



# Ivanti Customer Support FAQ

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## How do I connect with Ivanti Support?

Please visit: <https://support.ivanti.com>

Here you can submit new cases, check on existing cases, connect directly with us on the phone, as well as access a wealth of information about our products. NOTE: You must register for Ivanti Community before you can submit a support case. Register for the Community here: <https://community.ivanti.com/welcome>.

## What are the business hours for Ivanti Support?

“Business Hours” means the normal business hours, Monday through Friday (excluding Ivanti holidays) in the Ivanti support center for the region specified below (based on Licensee’s primary office location). A complete list of Regional Business hours and contact options can be found here: <https://www.ivanti.com/support/contact>

## What are the Ivanti holidays?

Holidays are days when Ivanti is not open for business (for a list of Ivanti holidays, please refer to <https://www.ivanti.com/support/contact> ). On a published holiday, Ivanti Support is available for P1 issues for customers with an eligible 24x7 support program.

## What are the Ivanti Support programs?

Ivanti’s support programs are points-based programs with benefits based on the level of annual investment in Ivanti Products and Support Services. A customer’s level of investment is expressed in points that are calculated based on the specific Ivanti Products licensed by the customer during each annual period, the Support Services purchased, and any additional points purchased by the customer to upgrade to a higher support level. Customer can access its specific point totals through the Ivanti sales personnel, via the Service Portal, or on any Ivanti sales quote. The level of points accumulated determines the specific support benefits for which the customer is eligible. Points expire at the end of each Support Services period and new point calculations are done for each renewal period.

## What are the different Support levels?

Ivanti’s Support Services consist of software upgrade protection, support and maintenance, additional assigned support personnel, and professional services (as specified in this agreement and additionally through the above link). Ivanti may provide the support services listed below to customers:

|  |
|--|
| <b>Software Upgrade Protection (“SUP”)</b>   |
| <b>Support – Initial Level:</b>  |
| 0 – 2,999 Points: Base Support with Incident Packs (ICP)   |
| 3,000 – 49,999 Points: Professional Support (PS)   |
| 50,000 – 199,999 Points: Enterprise Support (ES)   |
| 200,000+ Points: Enterprise Plus Support (EPS)   |
| <b>Technical Relationship Manager</b>  |
| <b>Available Specialty:</b> ITSM, ITAM, UEM, Security  |
| Premier TRM  |
| Enterprise TRM   |
| <i>* IT Service Management = ITSM; IT Asset Management = ITAM; Security = Systems and Security Management; Unified Endpoint Management = UEM</i> |

## What am I entitled to with my respective Support program?

Depending on your Support Point Total (access current point totals via the Service Portal), you may qualify for any of the following support offerings:

| Available Support Services                                       | SUP | ICP | PS  | ES  | EPS |
|--|-----|-----|-----|-----|-----|
| Software Upgrade Protection                                      | Yes | Yes | Yes | Yes | Yes |
| Proactive Updates (RSS Feeds on Community)                       | Yes | Yes | Yes | Yes | Yes |
| Ivanti Community Access  | Yes | Yes | Yes | Yes | Yes |
| Remote Diagnostic Support  |     |     | Yes | Yes | Yes |
| HotFix Patches for Priority One Issues                           |     |     | Yes | Yes | Yes |
| Instructor-led Online (ILO) Training *<br>Restrictions may apply |     |     | Yes | Yes | Yes |
| Phone Support  |     |     | Yes | Yes | Yes |
| Incident Tracking and Response                                   |     |     | Yes | Yes | Yes |
| 24 x 7 Phone Support for Priority 1 Critical Issues              |     |     |     | Yes | Yes |
| Annual Health Check  |     |     |     |     | Yes |
| Priority Phone Support and Support Hotline                       |     |     |     |     |     |

## What support program do I have?

Current point totals can be accessed via the Service Portal. [Support levels](#) are reviewed and may be adjusted at the end of the Support Term, any Renewal Term, and any time customer purchases additional points or Support Services.

## How can I be alerted of new versions and fixes?

Ivanti provides email alerts for issues such as technical updates, patches, utilities, and documents. [Click here](#) to learn how you can set up your notification alerts. Ivanti is not liable for any failure of customer to receive alerts, including due to failure of e-mail systems or Internet connectivity.

