



Quick Reference

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Welcome

Using the Guide

This guide introduces you to the basic information and language you need to know when discussing Ivanti® solutions with potential customers. Use this guide to become more familiar with Ivanti offerings, learn the main messaging for each product, and fine-tune your own sales pitch.

The goal of this guide isn't for you to memorize facts and functions—it's a tool to help you become comfortable discussing Ivanti solutions. Tailor each message to be meaningful and uncover pain points.

You can use this guide to:

- Learn about the company message
- Tailor your messaging and conversations
- Sell a broader solution
- Get up-to-speed as a New Hire
- Prepare for meetings and discuss Ivanti solutions naturally with confidence

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Ivanti – The Power of Unified IT



Discover



Provide Insight



Take Action

Who we are

Short: Ivanti is a software company that helps companies to unify their IT by bridging security, service management, and IT operations to automate and secure the digital workplace.

Long: Ivanti helps organizations reduce risks and costs associated with managing their IT environment and supporting the business and end users. We discover IT assets on-premises and in the cloud, and improve IT service delivery by helping organizations unify security, service management, and IT Operations with shared data, processes, and automation.

What we do

Our approach combines integration, automation, and improved data sharing to dismantle the siloed structure and behaviors of many IT organizations.

Key challenges we address include:

- Enabling workers to become more productive without sacrificing security
- Significantly reducing cost and improving processes through integration and automation
- Improving compliance and security
- Transitioning to the cloud while supporting traditional infrastructure

Why we're different

Vision for Unified IT: We bring together 5 key IT technologies, and provide integration with other systems, to provide more control, insights, and automation to simplify IT and security management.

Rapid Time to Value: Our solutions are designed to be easy to install and quickly provide ROI/value to our customers. Here are just a few examples:

- Start patching your environment in minutes
- Automate and complete Windows 10 migrations in days not weeks
- See results with service management in days not months

Customer for Life: Ivanti helps our customers solve immediate pain points first to show value and then expand to address other problems as needed. We treat our customers like family, taking feedback seriously and working to help them succeed.

Typical results

- We reduce silos and create efficiencies with better data insights, collaboration, and reduction of redundant, manual work, increasing IT staff productivity by 57%.
- End users are more productive through autonomous use of self-service and automation capabilities. End user downtime decreased by 61% and a savings of \$137 per user.
- Unplanned costs of audit violations are avoided through near-time effective license position reporting and reclamation saves \$72 per user annually.
- We mitigate up to 95% of intrusions with discovery, whitelisting, patch and privilege management, and secure configuration.

Refer to Insider Sales Page for the link to the **Sales vPlaybook from SKO 2018** for references on the statistics and other corporate messaging.

Unified Endpoint Management

Endpoint Manager (EPM)	Integrated patch and security add-ons
Desktop and Server Management (DSM)	For Central Europe region
User Workspace Management (UWM)	<ul style="list-style-type: none"> ■ Environment Manager ■ Application Control ■ Performance Manager ■ File Director

Ivanti Endpoint Manager (EPM), powered by Landesk, increases user and IT productivity by helping IT administrators gather detailed device data, automate software and OS deployments, and fix user issues quickly. It integrates and unifies the management of all end-user devices.

Simplified: EPM answers the following questions:

- What devices are in my environment?
- Which ones are managed?
- Are my devices updated automatically?
- Do I have tools to help with large projects like migrating to Windows 10?

Ivanti User Workspace Manager (UWM), powered by AppSense, is a workspace management solution for virtual or physical environments to simplify user management, application control, and performance optimization to reduce IT costs and secure endpoints.

Descriptions

Short

Endpoint Manager automates complex IT processes and gives IT the tools to work faster and smarter with devices.

User Workspace Manager secures, manages, and optimizes Windows-based environments to give users a great computing experience.

Medium

Ivanti Endpoint Manager increases user and IT productivity. It empowers administrators to automate provisioning and software deployments, fix user issues quickly, and discover devices and software assets.

Ivanti User Workspace Manager eases desktop deployment and management by separating user data from the desktop. A better user experience with responsive applications delivers consistency and simplifies security.

