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Technical Relationship Manager (TRM) Business Case

Your TRM will work with your team to create a business engagement plan specific to your needs. This plan will outline your short term and long term goals specifying what needs to be accomplished with Ivanti products to achieve the desired outcomes. Your TRM will work with you every step of the way during this process. Below are some of the outcomes and deliverables offered where your TRM resource can be leveraged.

Outcomes and Benefits	Deliverables	Description
Increased Product Adoption	• Feature Gap Analysis • Strategic Adoption Plan	It's well documented that, on average, only 7% of enterprise software functionality and features gets used ALWAYS, while 45% of functionality and features NEVER gets used. Your TRM will analyze the functionality and features currently in use and prepare a Gap Analysis identifying what's possible. They will help to develop a business and technical roadmap to guide your organization through increased product adoption. **This increases your ROI significantly.**
Faster Roll-out to Users	• Environment Review	Your TRM can significantly shorten the time to roll-out Ivanti products across your organization. They understand your environment and can advise your technical teams on **the most effective ways to faster deployment.**
Enhanced System Uptime	• Best Practices • Health Checks	By leveraging our Best Practices and working with your TRM to perform Health Checks, your technical team can **ensure system stability and uptime.**
Successful Updates and Upgrades	• Upgrade Advisement and Oversight	Your TRM will work with your teams during the pre-planning phase to make sure your system is ready and has been properly tested in a pre-production environment. They will then provide guidance during the upgrade and perform a thorough post-upgrade review to **ensure all functionality is working properly.**
Early Access to Product Roadmaps	• Product Roadmaps	A TRM serves as liaison between your organization and Ivanti. This allows them to have the "**Insiders View" to Product Roadmaps** and allows you to leverage early adoption of new features.
Effective and Efficient Relationship with Ivanti Resource	• On-site visits	A TRM will perform the majority of their responsibilities remotely, but utilizing your TRM for upgrades, IT projects, or other strategic initiatives on-site provides direct enablement and focus to meet and complete objectives and helps develop a **strong relationship with your Ivanti TRM.**

Input to Enhancement Requests	• Product Roadmaps	A TRM will serve as your advocate and the **"voice of the customer"** to provide Ivanti Product Management and Engineering teams with your ideas for product enhancements.
Stronger Technical Teams	• Knowledge Transfer Sessions • Access to Ivanti Global Academy	Ivanti TRMs serve as mentors to your technical teams to provide them with a **deeper understanding of the Ivanti solutions.**
Successful DevOps Activities	• Labs and Testing Environments	Assisting with the establishment of Labs and Testing environments, your **DevOps processes and capabilities will be efficient and successful.**
Roadmap to Success	• Quarterly Business Review	Along with your Ivanti Account Executive, your TRM will ensure we understand your business goals, outlined in your Engagement Plan, and that you're **fully leveraging all Ivanti products and resources available.**

| **Learn More** | ivanti.com | 1 800 982 2130 | sales@ivanti.com |