## What kind of training am I entitled to as a part of my Support Agreement?

For Professional Support level, customers receive a single voucher for one day of Instructor-led Online (ILO) training; for Enterprise Support level, customers receive two vouchers for one day of Instructor-led Online (ILO) training; for Enterprise Plus Support level, customers receive three vouchers for one day of Instructor-led Online (ILO) training. The ILO training is subject to separate agreement presented upon registration and access to the respective sites.

[\\*Restrictions may apply](#)

## Can I only purchase support for a percentage of my nodes?

If a customer elects to purchase Support Services for an Ivanti product, customers must purchase such Support Services for all instances and uses of such Ivanti products during the Support Term and any Renewal Term. For example, a customer licensing 1,000 nodes of Ivanti Endpoint Manager (formerly Landesk Management Suite) cannot purchase support services for only 500 nodes.

## When can I submit questions and incidents via the Self Service Portal?

Customers may submit issues and questions to Ivanti 24 hours a day, 365 days a year via the Service Portal.

<https://support.ivanti.com>

From the portal, you can:

Submit a Web case: This will operate the same way it has on our portal previously.

Submit a Callback request – “Call me as soon as you’re available”:

- When you choose this option, your request will be placed in our queue and we’ll connect with you in the order the request was received. The main difference? You don’t have to wait on hold. We’ll call you.

Submit a Callback request – “Call me now”:

- This will ring your phone immediately and place you in queue. This is basically the same way our phones worked before, but now our engineers will have all your information up front, and you won't have to navigate a phone menu to get to the right team.

## When is phone support available?

Support via a phone call back is available during [Ivanti business hours](#). Enterprise and Enterprise Plus customers are entitled to 24x7 phone support (for P1 Critical issues only).

## Does my support agreement entitle me to priority access to customer support?

Enterprise Plus Support customers are entitled to priority access to customer support with priority queueing assigned automatically during a callback request. [Click here](#) to check your support entitlement offerings.

## What does Ivanti Support cover?

The provision of Support Services does not extend or modify the limited warranty (if any) for any Ivanti products. Support Services, Updates, and Upgrades do not include any type of installation, deployment, or application assistance for unique requirements or environments. Ivanti does not represent, warrant, or guarantee that any of the Support Services provided hereunder or the referenced response times will correct or resolve any error within any specific time period. When notifying Ivanti of any suspected error, customer must provide Ivanti with detailed information about the error, including an example, the context in which it was encountered, details of customer's system configuration, and the steps necessary to generate or reproduce the error. If requested by Ivanti, customer shall permit Ivanti or its representative full access to customer's implementation of the Ivanti product and the system on which it is installed so that Ivanti can carry out the support services.

Ivanti shall be under no obligation to furnish the support services or provide access to updates and upgrades to the extent that such support or updates are required as a result of: (i) the operation of the Ivanti products in environmental conditions or configurations outside those described in the documentation; (ii) Customer's material failure to maintain the Ivanti products in accordance with the standards prescribed in the documentation; or (iii) causes unrelated to the Ivanti product as delivered to you by Ivanti, including without limitation, unauthorized modifications to the Ivanti product, made by customer or on customer's behalf.

## What versions of software are supported?

In order to receive support services, customers must be using the current version or a prior version of the Ivanti

products still being supported by Ivanti. Ivanti's currently supported versions and installation deadlines are specified at <https://www.ivanti.com/support/product-end-of-life>. It is your sole responsibility to properly install each Ivanti update and Ivanti upgrade within the appropriate time limits.

## How do Incident Packs work?

Only available to licensees who qualify for the Base Support level (0 – 2,999 points) or Ivanti's educational customers licensed under the Ivanti Academic Alliance Software License and Support Agreement or other education/academic licensing/pricing models. If purchased "Base Support with Incident Packs," then for the number of incidents purchased, Ivanti will provide the following support services: (i) Phone callback support available during business hours. In addition, customers will be eligible to access Ivanti's Support Services website (24 hours a day, 365 days a year), including the Ivanti Knowledge Base, technical support white papers, and critical patches and software fixes. Customers will also be eligible to access the Service Portal (24 hours a day, 365 days a year) to initiate and track support tickets without helpdesk intervention.

