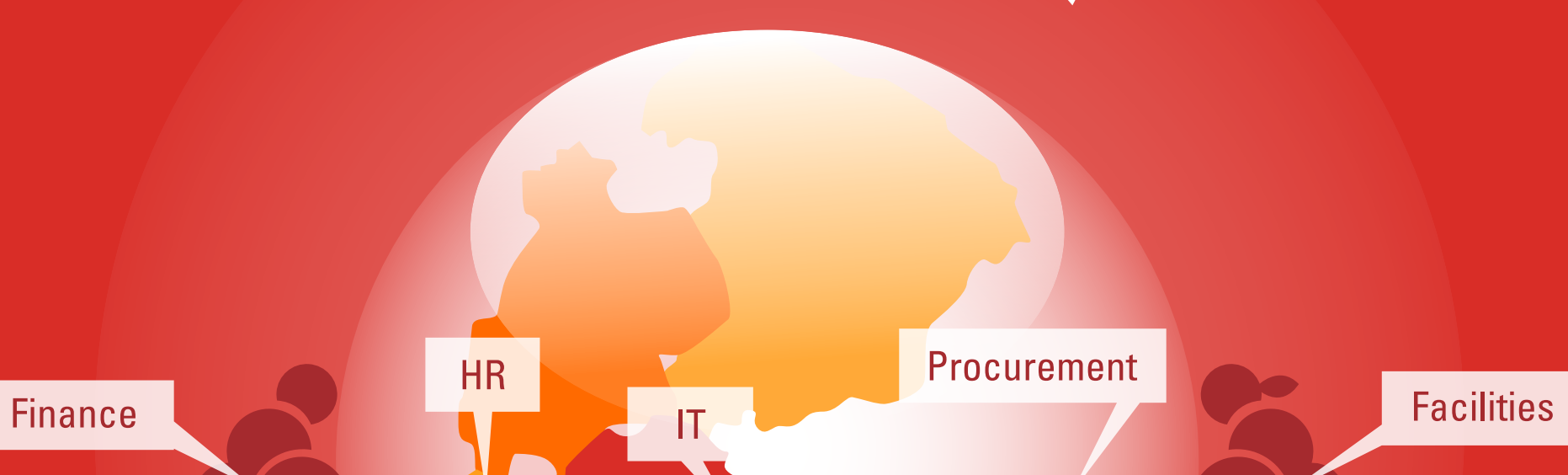


How Is IT Service Management Evolving?

(The Answer Might Surprise You!)

INTEGRATED OPERATIONS IS KEY



89% OF ITSM TEAMS PLAN TO CONSOLIDATE IT AND NON-IT CUSTOMER SERVICE! (UP FROM 75% TWO YEARS AGO)