Benefits

- Determine what users and endpoints connect to your network, when they connect, and what software is installed on them
- Distribute software or provision OSs across your enterprise to multiple platforms and devices
- Quickly access information through actionable dashboards or reports

Questions

- How much time does it take to migrate to Windows 10?
- Can you manage mobile devices or Macs with traditional Windows PCs?
- How do you manage user environments, local privileges, and user data during a migration?

IT Asset Management

License Optimizer for Clients (ILO-Clients)	Includes discovery and inventory for clients
License Optimizer for Servers (ILO-Servers)	Includes Data Center Discovery
Asset Manager for Endpoints	Runs on the service management platform

Gain complete visibility to maximize the performance and value of your hardware and software assets. There's no more guesswork on where you stand with your effective license position (ELP). ITAM enables you to know what assets you have, where they are, how they're used, and how they perform for better decision-making at any stage of an asset's lifecycle.

Simplified: Asset Management helps to solve the following:

- What hardware and software has been purchased?
- What software is installed?
- What hardware and software is being used?
- What are my gaps with licenses?
- How can I optimize my license usage?

Descriptions

Short

Know what assets you have, where they are, and how they're performing at every stage.

Medium

Whether you've been managing assets for years, or are just starting the process, ITAM gives you the tools to take your asset management to the next level.

Benefits

- Discover all the hardware and software assets in your environment
- Establish a process for users to request software, deliver it to them automatically, and keep it current
- Run reports to show compliance and prepare for an upcoming audit
- Help optimize software spending through license reclamation

Questions

- Do you know how many licenses your company owns for the software you have installed?
- Are you spending too much money for licenses you aren't using?
- Could you be fined at the time of an audit for not having enough licenses?
- Do you know whether or not you're license compliant?

IT Service Management

Help Desk	Starter bundle with incident, request, self-service, and knowledge
Service Desk	Adds problem and change management to the previous bundle
Service Management	Complete service management bundle with HR, event, and portfolio management
Add-ons	Discovery and Voice

Ivanti Service Manager helps enterprises meet today's business and user demands for modern service delivery, engaging stakeholders inside and outside of IT. Service Manager's workflow automation, combined with its cloud-based or on-premise deployment options, enables IT organizations to quickly deploy and configure a world-class service management solution, and increase customer satisfaction.

Simplified: IT Service Management answers the following:

- How does work come into IT?
- How do employees ask IT for help?
- How does work get done and tracked?
- How does IT balance the planned vs. unplanned work?
- How do others see the value of the work IT does?

It's a single platform where IT technicians know their tasks, leverage automation, and management can track their metrics.

Descriptions

Short

Ivanti Service Manager provides modern and effective service delivery to automate and improve service delivery from IT and across the enterprise.

Medium

Ivanti Service Manager provides best practices to manage and automate incidents, requests, problems, and changes in IT or other departments like Facilities or HR. Organizations deliver better support and services to their employees and customers.

Benefits

- Reduce time spent on routine tasks while increasing first call resolutions
- Improve service-delivery efficiency and quality with more repeatable and consistent processes
- Increase IT effectiveness so IT can be more agile and strategic when responding to new requirements

Questions

- How much time would you save if you could automate repetitive tasks like password resets or service request fulfillment?
- Do you need a service management solution that doesn't require coding expertise?
- How easy is it to create and deliver new compelling services your users want?
- How confident are you that your current ITSM tool will meet your future requirements?

Security

Patch	Patches diverse platforms and third-party apps
Application Control	Provides whitelisting, blacklisting, and local privilege management
Device Control	Enforces policies for attaching devices and encrypting data in transfer
Security Suite	Includes the other three and more for defense-in-depth security

IT teams spend too much time managing device sprawl that's not optimized for today's security incidents and breaches. The cybersecurity labor shortage also forces organizations to seek solutions that simplify prevention, detection, and response. Ivanti Security Solutions leverage tech that's comprehensive but also automated and easy to manage. And Ivanti focuses on a handful of security basics that create the highest barriers to real-world attacks.

Simplified: Ivanti Security Solutions help answer the following questions:

- How do I keep all my systems updated and show progress and any gaps?
- How do I allow approved apps to run and limit unapproved apps?
- How do I prevent malware from executing?
- How can I encrypt the data that travels between machines?
- What does a multi-layered security strategy look like and what are the technologies that make it work to protect and secure my environment?

