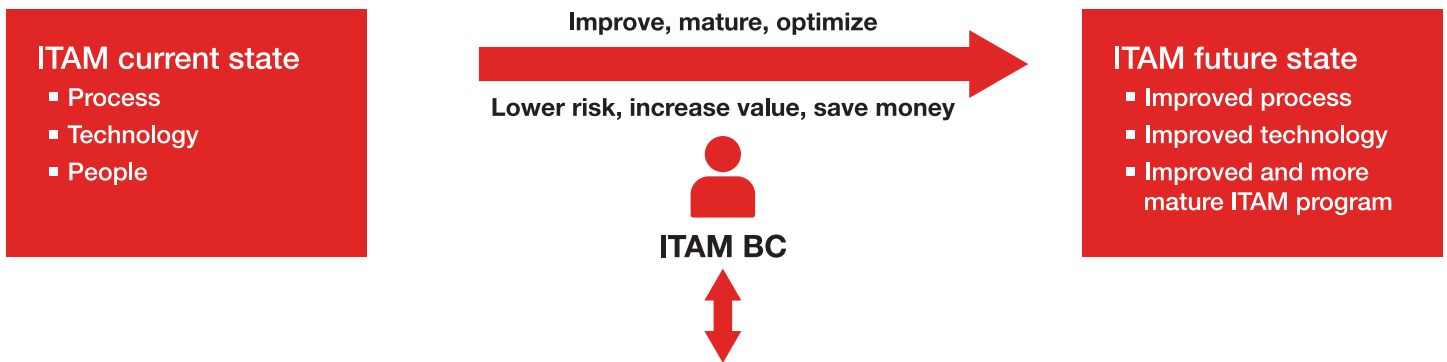


# ITAM Business Consultancy (BC) Service

The Ivanti ITAM Business Consultancy (BC) is a strategic resource to help customers develop and mature their IT asset management (ITAM) programs. Leveraging Ivanti Business Consultants can help you reduce risk, improve savings, and increase business value.

The best way to maximize the ROI of your ITAM investment is to work with resources who have industry expertise, hold certified credentials, and who possess years of experience delivering ITAM solutions. Ivanti ITAM Business Consultants represent the highest-level ITAM resource available. They are proactive in understanding your business and assertive in helping you leverage ITAM-industry best practices to meet your goals.



ITAM Best Practices		
Acquisition Management	Disposal Management	Policy Management
Asset Identification Management	Documentation Management	Program Management
Compliance Management	Financial Management	Project Management
Communication and Education Management	Legislation Management	Vendor Management

ITAM Business Consultants can be leveraged at any point in a project, though it's best to engage them at project initiation. Initial engagements are generally one week. During that time, your Consultant will work with the project sponsor, key stakeholders, and operational personnel within your organization to ensure collaboration. The Consultant will help build a solid foundation for the project and its various phases, and will also work closely with Ivanti Sales, Support, Product Management, and Consulting.


	Standard Workshop	Advanced Workshop
Days per engagement	4 days	Up to 3 weeks
On-site	Can be done on-site or remotely	Can be done on-site or remotely


ITAM Business Consultants provide ITAM expertise and identify the best method for a new or existing ITAM program to move forward in terms of process, technology, and business value. The goal is to bridge the gap between your organization’s business requirements, ITAM best practices, and the functionality of Ivanti products. Consultants have the necessary technical, functional, and industry expertise as well as the business acumen to align your ITAM program with best practices across a range of industries.


**SERVICE DELIVERABLES FRAMEWORK**

Service deliverables are outlined in the table below. Since each engagement is customized to suit each customer’s business objectives, your ITAM Business Consultant will work with you at the beginning of the engagement on the process for how these items will be delivered and how they will best meet your needs and goals.

Component	Description
<p><b>Define Business Objectives</b></p>	<p>Assist the customer in defining the business drivers, objectives, and resources required to ensure a successful ITAM initiative, including:</p> <ul style="list-style-type: none"> <li>▪ Identify and prioritize the business objectives to be achieved</li> <li>▪ Define what success looks like and how it will be measured</li> <li>▪ Define leadership roles and responsibilities</li> <li>▪ Define and identify mentoring or training requirements</li> </ul>
<p><b>Identify and Baseline the Current ITAM State</b></p>	<p>Identify, review, and analyze customer’s current ITAM state, including:</p> <ul style="list-style-type: none"> <li>▪ Program history</li> <li>▪ Technical environment/tools</li> <li>▪ Operational environment</li> <li>▪ Procurement/Financial/Contractual processes</li> <li>▪ Hardware and Software identification and lifecycle</li> </ul>
<p><b>Scope the Implementation</b></p>	<ul style="list-style-type: none"> <li>▪ Align ITAM implementation based upon business objectives and customer’s ITAM maturity level</li> <li>▪ Define implementation priorities based upon ITAM “Best Practice” and the associated business drivers and discovery findings</li> <li>▪ Identify strategic wins for customer’s stakeholders</li> <li>▪ Address and prioritize fiscal, security, risk, and performance-related issues</li> <li>▪ Assist customer in identifying key resources to support a successful implementation</li> <li>▪ Establish and define the ITAM processes needed to create a solid foundation to support objectives for current and future phase(s)</li> <li>▪ Identify and strategize timelines for delivery</li> </ul>
<p><b>Document the ITAM Roadmap for Success</b></p>	<p>Documentation will be prepared specifying the recommended course of action to move the customer from the current ITAM state to the future ITAM state, including:</p> <ul style="list-style-type: none"> <li>▪ Finalize the flow of the project in a step-by-step approach</li> <li>▪ Provide guidance to customer around required processes and technologies to achieve success</li> <li>▪ Recommendations on the delivery of success metrics, ensuring ongoing executive-level support</li> </ul>


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