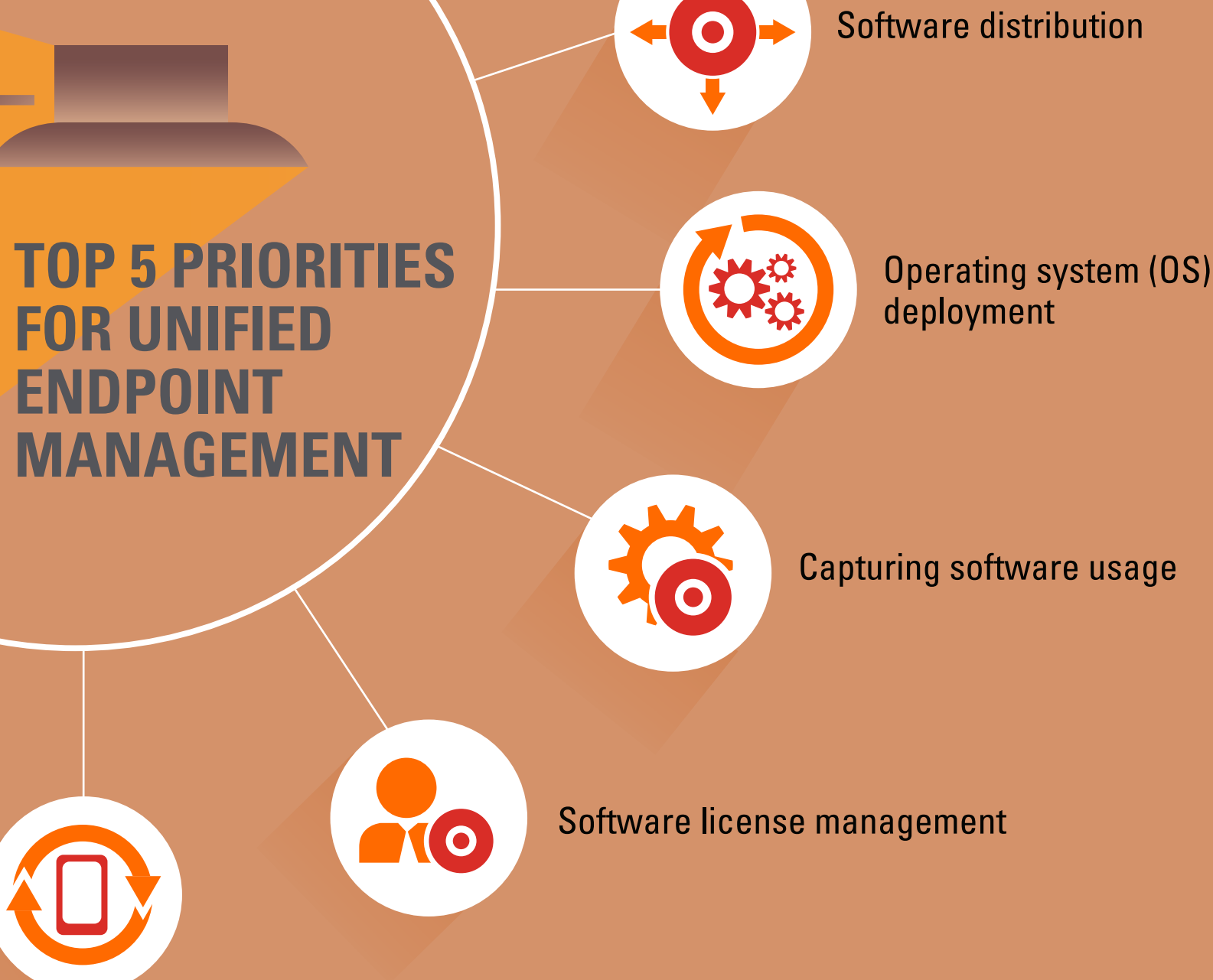
SUPPORT FOR MOBILE IS A GAME-CHANGER FOR ITSM

- 85%** of respondents have mobile support for end users.
- 62%** of respondents view lifecycle mobile support as "completely" or "significantly" impacting ITSM.

THANKS TO MOBILE MANAGEMENT...

- 46%** see improved responsiveness to IT consumers.
- 38%** enjoy increased IT OpEx efficiencies.
- 36%** show improved collaboration between the service desk and operations.
- 38%** show improved collaboration among service desk professionals.

UNIFYING MANAGEMENT OF ENDPOINTS IS KEY TO ITSM



58% prefer a single integrated application for unified endpoint management

82% prioritize an integrated console for mobile and traditional endpoints

ITSM teams that were "Extremely Successful"* were also ...

- consistently **more likely** to favor strategic ITSM/operations integrations.
- more than twice as likely** to be slated for growth.
- twice as likely** to ...
- have a CMDB/CMS-related technology deployed.
- 3X more likely** to have an overarching strategy for managing endpoints.
- leverage mobile for ITSM professionals.
- nearly 4X more likely** to offer service consumers mobile support for ITSM-related actions.
- offer users access to corporate applications through mobile.
- 4X more likely** to have integrated IT and non-IT service desks.

*EMA contrasted "extremely successful" respondents with those who were "somewhat successful" or "not successful."

IVANTI SERVICE MANAGEMENT

ivanti offers

- Hybrid Service Management** offering unique levels of operations integration without the struggle
- Mobile Service Management and Enterprise Mobility Management** in support of IT and IT service consumers
- Single Service Automation Platform** for enterprise support across IT, HR, Facilities, Finance, Customer Service, and other enterprise functions
- Comprehensive and integrated strategies** for unified endpoint management
- Deployment flexibility** with on-premise, cloud, and hybrid options available