Descriptions

Short

Protect your organizations with a focused security strategy from Ivanti designed to address modern threats.

Medium

Gain the multi-layered security you need. Save yourself the pain of a host of expensive, flavor-of-the-month solutions that are hard to manage and don't address today's main security concerns.

Benefits

- Detect and remediate operating system and third-party application vulnerabilities on systems running Windows, UNIX, Linux, and macOS
- Stop the unauthorized execution of unknown apps
- Enforce usage policies for devices and ports, while providing data encryption for removable media to prevent data loss and theft

Questions

- How much time does it take to patch multiple platforms and third-party applications?
- Do you have a multi-layered approach to security?
- Can you prevent malware from executing?

Identity and Access Management

Identity Director	Provides identity and access with automated provisioning, workflows, and self-service
Automation	Enables processes across systems to work together and transfer information to execute complex tasks

Ivanti manages the entire identity lifecycle to ensure that policy controls and entitlements are maintained at all times. Automating the delivery of apps and services based on identity or policy enables secure worker onboarding and optimal provisioning for the IT organization.

Identity Director provides a role and attribute-based approach to identity and access with automated provisioning, workflows, and self-service. Workers are provided with access levels based on their identity. They stay productive while the business remains secure.

Automation streamlines the management of complex hybrid environments by automating entitlements, cloud, and business processes required to support and deliver IT services to the business.

More detailed descriptions and benefits can be found in the product-specific section.

Descriptions

Short

Provides the ability to create and remove accounts and rights for multiple systems automatically.

Note: This is a specific use case for provisioning and deprovisioning.

Medium

Allows IT to create user accounts or remove them with the appropriate rights to multiple systems like cloud, SaaS, on-premise, or others.

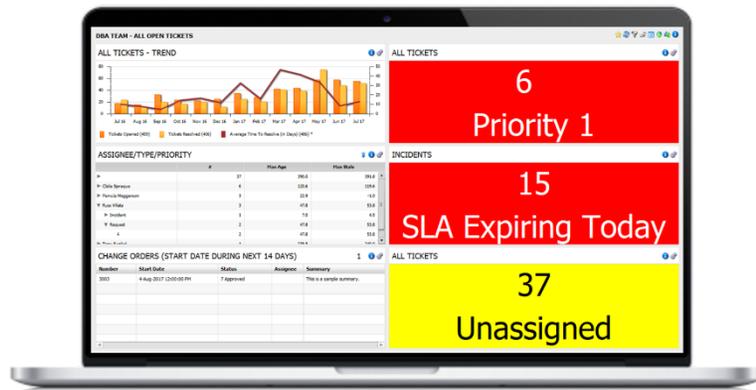
Benefits

- Manage and enforce access based on attributes and policies to keep workers productive and secure
- Grant access on a worker's first day; adapt rights automatically as roles change or workers leave the organization
- Govern identities effectively by gathering attributes from other systems like HR, payroll, and project systems to establish a single user identity

Questions

- Are you able to control access to all the systems such as Salesforce or SAP when a new employee starts?
- Are you able to remove access to systems and accounts when an employee changes roles, leaves, or is terminated?
- Do you know how much time and resources you spend auditing your access points to different systems for compliance?

Reporting and Analytics



Reporting across IT can be a challenge, especially if you're gathering and overlaying data from multiple sources and creating visuals manually.

