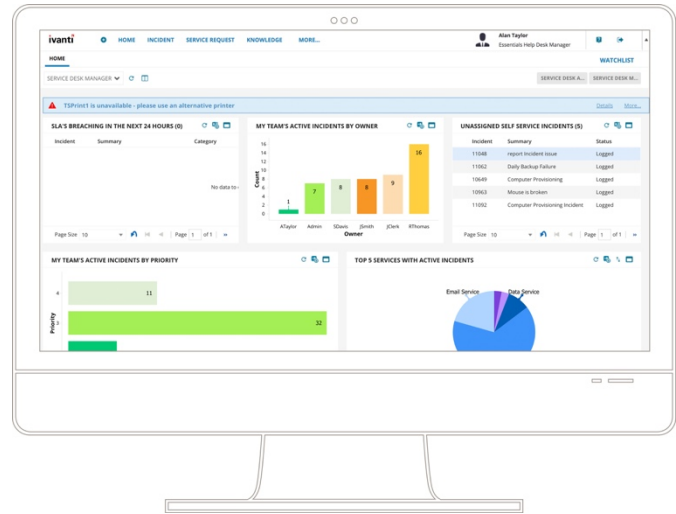


Services: Help Desk Basic

Improve Your Incident Management

Stepping up to our Ivanti® Help Desk Basic implementation solution offers administrators a system that follows best practices and standards for tracking and managing incidents. This Professional Services package continues to focus on Ivanti Service Manager, and all the value it offers. The deployment offer extends to three environments—Development, UAT, and Production—ensuring your go-live is a win for users. If you're using a basic ticketing system, or still running from spreadsheets, this is a strong upgrade for your growing business.



Setting Up Your Solution

With Professional Services for your Help Desk Basic implementation, Ivanti will help you deploy these powerful resources:

- **Infrastructure Installation:** We'll help you stand up your Help Desk Basic environment in the Ivanti Cloud or on-premise, ensuring all necessary connections for a quick start.
- **Incident Management:** Your ticketing system will be set up with multiple levels of categorization and prioritization. You'll be able to capture, identify, and respond to issues rapidly and realize quick results.
- **Self-service Portal:** Users will realize an immediate benefit via your new self-service portal. We'll configure your portal and have it ready for your Help Desk Basic go-live.

Project Impact – Help Desk Basic

Duration	Short
Customer Level of Effort	Low
Level of Configuration	Low

Prescriptive, Outcome-based Approach

With more than 35,000 deployments, the Ivanti Professional Services team brings skill, experience, and understanding to every project. Our consultants, methodologies, and best practices are vetted continuously and proven to deliver the right solution. Customers gain peace of mind that their systems are implemented successfully, with world-class efficiency.