

10 Reasons to Choose Ivanti Service Manager

Rapid Time to Value with Low TCO

1. EASY CONFIGURATION AND UPGRADE

Codeless workflow designer supports a broad range of business requirements for technical admins to non-technical business users. Over 100 out-of-the-box workflows available. Verified on 13 ITIL disciplines.

2. HIGHLY SCALABLE CLOUD PLATFORM

A fully multi-tenant platform architected to meet the highest levels of enterprise production application requirements for security, control, performance, and high availability.

3. PRE-TESTED INTEGRATION AND AUTOMATION

In addition to native automation capability, Ivanti® Service Manager integrates with Ivanti portfolio solutions like Ivanti Endpoint Manager, Ivanti Automation, and Xtraction, as well as other industry-leading solutions. Reduces time to resolution, cost of ownership, and process complexity.

4. 100% BROWSER-BASED SOLUTION

Use Service Manager on any device; no client components required. Experience productivity no matter where, with no compromises to functionality or usability.

A User Experience for the Enterprise

5. GREAT FOR ENTERPRISE SERVICE MANAGEMENT

Use Service Manager for Customer Service, HR, Facilities, or any other Enterprise department. Leverage existing workflows or create additional content.

6. EASY, CONTEXT-BASED WORKING

UI and Workflow presents the information a user needs—whether IT or business user—to perform tasks based on the context of the user and the workflow.

7. NATIVELY INTEGRATED VOICE AUTOMATION

Ivanti Voice Automation integrates with existing telephony infrastructure and provides features such as call routing, integrated voice response, voice self-service, screen pop, and call management functionality. Manage interactions without analyst involvement. Speeds resolution, reduces analyst burden, and optimizes the user experience.

Flexible Delivery Terms

8. ADAPTABLE DEPLOYMENT OPTIONS

Cloud or on-premise (or hybrid), with ability to move seamlessly between the two thanks to a single code base. Easy upgrade path, whichever deployment option. Modular offering scales easily to meet client needs, from core help desk needs to more advanced service management processes.

9. UNRESTRICTED LICENSING OPTIONS

Named or concurrent licensing for both cloud and on-premise solutions. Subscription or perpetual.

10. TRANSPARENT PRICING

No hidden charges for customer to build its own modules or extensions.



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