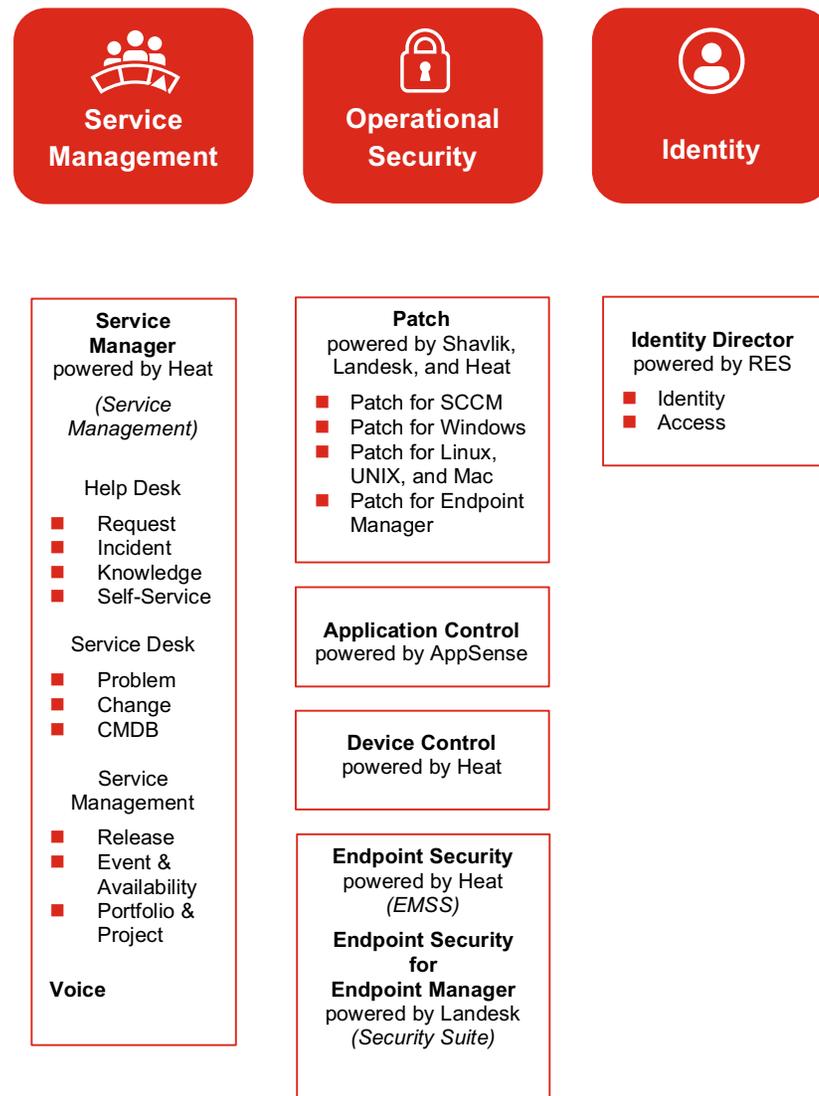
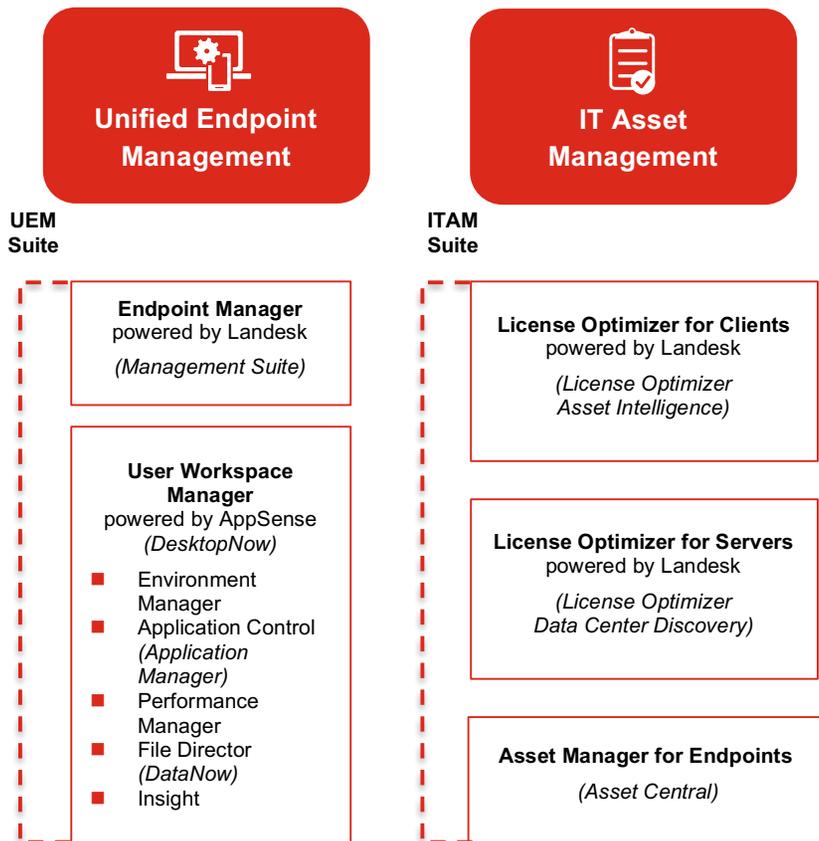
Xtraction delivers self-service, real-time reporting and dashboards. Merge vendor-tools data—including Ivanti tools—in one place using pre-built connectors. Cut through the mass of data to focus on the critical insights. Highlight trends, risks, and financial impact that are key to your business.