## What are the priority levels for an incident (case)?

### **Priority Level 1 - P1, "Very High Service Impact"**

A support or maintenance incident where, notwithstanding proper installation and usage: (a) a substantial portion of one or more Ivanti products does not operate and cannot be restarted; (b) there is an error in a major program function that renders such major program function completely unusable; or (c) there is an error that causes a third-party mission-critical application to be unstable.

### **Priority Level 2 - P2, "High Service Impact"**

A support or maintenance incident where, notwithstanding proper installation and usage, there is an error in a major program function causing significant impact to one or more Ivanti products such that the Ivanti product is difficult but not impossible to use.

### **Priority Level 3 - P3, "Medium Service Impact"**

A support or maintenance incident where, notwithstanding proper installation and usage: (a) there is non-critical degradation of performance or function in one or more Ivanti products; or (b) there are minor, intermittent problems in one or more Ivanti products. A commercially reasonable workaround may be available. Any incident reported other than by telephone (i.e. web, or otherwise) will be classified as a P3 or P4 incident, at Ivanti's reasonable discretion.

### **Priority Level 4 - P4, "Low Service Impact"**

For a list and definition of our incident priority levels, please visit <https://www.ivanti.co.uk/company/legal/support-terms>.

## What kind of response times can I expect for my incidents?

For a list of expected response times, please visit: <https://www.ivanti.co.uk/company/legal/support-terms>

## How is an “Incident” classified?

An “Incident” is a single support issue with a Ivanti product and the reasonable effort needed to resolve it. A single support issue cannot be divided into sub-problems regardless of the amount of effort required to resolve the issue. If an issue consists of multiple problems, a separate incident will be required to solve each problem. Ivanti shall determine what constitutes an incident on a case-by-case basis.

## How does Ivanti Technical Support handle confidential information?

Ivanti is committed to user privacy in all of its communications regarding its products and services. The Ivanti Privacy Policy at <https://www.ivanti.com/company/legal/privacy-policy> outlines Ivanti’s information-handling practices. If you give us personal data, it will be treated according to this policy. By visiting or downloading any materials from Ivanti websites or by providing any personal data to us via Ivanti websites or e-mail addresses, you are accepting and consenting to the practices described in this policy. If you do not agree to these terms, do not use Ivanti websites, download any materials from them, or provide information to Ivanti or its affiliated companies by e-mail or other means. This policy covers all Ivanti websites and customer communications as well as personal data you provide to Ivanti Customer Support. Some Ivanti subsidiaries or programs, as well as Ivanti solution provider partners, may have their own, possibly different, policies. Ivanti encourages you to read this privacy policy and those of all websites you visit and/or companies who send you communications.

## What are the Technical Account Manager offerings?

If you purchased any Ivanti product you may also purchase any of the Technical Relationship Manager (TRM) offerings. The TRM service is a subscription-based offering that generally runs for a period of 12 months. Your TRM will work with the project sponsor, project and business stakeholders, and key operational personnel within your organization to accelerate early phases of adoption and guide integration into daily operations. Each TRM is dedicated to a specific Ivanti solution such as: IT Systems Management, IT Asset Management, Systems and Security Management, and Unified Endpoint Management.



The table below details the different TAM offerings and the associated benefits:

|                   | Premier TRM   | Enterprise TRM |
|-------------------|---------------|----------------|
| Days per Year     | Up to 24 days | Up to 48 days  |
| On-site           | Up to 25%     | Up to 25%      |
| Travel            | Included      | Included       |
| Training Vouchers | 2             | 3              |
| Duration          | 12 months     | 12 months      |

## About Ivanti

Simple IT environments are a thing of the past. IT departments juggle too many tools from too many vendors while facing pressure to cut costs, reduce risk, and boost productivity. Workers are adding smart phones and tablets to PC or notebook use, dramatically increasing the number of endpoints and operating systems that must be managed. Organizations need intelligent, integrated control over diverse systems and devices.

Customers worldwide use Ivanti® **unified endpoint management, security management, IT asset management (ITAM), IT service management (ITSM)**, and **supply chain** solutions to simplify IT complexity and manage mobility “mayhem;” discover, track, and safeguard assets and endpoints; and enable IT staff to improve service levels—all while reducing costs and requiring less infrastructure.

An IDC study found that on average, Ivanti customers realized a three-year return on investment of 698% for their deployed Ivanti solutions—a nearly sevenfold return. The average payback period to recover the initial investment averaged a short 5.1 months.