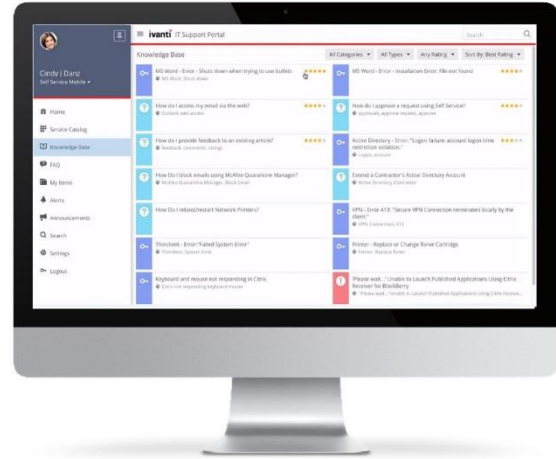


Ivanti Service Manager

Powered by HEAT

Ivanti® Service Manager is a proven, robust IT service management solution that transforms service and support teams, service desks, and help desks from tactical service providers into strategic business enablers. Available in the cloud or on-premise, this fully multi-tenant solution improves day-to-day operations and increases the ability of IT teams to 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 is built to 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 can easily scale and adapt.

Enhance 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 integration workflow blocks 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

Both internal and external customers submit and track requests through a web-based self-service tool, opening up the service desk for 24x7 customer access. Combine the solution with Ivanti Service Catalog to gain visibility and access into all service offerings for the enterprise—IT and non-IT. All requests go through individually configurable approval processes, turning requests into approved and documented orders. Easy integration into the corporate website or employee portal that includes full mobile support means users obtain the services they need—anytime, anywhere.

Improve 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.

Deliver Enterprise 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 come to 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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