Insight, powered by AppSense, helps IT identify Windows issues before they become serious problems. Determine what's needed to deliver a responsive, flexible desktop experience from any environment.

More detailed descriptions and benefits can be found in the product-specific section.

- Xtraction (included with all our solutions)
- Insight (helps to analyze Windows environments)

Ivanti Naming



Products – UEM

Endpoint Manager

Ivanti Endpoint Manager (EPM), powered by Landesk, helps IT administrators gather detailed device data, automate software and OS deployments, and fix user issues quickly.

Simplified: EPM answers the following questions:

- What devices are in my environment?
- Which ones are managed?
- Are my devices updated automatically?
- Do I have tools to help with projects like migrating to Windows 10 or software rollout projects?

Descriptions

Short: EPM automates complex IT processes and gives IT the tools to work faster and smarter with devices.

Medium: Ivanti Endpoint Manager increases user and IT productivity. It empowers administrators to automate provisioning and software deployments, remotely control and fix user issues quickly, and discover devices and software assets.

Benefits

- Determine what devices connect to your network, when they connect, and what software is installed on them
- Distribute software across your enterprise to multiple platforms and devices in minutes or through self-service
- Quickly access information through actionable dashboards or reports

Questions

- How much time does it take to discover devices?
- Can you manage mobile devices with traditional PCs?
- Are you able to distribute software to multiple platforms simultaneously?

Desktop and Server Management (DSM)

Ivanti DSM, powered by Heat, helps IT organizations manage and secure endpoints across their lifecycle to empower user productivity and enable improved business performance at reduced cost. ***DSM is a solution targeted to Central Europe (DACH region) for non-global organizations, otherwise recommend EPM.***

It can do many of the same things as EPM—automated software distribution, Windows migrations, and policies and configurations.

Descriptions

Short: Centralized secure management of all physical and virtual endpoints and servers.

Medium: The Ivanti DSM solution fully automates software provisioning, configuration, and remediation tasks to manage physical and virtual endpoints efficiently across their lifecycle.

Benefits

- Reduce software-deployment time up to 95% by automating software packaging and provisioning tasks
- Decrease total cost of ownership (TCO) by up to 70%, minimizing IT costs with unified management across devices, platforms, and multi-site networks
- Decrease patch-installation time by up to 80% to reduce security vulnerabilities

Questions

- How much time do you currently spend packaging applications and operating systems?
- Are you currently managing and securing desktops, laptops, servers and virtual environments within a single tool?
- Are you planning to migrate Windows 10 (zero-touch migration)?

User Workspace Manager

Ivanti User Workspace Manager, powered by AppSense (formerly DesktopNow), is a workspace management solution that helps you simplify desktop deployment and administration, reduce IT costs, and secure endpoints.

UWM consists of **Application Control**, **Environment Manager**, **Performance Manager**, **File Director**, and **Insight** (see Reporting and Analytics). These solutions are available individually as well.

Descriptions

Short: User Workspace Manager secures, manages, and optimizes Windows-based environments to give users a great computing experience.

Medium: Ivanti eases desktop deployment and management by separating user data from the desktop. A better user experience from seamless portability delivers business value and simplifies security.

Benefits

- Manage corrupted user profiles, approve specific applications, and regulate performance of software
- Ease migration for current and future desktops
- Provide IT and users with the tools they need to recover quickly when Windows environments have trouble

Questions

- How much time does it take to migrate to Windows 10?
- Can you restore a user's profile once it has been corrupted?
- Are you able to manage the performance of memory-hungry apps in your Windows environment?

