

Ivanti Service Manager

Powered by Heat

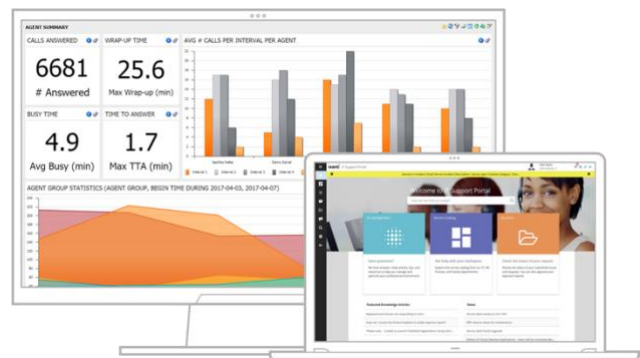
Managing IT services today has rarely been more challenging, and your users expect a lot from you. With Ivanti® Service Manager, you gain a proven, robust IT service management solution that transforms help desks and support teams into strategic business enablers. Optimized for the cloud but available on-premises, this fully multi-tenant solution improves day-to-day operations and helps IT teams achieve world-class service management capabilities for IT and for other business departments.

Deliver More Strategic Value

Ivanti Service Manager provides enterprise-capable, end-to-end service management capabilities throughout the service delivery lifecycle, from request capture to remediation. Built on industry standards with 13 ITIL-certified processes, Service Manager can expand and grow as your needs change and mature. Automated workflows eliminate costly manual processes while making operations more efficient, compliant, and secure. Whether you're looking for an IT help desk / support ticket solution or need to perform more advanced ITIL service management processes, Service Manager is packaged to deploy quickly and scale up easily to adapt as your requirements grow.

Improve Service Quality

The automation services of Service Manager enable service owners and business managers to adapt, design, and take control of workflows without any coding, improving quality and consistency of services. Pre-defined blocks of integration workflow integrate smoothly with external systems and data sources to pull in required information and connect to other tools for end-to-end automated processes. Analysts leverage relevant information exactly when they



need it to grasp situations quickly and streamline processes to resolve issues more efficiently.

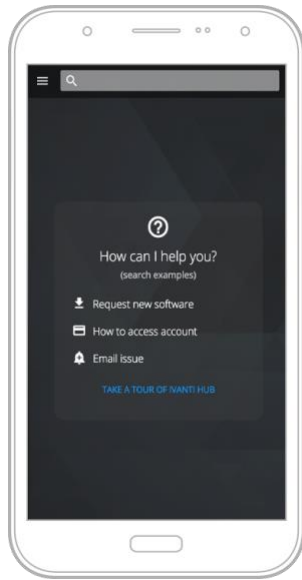
Provide Engaging Self Service

Transform the service experience for your users with the AI-powered Hub. Your users and employees gain the innovative tool they need to help themselves quickly and easily. Your users can simply have a conversation with the Hub to obtain answers, submit requests, or ask for help. Ticket management is a snap when users can simply ask about status, make an update, or create a new ticket. The Hub is available 24x7 and fully integrated with Service Manager's workflows to further reduce the IT team's workload.

Expand self-service capabilities by offering your users the Ivanti Service Catalog for enhanced visibility and access into all service offerings for the enterprise—IT and non-IT. All self-service requests go through individually configurable approval processes, turning requests into approved and documented orders. Easy integration into the corporate website or employee portal, along with full mobile support, means users obtain the services they need—anytime, anywhere.

Boost Caller Satisfaction

Voice automation empowers your IT service team to improve customer satisfaction by increasing first-call resolution rates and handling calls more effectively. Service Manager integrates existing phone infrastructure with the IT service desk environment for intelligent call routing, integrated voice response, voice self-service, screen pops, and call management functionality. Reduce costs further with phone-enabled self service for resetting passwords, initiating and approving change requests, or checking service-request status.



Gain Real-Time Insight

Monitor service delivery, quality, and commitments with role-based dashboards that provide the real-time information, flexibility, and tools needed to configure reports easily through a drag-and-drop interface. Several out-of-the-box dashboards and reports provide a single view of operational, financial, and productivity metrics to help you determine how well you're meeting performance and business goals. Additional inventory and asset data dashboards enable you to make better and more informed decisions regarding the IT landscape.

Cloud or On-Premise, You Decide

Built on a multi-tenant technology platform designed for the cloud, Service Manager offers you full flexibility to deploy in the cloud, on-premise, or a hybrid combination. You can move easily from one deployment model to another without losing functionality or data. All customers receive maximum value through the solution's ease of consolidation, configuration options, simplified deployment, automated workflow system, and socially enabled self-service access.

Stay Connected

Your employees aren't always at their desks, yet they still need access to your services. With Ivanti's ITSM Mobile App, users can employ their mobile devices to stay connected no matter where they are. Allow them to check on incidents, submit requests, or search for answers to common IT questions. Make it part of your communication strategy so your users stay in touch and productive while on the move.

Deliver Business Services Beyond IT

A modern service delivery experience doesn't have to be limited to IT. All business departments must become more efficient and proactive by transforming manual processes driven currently by ad hoc emails, dated spreadsheets, or paper documents.

Do other departments approach you to learn how you've improved your service delivery? With Service Manager, your IT team is well positioned to automate the services and offerings of other departments. Partner with them to leverage your ITSM tools and practices to develop and deliver new innovative services.



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