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Ivanti Service Manager Migration Program for Ivanti Service Desk Customers

Ivanti is offering a migration program that reduces the costs and risks of moving your Ivanti® Service Desk (ISD) service management system (formerly Landesk Service Desk) to the Ivanti® Service Manager solution. This program combines attractive licensing options, services, and support offerings that make today an excellent time for you to migrate to the Service Manager solution that combines the best of Ivanti's service management portfolio.


Why is now a good time to consider migrating?

Ivanti is making it easy for you to migrate from your ISD system to Service Manager by offering license, tools, services, and support options that make now an attractive time to upgrade:

- **'Like for Like' license swap** of your current ISD licenses for licenses of the similar Service Manager solution

- **Services methodologies,** tools, and approaches to reduce the time, costs, and risks that normally result in a migration

- **Enterprise License Agreements** to help customers take full advantage of Ivanti's full portfolio with an innovative and attractive licensing approach

How do I know if I can take advantage of the migration program?

In general, an ISD customer who is currently on maintenance and support, or who is on a cloud or an on-premise subscription, is eligible for this migration program. Please contact your Ivanti representative if you have questions about your eligibility.
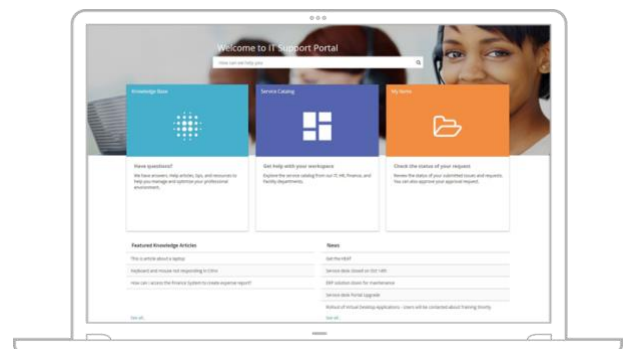
What capabilities would I get with Service Manager?

Service Manager starts with similar capabilities as your ISD solution that automates workflows to eliminate costly manual processes, helping make your IT service desk more efficient, compliant, and secure. It exceeds today's requirements for a modern IT service desk and provides the platform you need to fulfill advanced ITIL service management processes. Service Manager will continue to offer ongoing innovations in addition to current capabilities such as:

- **Content and Workflows ready to go**, including ITSM best practices and Service Catalog content designed for immediate use, as well as content for requesting services from other business units

- **Native VOIP-based Voice Automation**, providing unmatched levels of automated voice/phone/workflow integration for inbound and outbound calls, without support staff involvement, supporting scenarios such as self-service password resets or broadcast notifications

- **Shared Services Board** for teams to engage in group conversations and chat sessions that help improve team collaboration
- **Integrated Portfolio and Project Management module** to better track and manage IT project and portfolio resources, costs, timelines, and risks, with visualization tools such as Gantt charts
- **Dashboards and Reports** to monitor service delivery, quality, and commitments in real-time with role-based dashboards, including for Financial Management
- **Additional automation** options to other tools with Ivanti Automation and Zapier integration
- **Cloud optimized**, fully multi-tenet platform providing the scalability and security IT needs
- **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 ISD licenses?

This migration program provides a "like for like" swap for your current Ivanti Service Desk licenses to the appropriate bundle of Service Manager (see chart below). ISD Fixed user licenses will be swapped for Service Manager Fixed user licenses, and ISD Concurrent user licenses will be swapped for Service Manager Concurrent user licenses. Also, on-premise licenses will be swapped for on-premise licenses; likewise, if you are using Ivanti Service Desk in the cloud these will be swapped for cloud subscription licenses.

Ivanti Service Desk	Ivanti Service Manager
Service Desk Standard	Service Desk Bundle
Service Desk Enterprise	Service Management Bundle

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

The specifics will vary but we expect customers will find their maintenance and support costs to be comparable to their previous levels. If you decide to purchase additional add-on modules with your migration, then maintenance

and support costs will increase to cover those additional capabilities.

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

The migration 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 ISD 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 cloud.

Can I take advantage of the migration program if I have TUM licenses?

It is possible to move from ISD and include Service Manager as part of your TUM license. Please contact your Ivanti representative to learn more about the specifics with your TUM license.

How long will this migration offer 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 offered currently.

What services, tools, and training are available to help me migrate?

This program is designed to manage the costs and risks associated with migrating to 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 some of your configurations and data, such as users and Configuration Items, to the new platform.

During the migration project, you can also run both your ISD and Service Manager systems for an agreed-upon time to allow for an overlap period. Ivanti also offers additional training classes for your system administrators to ensure you gain the most from your new Service Manager platform. Please contact your Ivanti representative for more details and availability on these classes and professional services offerings.

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, please contact your Ivanti representative.

Learn More

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