Products – ITAM

Ivanti License Optimizer for Clients

Ivanti License Optimizer for Clients is a software asset management (SAM) solution that delivers clarity on what software you have and how it's being used. With it, you can discover and inventory IT assets, aggregate vendor data, and monitor software usage. Plus, you gain a broad view of how users interact with software applications to ensure compliance while reducing license overspending.

Descriptions

Short: Discover what devices you have and what software is being used.

Medium: Discover hardware and software, combine purchase information, and monitor software usage for better decision-making.

Benefits

- Identify/collect data for software and hardware
- Use B2B connectors to aggregate purchase, lease, warranty, and contractual information
- Track how your assets are being used and identify areas where your IT assets are under- or over-utilized
- Negotiate better licensing deals, eliminate over-buying of licenses, and avoid fines

Questions

- Do you have visibility into all the software installed and used in your environment?
- Can you take immediate, automated action if you must uninstall or install software to meet your licenses?
- Do you feel confident you could pass a software audit today?

Ivanti License Optimizer for Servers

Ivanti License Optimizer for Servers takes software asset management (SAM) into the data center. It navigates through layers of virtualization and clustering, enabling it to identify and manage assets on-premises and in hybrid cloud environments, including VMware. The solution automates data center discovery, reducing the risk of human error inherent in manual scripts.

Descriptions

Short: Discover what server software you have, what software is used, and combine it with hardware and purchase information.

Medium: Stop guessing what server assets are in your environment and take a proactive approach to SAM. Mitigate the risk of vendor audits and huge penalties while protecting your IT budget and reputation.

Benefits

- Achieve insight into relationships between applications, databases, virtualization, clusters, and storage
- Understand the relationship between processes running on servers and processes using ports to better identify the source of issues
- Uncover high-value infrastructure software assets from vendors like Oracle, Microsoft, and IBM

Questions

- Do you have visibility into all the software installed and used in your server environment?
- Can you provide immediate status of the server software you have purchased, installed, and used?
- Do you feel confident you could pass a software audit today with your server vendors?

Ivanti Asset Manager for Endpoints

Asset Manager for Endpoints (formerly Asset Central) is designed to manage an asset through its entire lifecycle—from purchase through allocation, usage, and eventually disposal.

Descriptions

Short: Asset Manager tracks your software and hardware assets to ensure they're optimized and secured.

Medium: Asset Manager is a comprehensive lifecycle management tool available on-premises and in the cloud. Access information on assets, identify their current state, and see how they're used.

Benefits

- Plan ahead by knowing what assets need to be purchased, updated, and maintained
- Define your own workflows for asset lifecycles and management processes or leverage out-of-the-box workflows
- Eliminate systems downtime due to hardware failure through timely maintenance and replacement processes

Questions

- Can you track all the assets through each of their phases in all your computing environments?
- Can you provide immediate status of the software you have purchased, installed, and used?
- Do you have the ability to make informed purchasing decisions and inform management with accurate, thorough reports?

Products – Service Management

Service Manager

Ivanti Service Manager helps enterprises meet today's business and user demands for modern service delivery. Service Manager's workflow automation, combined with its cloud-based or on-premise deployment options, enables IT organizations to quickly deploy and configure a world-class service management solution and increase customer satisfaction.

Descriptions

Short: Take advantage of modern, proven service-management capabilities to improve IT service delivery inside IT and with other areas of the business.

Medium: Ivanti Service Manager delivers a proven solution for modern and effective service delivery. Quickly deploy and configure in the cloud or on premise. Thirteen certified ITIL processes and best practices are ready to improve service performance and efficiency.

Benefits

- Reduced call wait times, resolve issues faster, and offer more self-service opportunities
- Implement advanced capabilities as needed, free of migration worries
- Free up resources to focus on more strategic initiatives and respond to new requirements

Questions

- How easy is it to create and manage services?
- Do you have to re-enter information when users call in?
- Does your current tool provide the functionality needed for more advanced capabilities?

