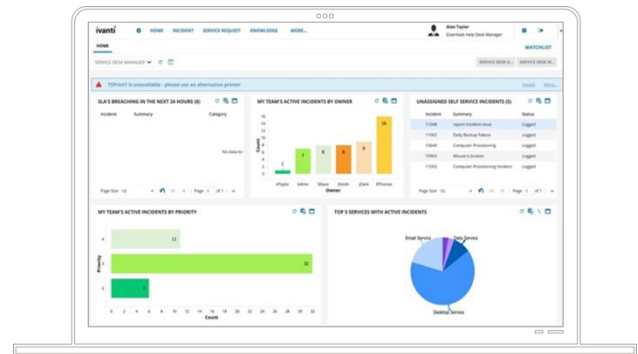# Ivanti Help Desk Essentials

Managing IT services today has rarely been more challenging. Your users expect a lot from you, and limited resources, budget, and time don't help. Ivanti® Help Desk Essentials is the proven, pre-built ITSM solution you need without breaking your budget. Pre-packaged best practices delivered from the cloud help you improve your support capabilities immediately. Start enjoying higher productivity and customer satisfaction in no time.

Designed for Rapid Implementation

Ivanti Essentials starts with the leading functionality in Ivanti® Service Manager and combines it with the experience acquired from thousands of successful deployments. You gain a core set of ITSM capabilities that include incident and knowledge management, self-service, service requests, dashboards, and reports. Pre-packaged best practices and workflows cut implementation costs and time, placing you quickly on the path for low total cost of ownership. Now you can stop firefighting and focus more on the services that make a real impact on the business.

Cost-Effective Cloud Delivery

No need to bust your budget when updating to a modern help desk solution. The fixed-functionality scope of Essentials— combined with Ivanti's fully multi-tenant cloud platform— means both your implementation and ongoing costs remain contained and predictable. Redeploy the resources that were devoted to running your current tool and let the experts keep your system performing and available. No need to factor in future costs to keep your help-desk tool up to date. Application upgrades are included automatically with Essentials so you stay current on the latest innovations.

Innovative Self Service

Through the AI-powered Hub, employees gain an innovative tool they need to help themselves quickly and consistently. They can have a conversation with the Hub to obtain answers, submit requests, or ask for help. Ticket management is a snap when they can simply ask about status, make an update, or create a new ticket. The Hub is fully integrated and automated with Essential's service management workflows to help reduce the workload on the help desk.

Stay Connected

Your employees aren't always at their desks, yet they still need help desk access. With Ivanti's ITSM Mobile App, workers can use 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 employees stay in touch and productive while on the move.

Reporting and Dashboards

Role-based dashboards provide the real-time information, flexibility, and tools needed to monitor service delivery,

quality, and commitments—and 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.

Foundation for Future Growth

Feel confident that your Essentials' investment will continue to grow with your needs. As part of Ivanti Service Manager, Essentials represents a readily available, no-hassle path to a full suite of ITSM capabilities. Built on industry standards with 13 ITIL-certified processes, Ivanti Service Manager is built to expand and grow as your needs change and mature, including a fully integrated Voice automation solution to boost first-call resolution rates and handle calls more effectively.

And remember that the benefits from your Essentials solution aren't limited to IT. Use the automation of Essentials to create new service requests and workflows for other departments such as HR or Facilities.

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