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Ivanti Neurons for ITSM hosting offerings

Ivanti Neurons for ITSM SaaS Hosting delivers a modern, cloud-optimized service management experience designed to help organizations streamline operations, enhance service delivery, and reduce administrative overhead. Built on a secure, scalable, and continuously updated SaaS platform, it empowers IT teams with intelligent automation, fast deployment, and always-available access without the complexity of managing underlying infrastructure. With Ivanti Neurons, organizations gain the agility to adapt quickly, improve service quality, and provide users with seamless, reliable support across the entire service lifecycle.

However, there are times where you may need to move away from a shared SaaS instance to a higher performance environment or a dedicated environment that not only delivers better performance, and it also meets your regulatory and compliance requirements. No matter what your needs, Ivanti has you covered.

Depending on your needs you may want to move from the standard offering to one of our advanced offerings. This table describes the options available to you.	Ivanti Neurons for ITSM	Ivanti ITSM Hybrid Cloud Subscription Add-On	Ivanti ITSM Dedicated Cloud Subscription Add-On
	Standard shared environment.	When you need higher performance.	When you require the highest level of performance or need to meet compliance and regulatory requirements.
Front end web servers [SM1.1][DP1.2]	Shared	Shared	Dedicated
Back end database servers	Shared	Dedicated	Dedicated
Support	24/7	Enterprise Support	Value Acceleration
DB storage	1TB	2TB	4TB
UAT/Staging & Prod	Included	Included	Included
Ivanti Innovators Hub	Included	Included	Included
Health Checks	Optional	Bi-annual	Quarterly
Custom hostnames	Optional	Optional	Included
Additional DB storage	Included	Included	Included
Reporting Server	Optional – Shared	Optional – Shared or Dedicated	Optional – Dedicated
DB Server spec increase *	N/A	Optional	Optional
Additional Instance	N/A	Optional	Optional
VPN	N/A	N/A	Optional
Web Server spec increase **	N/A	N/A	Optional

*DB Server Spec Increase: Increase the compute power of the database environment.
 **Web Server Spec Increase: Increase the compute power of the web server front end.


Ivanti Neurons for ITSM SaaS Hosting provides a flexible, secure, and scalable foundation for delivering high quality service management — no matter where you are in your IT maturity journey. Whether you require the simplicity of a shared SaaS environment, the performance boost of a hybrid configuration, or the control and compliance benefits of a fully dedicated environment, Ivanti offers a tailored solution to meet your operational, regulatory, and growth needs. With continuous updates, optional performance enhancements, and access to expert support services, organizations can confidently elevate service delivery while reducing administrative burden.

Ready to take the next step in optimizing your IT service operations?

Contact your Ivanti representative today to discuss which hosting option best aligns with your performance, compliance, and scalability needs. You can also explore our success bundles or request a consultation to design the right solution for your environment.

The Ivanti logo consists of the word "ivanti" in a lowercase, bold, red sans-serif font. A small registered trademark symbol (®) is located at the top right of the letter "i".

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