Modules	Help Desk	Service Desk	Service Management
Incident Management	✓	✓	✓
Knowledge Management	✓	✓	✓
Self-Service and Service Catalog	✓	✓	✓
Dashboards and Reporting	✓	✓	✓
Mobile	✓	✓	✓
Survey	✓	✓	✓
Xtraction Standard (two licenses)	✓	✓	✓
Problem Management		✓	✓
Change Management		✓	✓
Configuration Mgmt & CMDB		✓	✓
Financial Management			✓
Event & Avail. Management			✓
Release Management			✓
Service Level Management			✓
Project Portfolio Management			✓

Products – Security

Patch (also for SCCM)

Ivanti Patch solutions can discover, assess, and remediate thousands of Windows, macOS, UNIX, and Linux systems and hundreds of third-party apps based on policies you define and without saturating your network or disrupting user productivity.

Ivanti updates physical and virtual Windows environments and hundreds of popular apps like iTunes®, Oracle® Java, Adobe® Flash® and Reader, and more.

Descriptions

Short: Ivanti Patch solutions deliver software updates and help ensure patch compliance across the organization.

Medium: Ivanti Patch solutions automate patch management for your OS and apps, physical and virtual environments, on- and off-premises devices, and offline endpoints.

Benefits

- Discover, inventory, and patch your Windows environment, including desktops, laptops, physical servers, VMs, templates, and the ESXi hypervisor
- Extend patching beyond Windows to Mac, Linux, and UNIX operating systems and third-party apps
- Manage on- and off-premises systems and those that don't connect regularly to the corporate network

Unique to Ivanti

- Integrated with Endpoint Manager
- Industry-leading Windows patch solution
- Industry-leading Linux/UNIX patch solution

Application Control (also for SCCM)

Application Control, powered by AppSense, combines dynamic whitelisting and privilege management to help prevent unauthorized code execution without making IT manage extensive lists manually and without constraining user behavior.

Descriptions

Short: Control applications and user privileges efficiently across your desktop and server environments.

Medium: With Application Control, you can manage app execution, user privileges, and policy at a granular level automatically, and allow for optional self-elevation when exceptions occur.

Benefits

- Only allow applications to run that were installed by a trusted user
- Raise, lower, or eliminate privileges on a per-user, application, or task basis
- Capture privilege- and application-related endpoint data to analyze how policies align with real-world business needs

Questions

- Do you have an automated way to create an application whitelist?
- Can you prevent unauthorized malware from executing?
- Can you elevate users to admin privileges temporarily to install software or perform other tasks requiring admin privileges?

Device Control

Ivanti Device Control, powered by Heat, enforces security policies on removable devices such as flash drives and provides data encryption. The solution centralizes management using a whitelist / “default deny” approach, and provides an additional layer of protection against malware introduced via physical means.

Descriptions

Short: Lock down and regain control of devices often linked to data loss and vulnerabilities.

Medium: Removable devices provide common data leakage routes. Ivanti Device Control enables secure use of productivity-enhancing tools while limiting the potential for business impact.

Benefits

- Assign permissions for authorized removable devices and media to individual users or user groups
- Enforce encryption policies when copying to devices / media
- Control file types that may be moved to and from removable devices
- Provide organization-wide control and enforcement, including virtual servers

Questions

- Do you have tools to control what data can be copied from any connected devices? What about encrypting the data in transit?
- Can you manage what file types can be copied to and from removable devices?
- Can you manage devices according to your organizational security rights in your directory services?

Endpoint Security (also for Endpoint Manager)

Ivanti Endpoint Security, powered by Heat (or Landesk for Endpoint Manager), provides in-depth protection against targeted threats. Automate discovery, inventory, and patch management; prevent malware from running or spreading; and enable remote control and remediation of infected systems. Gain greater visibility and control with an end-to-end approach.

Descriptions

Short: Gain a single multi-layered solution to detect and prevent threats before they impact you and respond swiftly to vulnerabilities and incidents.

Medium: Gain the multi-layered security you need without products from multiple vendors that are expensive and hard to manage. Prevent, detect, and remediate vulnerabilities from a single integrated solution.

Benefits

- Detect and remediate operating system and third-party application vulnerabilities on systems running Windows, UNIX, Linux, and macOS
- Stop unauthorized use of devices and execution of unknown apps
- Enforce usage policies for devices and ports, while providing data encryption for removable media to prevent data loss / theft

Questions

- How do you identify and remediate critical threats to your environment, both internal and external?
- Are your patch management, antivirus, and other security measures well integrated and managed from a single interface?
- How do you protect against fileless attacks?

