

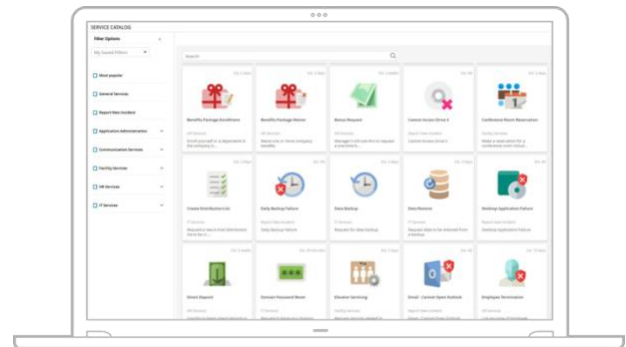
Ivanti Service Manager Upgrade Program for HEAT Customers

Ivanti is offering an upgrade program that reduces the costs and risks of updating your HEAT system to today's Ivanti® Service Manager solution, formerly known as HEAT Service Management. This program combines attractive licensing options, services, and support offerings. Now is a good time for you to update your help desk or service management system for the capabilities and experiences that users and customers expect today.

What benefits are there to upgrading to the Ivanti Service Manager solution?

Several customers on previous versions of HEAT Service Management tools have taken advantage of this program successfully and are up and running on the latest Ivanti Service Manager solution. They are delivering improved IT services with new capabilities such as mobile support, self-service and service catalogs, drag-and-drop workflows, reports and dashboards, and much more. They expect to realize significantly reduced ongoing costs and increased user satisfaction from:

- **Increased automation and efficiency** for critical business processes, the service desk, and other departments such as HR and Facilities.
- **Faster and more efficient delivery of services**, including incident resolution and service fulfillment, with improved usability.
- **Higher productivity** for technicians and users, enabling them to access what they need anytime, anywhere.
- **Greater visibility** of service desk activities and operational improvement opportunities.



- **Improved agility and scalability** to respond to new critical requirements or opportunities, for IT and other business departments.

Why is now a good time to consider an upgrade?

Ivanti is making it easy for you to leverage your investment in your current HEAT system. License, tools, services, and support options make now an extremely attractive time to upgrade:

- **Investment protection** of your current HEAT licenses by applying them fully to the new Ivanti solution.
- **Migration tools** available to help you move your existing data and some configurations to the new Ivanti platform, ensuring that you protect the data, history, and records you want to maintain going forward.
- **Services methodologies** and approaches to reduce the time, costs, and risks that normally result from an upgrade.

- **Enterprise License Agreement** to help customers take full advantage of Ivanti's complete portfolio through an innovative and attractive licensing approach.

What capabilities would I get with Ivanti Service Manager?

Service Manager is a comprehensive ITSM solution that automates workflows to eliminate costly manual processes, making your IT service desk more efficient, compliant, and secure. It exceeds today's requirements for a modern IT help desk / support ticket solution and provides the platform you need to fulfill advanced ITIL service management processes. Service Manager can scale and adapt easily to meet the specific needs of your IT team and users today and tomorrow, with capabilities such as:

- **Self Service and Service Catalog** to empower users to help themselves and ease the pressure on your IT services team
- **Mobile Support** to extend the reach of your IT system to your service desk staff and users from mobile devices anywhere, anytime
- **Drag-and-Drop Workflow** to enable service owners and business managers to adapt, design, and take control of their own workflows and processes
- **Dashboards and Reports** to monitor service delivery, quality, and commitments in real time with role-based dashboards
- **Cloud optimized**, fully multi-tenant platform providing the scalability and security IT needs
- **Additional automation** options to other tools with Ivanti Automation and Zapier integration
- **Ongoing innovations** such as the AI-powered Hub & Bot that brings self-service even closer to your customers

How does the license swap work with my current HEAT licenses?

This migration program provides a "like for like" swap of your current licenses for the Service Desk bundle of Service Manager. Named User licenses will be swapped for Named User licenses, and Concurrent User licenses will be swapped for Concurrent User licenses for Service

Manager. Specifics will vary depending on your circumstances, but several customers have upgraded without needing to purchase additional Service Manager licenses.

How much will I have to pay for maintenance after updating if I remain on-premise?

While the specifics will vary, several customers that have upgraded found their maintenance and support costs to be comparable to their previous levels. If you decide to purchase additional add-on modules with your upgrade, then maintenance and support costs will increase to cover those additional capabilities.

Can I still take advantage of this offer if I want to move from on-premise to the cloud?

This program does not include a move from on-premise to the cloud. The program allows for a 'like to like' swap of your on-premise HEAT licenses to the appropriate Service Manager on-premise license. However, Ivanti does offer other options to facilitate your move from on-premise to a cloud subscription model. Please contact your Ivanti representative for more details on moving from on-premise to the cloud.

How do I know if I can take advantage of this offer?

Any customer on a HEAT Classic or ITSM 6/7.x system who is currently on maintenance and support is eligible for this migration program. However, if you are not currently on maintenance, Ivanti offers other options for you to migrate your system. Please contact Ivanti if you have questions about your eligibility.

How long will this program be available?

Ivanti has no current plans to stop offering this program. However, specific terms and conditions may change in the future and may not be as attractive as what is currently offered.

What documentation, tools, and training are available to help me update?

This program is designed to manage the costs and risks associated with moving to Ivanti Service Manager. Professional Services teams will work with you in a joint

workshop to determine the best path and pace for your migration and also help you begin using your new system after deployment. These teams will leverage specific migration tools to help move your data and some configurations to the new platform. Ivanti also offers additional training classes for your system administrators to ensure you get the most out of your new Service Manager platform.

How much effort will it take to move to Service Manager?

The amount of time and effort to migrate will depend on the specifics of your current HEAT environment and the desired functionality for your new platform. Some customers completed their migration in under a month by leveraging “out-of-the-box” standard processes and best practices, coupled with their existing data. Other migrations with larger scopes have required longer implementation times. Generally, if you have more customizations, integrations, complexity, or additional desired functionality or modules, then the required effort and time will increase. Current processes, scope, effort, and timeline are jointly determined in a migration workshop with Ivanti Professional Services to develop a plan that will meet your requirements.

How do I get more information on this program?

If you want to learn more about this migration program, ask a question, check your eligibility, or take the next step toward updating your service management experience, please contact your Ivanti representative.

Learn More



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