Unified IT Service, Asset, and Endpoint Management

Maximize operational efficiencies and improve service delivery and compliance while optimizing cost

IT teams like yours are asked to do more and more. You must deliver key IT services to users faster and more efficiently while optimizing the performance and cost of your IT assets. Take advantage of Ivanti's Unified IT Service, Asset, and Endpoint Management solutions to fully automate your IT service delivery.

Solve Business Problems—and IT Issues

A divide has traditionally existed between business units and IT operations, where the latter group isn't always aware of the business impact of its actions, while the former is frustrated about the lack of responsiveness, accuracy, and efficiency when it comes to IT service delivery. Provisioning new software applications or hardware infrastructure is often based on guesswork and technical requirements that aren't related directly to business needs.

IT operations must understand that deploying and managing software and hardware assets, storage, network and servers, plus operating systems, middleware, and applications all serve specific business tasks and processes, such as helping sales gain access to customer information, handling HR onboarding service requests, or the change management of upgrading to Windows 10. Only if the IT department is aware of the business impact of failing to support a certain business task or process can IT investment decisions, IT staff allocations, and issue-resolution efforts be targeted optimally.

Eliminate Technology Silos

Frequently, the core reason for inefficient IT service delivery is a lack of integration and communication between IT systems, software, and hardware. Over the years, proprietary network, storage, and server hardware has piled up within the corporate data center—with numerous subject matter experts responsible for each technology. Business processes that span these multiple silos are fragile and difficult to monitor. All too often, business priorities don't guide root cause analysis, which leads to longer than necessary remediation times. When evaluating new software and hardware solutions, IT executives must focus on how these tools integrate with existing technologies and how they can help improve business processes across the entire organization.

Empower Users with Self-Service

Business users are accustomed to monitoring, provisioning, managing, and retiring their personal IT services—Google, Facebook, Dropbox, etc.—via smartphone and tablet. By the same token, these users expect the same type of access from their corporate applications, data, and services.

To provision such access efficiently, all of these business resources, applications, and services must be pre-packaged and centrally delivered automatically. Users must be able to select the services they require from a comprehensive service catalog. Approval and automation workflows ensure compliance, consistency, and efficiency.

This goes beyond IT and into business services such as employee onboarding, equipment acquisition, change requests, etc. Only if business users can access the corporate self-service portal/catalog can IT transform business tasks, make them more efficient, and improve the entire organization's operational excellence.

Automate Software Requests

A lack of automation is the enemy of efficient IT service delivery. Transforming IT into a true broker of services means automating workflows for provisioning, management, and issue-remediation. Human intervention may still be required, yet automating vast parts of these workflows brings consistency, speed, and general efficiency. In many cases, however, automation solutions specialize on a certain area of enterprise IT (e.g. application automation, storage automation, server automation) inaccessible to business users. This creates automation silos, where only part of the organization can benefit.

With Ivanti Unified IT, you can automate software requests organization-wide through self-service, leveraging integrated approval workflows and license compliance checks, and deploying software automatically to the user's devices while reducing audit risk. *That's IT Service, IT Asset, and Endpoint Management processes working together to impact IT service delivery and overall business efficiency.*

Optimize Software Spend

Organizations employing traditional solutions have disparate IT Service, Endpoint, Security, and Asset processes. Not only does a lack of automation slow change or software-request fulfillment, new software applications are often purchased even though the organization has licenses available. The IT Service Desk can't see what applications are available and how they're used, causing spending on unneeded software.

In contrast, with Ivanti Unified IT you can reclaim or reharvest unused software to cut cost and optimize existing asset performance. You can manage everything automatically through Service Management. Auto-initiate license compliance checks, with every software request helping you optimize cost, meet license compliance requirements, and prevent IT assets from becoming shelf ware.

Zero-Touch Deployment Processes

Automating provisioning processes ensures swift, reliable, and cost-effective service implementation. Standardize deployments on known-reliable states and reduce human error during their execution. Automated change and deployment processes are virtually instantaneous, helping you meet business requirements.

If an employee's mobile device is lost or stolen, the user simply submits a theft or loss case in self-service to kick off the automated processes to locate and wipe the lost device, trigger auto order of a new device, provision the new device with the correct applications, and get it delivered—all done swiftly without exposing critical information.

Fast, reliable, automated change and provisioning processes translates directly into reduced operational costs. You employ software and hardware infrastructure with greater efficiency, and IT support staff can focus on other business improvements and strategic initiatives.

The Benefits of Unified IT Service, Asset, and Endpoint Management

Ivanti Unified IT accelerates routine IT service delivery and management tasks by automating application deployment and configuration, and by tying manual tasks together through workflows. It provides a transparent view of IT assets, enables targeted remediation, and reduces downtime.

What's more, Unified IT lessens the steps and time to fulfill software requests. Employees are back online and productive. And through software license reclamation, you optimize IT asset performance and cost while meeting license-compliance requirements. Overall, combining modules for IT Service, IT Asset, and Unified Endpoint Management, enables you to:

- Free up the IT service desk with engaging self-service
- Increase customer satisfaction and productivity
- Eliminate errors with zero-touch deployment
- Optimize license spend by reclaiming unused software
- Reduce risk of non-compliance and overspend
- Leverage approvals and license compliance
- Be ready to defend audits at any time

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