



# Ivanti Customer Support FAQ

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Ivanti offers a range of customer service and support levels to meet your operational requirements. Customers who purchase a maintenance contract get to participate in a tiered support program. The levels of the program have been carefully designed to ensure that customers receive the service they need and deserve. If additional support is still desired, upgrade options are available.

## How do I connect with Ivanti Support?

Please visit: <https://success.ivanti.com/customers>. 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://community.ivanti.com/community/other/contact-support>

## 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://community.ivanti.com/community/other/contact-support>). 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 offers Support and Maintenance for purchase on an annual basis. Support provides a resource for customers like you to receive answers to questions regarding installation, standard product configuration and usage of the. Maintenance entitles you to download and use the most recent versions of the Software you have purchased.

## 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:

Support Services	
Software Upgrade Protection (SUP)	
Support Level:	Standard, Enhanced, Premium
Technical Relationship Manager	Available Specialty: ITSM, ITAM, UEM, Security, Premier TRM, Enterprise TRM

*IT Service Management = ITSM; IT Asset Management = ITAM; Security = Systems and Security Management; Unified Endpoint Management = UEM*

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

Depending on your Support level, you may qualify for any of the following support offerings:

Support Service	Standard	Enhanced	Premium
Updates and Upgrades	Yes	Yes	Yes
Online Incident Submission	Yes	Yes	Yes
Phone Support	Yes	Yes	Yes
24 X 7 Phone Support	No	Yes	Yes
Technical Contacts	4	8	10
Assigned Ivanti Support Engineer	No	No	Yes
Assigned Support Manager for Escalations	No	No	Yes

## What support program do I have?

Support levels are reviewed and may be adjusted at the end of the Support Term, any Renewal Term, and any time customer purchases additional 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.

## 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).

## 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.

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

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

Priority Level 1 means an Incident where, notwithstanding proper installation and use of the Ivanti product(s): (a) a substantial portion of the Ivanti product(s) 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"

Priority Level 2 means an Incident where, notwithstanding proper installation and use of the Ivanti product(s), there is an Error in a major program function causing significant impact to the Ivanti product(s) such that the Ivanti product(s) is difficult but not impossible to use.

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

Priority level 3 means an Incident where, notwithstanding proper installation and use of the Ivanti product(s): (a) there is non-critical degradation of performance or function in the Ivanti product(s); or (b) there are minor intermittent problems in the Ivanti product(s). A commercially reasonable workaround may be available.

**Priority Level 4 - P4, “Low Service Impact”**

Priority level 4 means all requests for an enhancement to, information, questions, or documentation issues concerning one or more Software or Errors with little or no effect on normal operation of the Ivanti product(s).

**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?**

Ivanti also offers the services of Technical Relationship Managers (TRM) on an annual basis as set forth below:

TRM Type	Basic	Premier	Enterprise	Dedicated
TRM Days	Up to 12 days annually	Up to 24 days annually	Up to 48 days annually	Up to 200 days annually
Number of Training Vouchers	1	2	3	4
Onsite Days Percentage	Up to 25%	Up to 25%	Up to 25%	Up to 100%

Each TRM offering includes a specific number of TRM days available to the customer on an annual basis. The customer may use a certain percentage of the TRM days for onsite consultation. Onsite days must be used in at least 2 consecutive day increments. Travel costs are included.

Each TRM offering also includes vouchers for additional training that entitle one of the customer's personnel per voucher to attend regularly scheduled training sessions at an Ivanti facility (the customer is responsible for all travel and expenses) or via the online learning system.

TRMs are product specific and customer may select TRM specialists for the following products: Ivanti Service Manager, Ivanti Process Manager, Ivanti Management Suite, Ivanti DesktopNow, Ivanti Environment Manager, Ivanti DataNow, Ivanti Performance Manager, Ivanti Endpoint Security, Ivanti IT Asset Management Suite.

TRM offerings are generally provided to customers on an annual basis and the initial period for TRM coverage begins on the purchase date and ends one (1) year thereafter. To ensure uninterrupted use of any TRM offering purchased by a customer, the TRM services shall automatically renew for additional one (1) year periods unless either party provides written notice not to auto-renew the TRM offering to the other party at least sixty (60) days before the end of any TRM period. Any unused TRM days and training vouchers expire at the end of each annual period.

## 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.

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