Products – Identity and Access Management

Identity Director

Ivanti Identity Director provides a role and attribute-based approach to identity and access with automated provisioning, workflows. Workers are provided with access levels based on their identity. They stay productive while the business remains secure.

Descriptions

Short: Provides a role and attribute-based approach to identity and access with automated provisioning and workflows.

Medium: More than just role-based identity management, Identity Director allows IT to employ individual attributes to automate business policy enforcement for access control while workers remain productive.

Benefits

- Manage and enforce access based on identity attributes and context-aware policies to keep workers productive and secure
- Grant access on a worker's first day with appropriate entitlements; adapt rights automatically as roles change or workers leave the organization
- Govern identities effectively by aggregating attributes from other systems like Active Directory to establish a single user identity

Questions

- Are you able to control access to all the systems such as Salesforce or SAP when a new employee starts?
- Are you able to remove access to systems and accounts when an employee changes roles, leaves, or is terminated?
- Do you know how much time and resources you spend auditing your access points for compliance?

Automation

Automation streamlines the management of complex hybrid environments by automating entitlements, infrastructure, cloud, and business processes required to support and deliver IT services to the business. Transform manual and laborious tasks into automated workflows that are all maintained in a single, easily navigated repository where they can be found readily by anyone who needs them.

Descriptions

Short: Streamline the management of complex hybrid environments by automating entitlements, infrastructure, cloud, and business processes.

Medium: Transform manual tasks into automated workflows that are all maintained in a single, easily navigated repository. Support large, complex enterprise environments without generating overhead. See an audit trail of who did what to which system.

Benefits

- Automate IT tasks to help enforce essential security controls and compliance policies
- Simplify the management of complex hybrid environments through simple run book creation
- Implement automation with configuration, provisioning, and upgrades with more than 300 out-of-the-box tasks and queries to maintain on-premises and cloud infrastructure

Questions

- How automated is your onboarding process today?
- What critical processes such as virtual server provisioning, consolidation, etc., could be automated with your IT teams?
- Do you have compliance needs that require automation and audit trails?

Products – Reporting and Analytics

Xtraction

Ivanti Xtraction is a self-service, real-time reporting and dashboard solution that helps you meet your IT business intelligence needs with less effort. Merge your vendor tools data—including Ivanti tools—in one place. Power your IT decisions based on real-time, comprehensive views of your IT environment.

Descriptions

Short: Xtraction is a self-service, real-time reporting and dashboard solution that helps you meet your IT business intelligence needs.

Medium: Gain connectors that are pre-built for Ivanti tools and other common applications—ITSM, ITAM, operational security, endpoint management, and relational databases. Monitor, explore, and share critical information in real time.

Benefits

- Stop depending on specialized staff for dashboards and use self-service access
- Gain comprehensive insights—view IT status, track performance, and assess risks to take action
- Find lost assets, unused services, or vulnerable devices via real-time views

Questions

- Do you depend on other groups to help build your dashboards that report on key indicators?
- Can you build and modify dashboards and reports that connect to multiple databases and show key business metrics?
- Are you receiving the right level of information about your service management, security, asset, or endpoint information in real time?

Insight (UWM)

Ivanti Insight, powered by AppSense, helps IT identify desktop issues before they become serious problems. It tracks critical KPIs like logon times, user profile size and application, CPU, and memory usage so IT can make informed decisions that optimize desktop environments and reduce desktop management costs.

Descriptions

Short: Discover and analyze a variety of real-time insights with Windows devices, platforms, applications, and usage.

Medium: Gain visibility into what your users experience every day, and why. Determine what is needed to deliver a responsive, flexible desktop experience from any device.

Benefits

- Gather and analyze endpoint data to determine any issues with user environments
- Simplify IT support and maintenance with extensive reports for quantifying and tracking user experience metrics
- Provide the foundation for making targeted and effective changes to the desktop environment

Questions

- Do you have visibility to analyze critical Windows information like logon times, user profile size, and memory usage?
- Can you gain insight into what is needed to deliver a responsive and flexible Windows computing experience on multiple devices?
- Do you feel confident you could provide management critical Windows analytics for their computing environment?

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