes, prioritize your roadmap or integrate new solutions outside its ecosystem.

“...clients face 30% to 50% cost increases when moving from retired to new products.”⁴



Why other solutions also fall short

Switching away from ServiceNow may feel daunting, but simply replacing it with another heavyweight ITSM tool (or even a basic one) won't fix the problem. In fact, it may just shift the burden elsewhere.

While simple ITSM tools might seem like a quick win, they quickly become liabilities as your business grows and demands increase. Teams end up patching together extra tools, driving up costs and complexity — ultimately erasing any initial efficiency gains.

Instead of streamlining operations, you risk rebuilding the very silos and bottlenecks you set out to eliminate.

At the other end of the spectrum, legacy platforms that compete with ServiceNow tend to replicate its core challenges (often reported by customers): long implementation cycles, high administrative burden and poor extensibility. They may solve a particular pain point better, but they rarely support an enterprise-wide service strategy.

Ultimately, the result is more of the same: a patchwork of tools that demand more time to manage than they save, with limited visibility across the organization.

"Through 2027, organizations that fail to attain centralized visibility and coordinate SaaS life cycles will overspend on SaaS by at least 25%, due to unused entitlements and unnecessary, overlapping tools."⁵



Why Ivanti is different: A better way forward

Ivanti was built from the ground up to meet the needs of modern, distributed enterprises. Our platform goes beyond ITSM to deliver true Enterprise Service Management (ESM) across departments, use cases and industries — all while reducing complexity and cost.

Unlike ServiceNow, where (unless you have an endless budget) customers often find themselves trapped in a cycle of escalating costs and limited flexibility, Ivanti offers a more adaptable solution. Our modular, flexible architecture allows you to start where you need and expand without disruption. Whether you're extending service delivery to HR, Facilities, or Security, Ivanti makes it easy to scale without rework.

Where Ivanti truly stands apart is automation. With AI-powered self-healing, integrated endpoint management, and intelligent workflow orchestration, Ivanti helps organizations move from reactive service models to proactive operations. Manual tickets are replaced with automated resolutions, boosting productivity and employee satisfaction.

Ivanti is easy to use, too. Our low-code/no-code platform enables administrators and business users to make changes quickly, without waiting on developers or consultants. This drives agility, accelerates time to value and reduces your total cost of ownership.

And because we support cloud, on-premises and hybrid environments, Ivanti adapts to your existing strategy, not the other way around.

	Ivanti Neurons for ITSM	ServiceNow
Proactive Service Management	✓	✗
Easy implementation and maintenance	✓	✗
Seamless, automatic upgrades	✓	✗
Built-in-AI	✓	✓



Proven results: Success stories

national express

Unlocks Comprehensive ITSM by Migrating to Ivanti Neurons

- Industry: Transportation
- Company size: 22,000 employees
- Location: Lisle, IL

[Learn more](#)

“For what you get in terms of the ability to customize it how you like it and brand it as your own, in comparison to the cost of other products, I don’t think there’s anything better right now,”

Jake Von Esh,
IT Infrastructure Manager at National Express

Challenges

National Express Corporation struggled with manual email queues, lack of a public knowledge base, and a cumbersome patching process with their on-premises HEAT solution.

Why Ivanti?

National Express chose Ivanti for its flexibility, cost-effectiveness and comprehensive ITSM capabilities.

Results

The migration was smoother than expected, thanks to Ivanti’s supportive team. National Express Corporation achieved an enhanced self-service portal with a knowledge base, automated ticketing, and responsive support.



ITSM Migration Success Stories



Conair Migrates to Ivanti Neurons to Streamline Sales Operations

- Industry: Consumer goods
- Company size: ~2,000 employees
- Location: Stamford, CT

[Learn more](#)

“Now that our cloud migration is complete, our mobile infrastructure is much more scalable and cost-effective to manage,”

Eric Zweigbaum, Director of IT

Challenges

Conair faced the daunting task of migrating to a cloud-based UEM solution with minimal disruption to its global sales team.

Why Ivanti?

Conair selected Ivanti over Microsoft Intune due to its cost-effectiveness and simplicity, leveraging Ivanti's Professional Services and Low User Impact tool to.

Results

Conair successfully migrated nearly 700 devices without re-enrollment or manual configuration. The company achieved a more scalable and cost-effective mobile infrastructure, zero-day support for new devices and apps, and enhanced security with Zero Sign-On.



ITSM Migration Success Stories



Memorial Health Seamlessly Migrates to Ivanti Neurons for ITSM

- Industry: Healthcare
- Company size: 1,000+ employees
- Location: Marietta, OH

[Learn more](#)

“Our migration and professional services support has been fantastic... [Ivanti’s professional services support] really understood what we needed to migrate the same functionality,”

Barbara Munger
Deputy CIO at Memorial Healthcare Systems.

Memorial Health System’s existing Cherwell Service Management solution couldn’t meet their security requirements, including MFA and SSO integration.

Why Ivanti?

After evaluating several options, they chose Ivanti for its comprehensive solution set, affordability and strong healthcare components.

Results

Ivanti’s professional services support helped make the migration successful. Memorial Health System is now poised to implement additional Ivanti components, further enhancing its capabilities.



What migration really looks like

The idea of migrating away from ServiceNow can feel like a challenge. But the reality with Ivanti is far more manageable than you might expect. We've developed a proven migration methodology designed to minimize disruption, reduce effort and accelerate time to value.

Every migration begins with a structured discovery process, in which we:

- Understand your current state.
- Prioritize business goals.
- Map dependencies.

From there, our implementation teams provide clear timelines, transparent cost estimates and detailed migration playbooks tailored to your environment.

Our low-code/no-code platform dramatically reduces complexity. Administrators can configure workflows, forms and automation without coding expertise. Unlike ServiceNow, where customizations can require development resources, Ivanti makes changes simple and fast.

We also support deployment models that fit your business: cloud, on-prem or hybrid. That flexibility allows you to move at your own pace without forcing you into a cloud-only model.

And, we don't stop at go-live. Post-implementation, you gain access to expert training, support and a customer community that helps you maximize the value of your investment.

“[Migrating] didn’t take very long either. There’s the planning phase and then the implementation phase of the whole thing. And once we were implemented we were really off and running. We really didn’t have any hiccups that prevented us and we were really excited about it...”

- Jake Von Esh, IT Infrastructure Manager,
National Express

Your next step: Unlock continuous value

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You don't need another bloated platform that overpromises and underdelivers. You need a solution that meets you where you are, scales with you and puts control back in your hands.

Ivanti helps CIOs and IT leaders modernize service delivery without the baggage. We deliver rapid time to value, low total cost of ownership and the extensibility required for today's dynamic enterprise.

Let's start a conversation about what smarter service management could look like for your organization.

Discover how to lower your TCO and increase agility. Connect with our IT service management experts today to schedule a custom ROI assessment or migration plan.

[Learn more](#)

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 @Golvanti.



For more information,
or to contact Ivanti,
please visit [ivanti.com](#).

1. Gartner, "3 Key Trends for Infrastructure and IT Operations Leaders in 2025," Nathan Hill, May 2025
2. Hype Cycle for AI in IT Operations, 2025
3. Gartner, "2025 Technology Adoption Roadmap," 2025
4. Source: Gartner, ServiceNow Product and Pricing Changes Will Impact Renewal Costs, 21 August 2025
5. Gartner, Magic Quadrant for SaaS Management Platforms (<https://www.gartner.com/interactive/>), 30 July 2025 IT leaders are increasingly extending ITSM capabilities across the enterprise.⁵