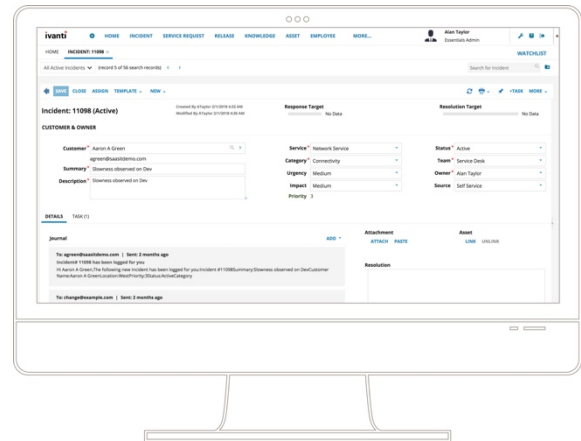# Services: Help Desk Essentials

Move Away from Spreadsheets Fast

If you need a new help desk system right now to replace your legacy IT ticketing tool, our Essentials package of implementation services is a great and safe way to get started. Since the package is pre-built on Ivanti® Service Manager with a defined scope and rapid go-live from the cloud, you're able to manage incidents from initial recording to resolution. Our accompanying self-service portal provides your organization visibility to create, edit, and review incidents and requests in the system. Your users will appreciate having greater visibility, and analysts will have more structured and efficient incident management—all with a fast return on investment.

Setting Up Your Solution

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

- **Infrastructure Installation:** We'll help you stand up your Help Desk Essentials instance in the Ivanti Cloud, ensuring all necessary connections for a quick start.
- **Simple Incident Management:** Your ticketing system will be set up with incident categorization and prioritization, so you'll start with great visibility and an improved service experience.
- **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 Essentials go-live. You'll gain visibility and the ability to check status and resolve incidents through an intuitive interface.
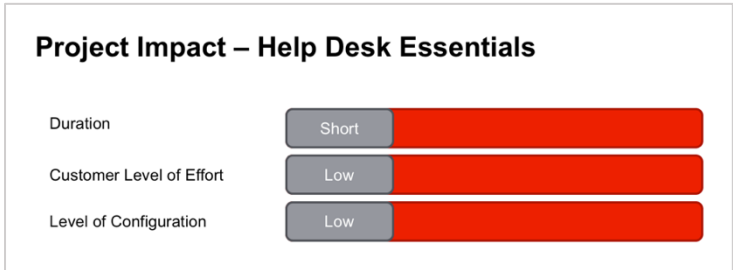
Prescriptive, Outcome-based Approach

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.

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