# Ivanti Service Desk, powered by Landesk

Imagine a comprehensive yet easy-to-use IT service management solution that enables you to deliver quality IT and business services consistently across the enterprise. Available on-premise, in the cloud, or as a hybrid model, Ivanti Service Desk, powered by Landesk, is a highly configurable solution that offers all the capabilities expected from an enterprise-class service management system, including ITIL®-verified process as well as market-leading self service.
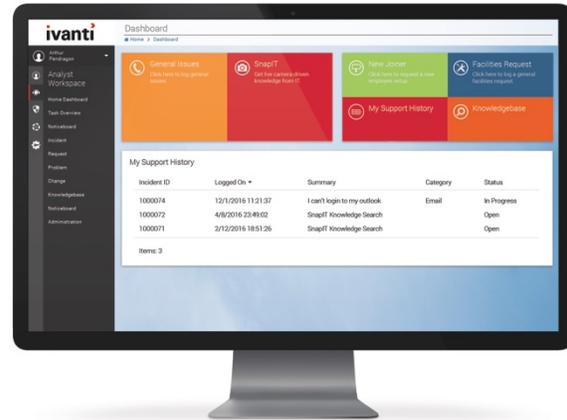
Manage and Automate Workflows and Processes

Ivanti Service Desk is a process-driven solution that enables you to manage and automate the lifecycle of your processes—from initiation to updating to closing. The powerful process core ensures that no process can be circumvented. The solution is PinkVERIFY 2011 in 15 ITIL processes.

- Build, modify, and automate ITSM and business processes or get started quickly with pre-defined configurable processes such as incident, request, change, HR, and more.

- Automate repetitive tasks such as password resets or service request fulfilment, freeing staff for other projects.

- Orchestrate cross-system IT automation to create efficiencies and reduce human error.

- Gain the ability to take action, resolve issues, and manage your service portfolio.

Benefit from Technology That's Easy to Use and Own

The solution is very scalable and flexible. You can set up and design the service desk system easily to meet business needs. You can also configure the solution without coding to meet changing requirements and realize faster time-to-value without disrupting users.

Leverage Role-Driven Workspaces for IT and End Users

Ivanti Service Desk incorporates the intuitive, role-driven experience and the secure, anytime self-service of Ivanti Workspaces. Users can access everything they need to interact with IT from one place. They can log or solve their own IT issues, view information, or request apps and services from the service catalog.

- Build and give end users access to innovative capabilities like SnapIT so they can capture error messages on mobile devices and gain access to knowledge automatically.

- Deliver and maintain services automatically—all tied to back-end process and IT policy.

Workspaces offers management, staff, and end users a secure, mobile, location-aware interface accessible from any major platform or device, including iOS, Android, PC, and Mac, or from any HTML 5 browser. Ivanti Service Desk empowers service management teams with the right tools, data, and actions they need to do their jobs—enabled through the same, familiar user interface for each role.

Gain Visibility into Operations with Reports and Dashboards

Quickly report performance against business goals and foster continuous service improvement. Create reports easily, based on the metrics you use to demonstrate value to the business. Ivanti Service Desk is SDI Performance Results Report compliant. From drillable dashboards to trend graphs* based on KPIs, you'll gain context for decisions and planning.

Employ Impact Analysis to Reduce Risk from IT Changes

Apply context to change management decisions with the Ivanti Configuration Manager* capability. Reduce the number of change-related incidents by building relationships between configuration items and map services to the infrastructure in order to understand who or what is impacted by change requests for services.

Connect IT Silos Through Simplified Integration

The solution integrates with multiple Ivanti products and connects to other industry-leading IT systems, applications, and data to improve service-level response time.

- Simplify integration with pre-built connectors for data sources and directory services.

- Use in-context right click access to drive tools such as remote control and software deployment in Ivanti Management Suite without leaving the service desk environment.

- Alternatively take advantage of your investment with integration to Microsoft System Center Configuration Manager (SCCM)* and Novell ZENworks.*

Detect and Resolve Issues Before Users Are Aware

Ivanti Event Manager* receives and interprets important events from any tool that can post to the Event Manager interface and initiates an appropriate process response in Ivanti Service Desk. Monitor the event and update open processes automatically. Resolve issues before users are aware.

*Capabilities require Ivanti Service Desk Enterprise edition. All other capabilities are available with Ivanti Service Desk Standard edition.

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