

SaaS, On-Premise, Hybrid—You Decide

When it comes to implementing your service desk, no single software delivery model fits all. Yet regardless of which model you choose—Software as a Service (SaaS), On-Premise or Hybrid—Ivanti® Service Desk can do it all. The key is that your service desk experience be consistent no matter which path you pursue.



Choose the Delivery Model that Makes Sense

There's no question that each delivery mechanism comes with its own advantages, disadvantages and conflicting concerns. For example, cost concerns are a primary driver for choosing a SaaS option. However, organizations that operate in industries with strict legislation and compliance requirements should consider such issues as security and the handling, location and redundancy of data when making a decision. By the same token, for those organizations that want to use their in-house IT resources for other projects, the SaaS advantages of managed upgrades and changes are worth serious consideration. It's important to look beyond the financial returns to the underlying benefits of each model and evaluate what makes the most sense for your organization.

“The Ivanti service desk solutions have enabled us to integrate all of our services so we can offer our customers a single point of contact from the service desk. Instead of offering fragmented services, Ivanti has allowed us to join together once disjointed silos and functions into seamlessly integrated services for contract management, change management, procurement and more.”

*Roger Bearpark, Assistant Head of ICT
London Borough of Hillingdon*

The Advantages of Ivanti Service Desk as a Service

- No capital investment in Ivanti Service Desk as a Service; you subscribe to a service rather than take ownership of a license
- A simple, predictable subscription pricing model that controls on-going management costs while providing flexibility in how you consume the service
- Lower cost of IT operations; no infrastructure or software maintenance costs
- Faster provisioning and ease of managing multi-site service desks
- Flexibility to use as a test environment as well as live
- Functional, out-of-the-box standard service desk implementation with a rich client starting point, enabling the phased adoption of ITIL processes
- Customer cloud dashboard eases administration; use it to view service status or make requests for changes and reports to your Ivanti Cloud Care team, freeing IT staff from non-strategic issues
- Retain the ability to configure your instance of Ivanti Service Desk as a Service (preserved through upgrades) and to partition your database for use by different divisions

- Easy access from anywhere for service desk staff and web portal access for end-user customers
- Managed backups and upgrades deliver new functionality regularly
- Receive information about cloud performance
- Strong integration capabilities with on-premise applications and data sources
- Solid integration with other Ivanti products
- Leverage the Ivanti management automation platform to orchestrate other tools and technologies with Ivanti Service Desk as a Service

- Shrink start-up costs (and total cost of ownership) through low-touch administration requirements
- Create a solid foundation for your on-going service delivery to achieve faster time to value
- Reduce risk by adopting a proven ITSM platform designed around ITIL best practice that matures with your organization's requirements

The Advantages of the Ivanti Service Desk On-Premise Option

- Provides the benefits of a rich client starting point, enabling the phased adoption of ITIL processes
- All aspects of the implementation such as performance, availability and maintenance windows are under your control
- Easiest integration with other services or data
- Full QA, staging and test development are under your control as well
- With a perpetual license model, the fixed cost of Ivanti Service Desk licenses are known over time and ownership is retained
- Offers a potentially lower cost of ownership over time
- Assumed lower data security concerns as data is located onsite
- Complete database accessibility is retained, such as the ability to reach raw data when required
- Security is under the complete control of your own security policies
- Change process created by your IT staff is under your control

Ivanti Service Desk enables organizations to deliver outstanding IT support services to employees and



customers. It combines ITIL®-verified, process-driven incident, problem, change, and configuration management and more in a single touch point, and is PinkVERIFY in 15 ITIL 2011 processes.

Consider the Fast Start Option

As part of Ivanti Service Desk as a Service, the Start option provides the Incident Management and Self Service building blocks service desk administrators need right out of the gate. In addition to fixed Incident and Self Service capabilities, you gain a pre-built integration foundation to Ivanti® Management Suite and key tools such as remote access. You can get started with Incident Management as soon as you receive your login details without the need for additional help.

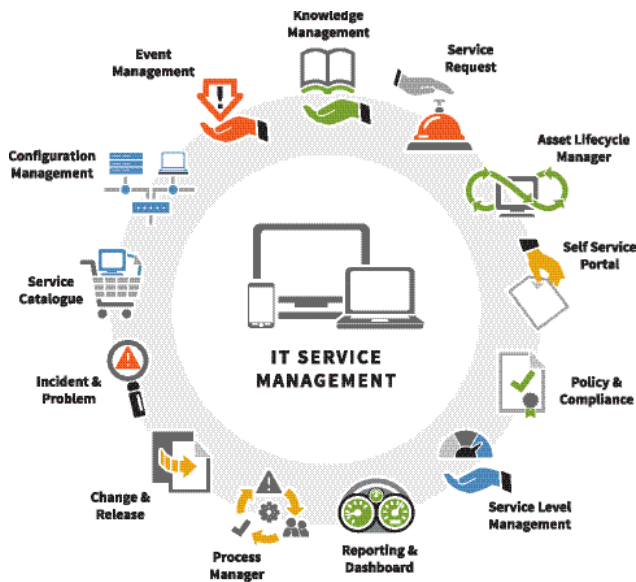
- Gain control of your IT support environment more quickly, enabling customers of IT to benefit from higher levels of productivity sooner
- Reduce the complexity through a simple, turnkey solution that eases you through start up to baseline operations

The Option of the Hybrid Model

While the benefits of the hybrid model vary from one organization to another, this option opens numerous possibilities to run applications where they fit in the corporate infrastructure. One such scenario is using Ivanti Service Desk as a Service and federating on-premise data sources to a CMDB in the cloud. Another example is having a service desk SaaS implementation in the cloud linked to

an on-premise service desk implementation for business-critical activities. In these instances, you can leverage the Ivanti management automation platform to orchestrate all of your on-premise tools and technologies that talk to the service desk in the cloud.

Whether you're dealing with service management processes or other matters, every business operates differently. You need to consider your own requirements when choosing your path. For example, where the security of data handled by the service desk is paramount, consider the on-premise model. Where the service desk is a non-critical system, consider SaaS and the cloud. In instances where the service desk operates most efficiently as a service but still needs to pull data from various sources such as Active Directory (AD), databases, Excel spreadsheets and accounting systems, consider a hybrid solution.



“The defined workflow in Ivanti Service Desk in conjunction with Ivanti Management Suite allows us to provide a consistent, high level of service to all users around the world. In addition, each of our nine companies has slightly different support needs, and we can customize the solution to address these particular needs. Now that we have a single management platform, we have global visibility into our inventory, software licensing, ticket queue and more. If necessary, a technician in Houston can service a PC in Thailand.”

*Robb Harper, Lead Technical Support Analyst
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