



Ivanti Neurons for ITSM – Champion in IT Service Management 2021 Emotional Footprint Report

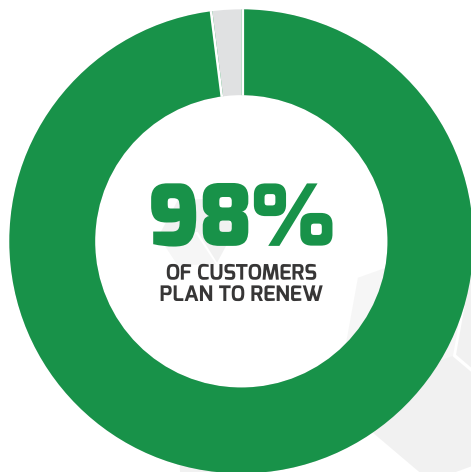


Software users made their voices heard in the August 2021 IT Service Management (ITSM) Emotional Footprint Report, where vendors were rated across key customer relationship metrics and value drivers. Ivanti Neurons for ITSM was named the Champion Award Winner, outperforming other enterprise players.

Ivanti received an overall an overall **customer experience score of 8.5/10** and an **Emotional Footprint score of +84**. These ratings are built using provocative, detailed questions on the experience of working with the vendor, creating a powerful indicator of overall user sentiment.

Plan to Renew

On plan to renew, Ivanti Neurons for ITSM achieved top scores against all other top vendors with **98%** of customers reporting plans to renew.



Business Value

Software needs to create value for everyone, from employees to shareholders. On a vendor’s ability to create business value for the organization, Ivanti Neurons for ITSM ranked #1 with 83% satisfaction.

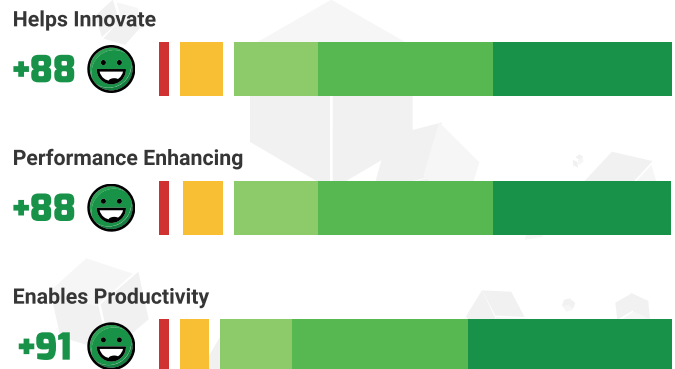
DEGREE OF SATISFACTION



RANKED 1st
OF 16 IN IT SERVICE MANAGEMENT

Value Drivers

Ivanti Neurons for ITSM achieved top scores across many elements that drive customer value, including helping to innovate, enhancing performance, and enabling productivity.



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About SoftwareReviews: SoftwareReviews is a division of Info-Tech Research Group, a world-class IT research and analyst firm established in 1997. Backed by two decades of IT research and advisory experience, SoftwareReviews is a leading source of expertise and insight into the enterprise software landscape and client-vendor relationships.

By collecting data from real IT and business professionals, the SoftwareReviews methodology produces the most detailed and authentic insights into the experience of evaluating and purchasing enterprise software.