



Customer Q&A

Ivanti has acquired Cherwell

Q: Why did Ivanti acquire Cherwell?

A: The Cherwell acquisition is a further execution of the Ivanti growth strategy and vision. By acquiring Cherwell, Ivanti further delivers on its vision to enable the self-healing autonomous edge with adaptive security and contextualized personalized experiences.

The combined portfolio will enable Ivanti customers to manage and service all their devices end-to-end with zero trust security through contextual automation. They will be able to proactively and autonomously self-heal and self-secure devices while delivering great personalized experiences to every user wherever they work.

The combination of Ivanti and Cherwell will cement the Ivanti leadership position in Unified Endpoint Management (UEM), Zero Trust Security, and IT Service Management (ITSM).

Q: Who will lead the combined companies?

A: The combined company will continue to be led by Ivanti Chairman and CEO Jim Schaper.

Q: What do the acquisitions of Cherwell mean for all customers?

A: Customers can be assured of Ivanti's continued commitment to their success. Ivanti will continue to offer software and services to maximize the business value derived from our customers' IT investments. Through these acquisitions, we believe customers will benefit from the strength and the scale provided by Ivanti, including:

- Continued success: Ivanti is committed to its customers and their success, applying its expert team, innovative solutions, and services to help ensure the best possible outcomes. Our employees work hard to help customers quickly gain value from Ivanti technology and help them achieve business outcomes beneficial to their business.
- Breadth of choice in solutions: All customers will benefit from an expanded product offering and services capabilities. Our industry knowledge and complementary product offering mean Ivanti is well-positioned to provide our expansive customer base with the critical tools they need to tackle existing and new IT challenges. Ivanti offers customers solutions to manage, service, and secure across all device types.

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- Increased scale: Ivanti brings scale, corporate resources, and services capabilities and will use its go-to-market expertise across product innovation and customer success to increase customer value. Ivanti is committed to significant, ongoing investment in our products and services to meet our customer needs today with planned innovation and investment to help ensure we meet their needs for years to come.

Q: What will the combined product portfolio look like?

A: Our combined portfolio means Ivanti is able to provide more functionality and capabilities to customers. To start, by combining the cutting-edge technologies from Cherwell Secure with the existing Ivanti product portfolio, Ivanti will be able to offer customers:

UEM

- Discovery / Inventory
- Client Management
- Modern Management
- Remote Assistance
- User Personalization
- User Performance
- Enterprise Mobility Management
- Zero Touch Provisioning
- App and Data Access Management
- Mobile Threat Defense

Security

- Patch Management
- Application Control
- Privilege Management
- Device Control
- Endpoint Threat Protection
- Zero Trust Network Access
- Secure Remote Access
- Network Access and IoT Security
- VPN / NAC

Enterprise Service Management

- Service Management
- Asset Management
- Software License Management
- Multi-Channel – Voice, Skype for Business, SMS, Chatbots
- Automation
- CMDB

Q: Will any products be eliminated or phased out as a result of the acquisitions?

A: Ivanti's philosophy is to provide long-term support for all its products. We have programs and strategies to help drive customer success with all our products and plan to implement that same general policy for any acquired products. The common goal is to provide excellence in delivering our products and solutions to our growing customer base worldwide.

Q: What changes should I expect in how I work with Ivanti?

A: Ivanti is reviewing the practices and policies of both companies to eventually have one approach for our customers to work with us, with plans to adopt the best practice(s) identified. Ultimately, we push ourselves to make it easy for our customers to do business with Ivanti. We will notify customers quickly as changes are made to practices and policies.

Q: Will Ivanti be able to continue to deliver the same level of support with an expanded customer base?

A: Absolutely. Our continued growth is only possible if our customers are successful with our solutions. As a bigger company, we can enrich the skills of our resources and expand the services we provide. Our number one priority is to continue to offer the exceptional level of service customers have come to expect from us.

Q: Who should I contact for account queries?

A: Please continue to contact the representative you had prior to the acquisition. If you wish to discuss your existing Cherwell solutions, please contact your Cherwell Account Representative. If for some reason your direct contact changes, we will communicate this as soon as possible, and you will hear from your new representative.

Q: Who do I contact for support inquiries?

A: Please continue to contact Support as you have prior to the acquisitions. It will be 3-6 months before systems and processes are fully integrated; nothing will change for now. We will provide advance notice of all changes.

Q: What if I can't get hold of my account representative or wish to provide general feedback about the progress of the acquisitions?

A: You can contact us through the Ivanti support Contact phone lines listed below:

USA 801 988 5492

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EMEA select option 7 for Customer Care:

- United Kingdom: +44 1925358112
- Germany: +49 6996758625
- France: +33 176400193
- Netherlands: +31 738080114

Asia Pacific select option 7 for Customer Care:

- Australia: +61 286078037
- China: 108001402489 (South) and 108007142471 (North)

See hours of service [here](#).

Q: How can I learn about the additional products available through the combined companies?

A: If you wish to learn about additional products available now, you can contact your existing Account Representative or visit the Ivanti website. Ivanti will continue to communicate through its marketing channels such as the website as products become available.

Q: Where do I go to get more information on how my company can leverage the solutions of the combined company?

A: Please visit the Ivanti website, leave a message at [contact us](#), or speak to your Account Representative to get more information.
