ivanti

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 lvanti[®] 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.

	O HOME INCIDENT	SERVICE REQUEST RELEASE KN	OWLEDGE ASSET	EMPLOYEE N	1088_	All Dose	rdals Admin	× 8 0
HOME INCIDENT	1 19858 H							WATCHLIST
All Active incidents	 pecand 5 of 56 search records 						Search for Incide	et 9
SAVE CLOSE	ASSIGN TEMPLATE . NEW						0.0. *	-TASK MORE -
Incident: 11098 (Active) Overland By XTapler 2/VID18 A32 AM Multiple By XTapler 2/VID18 A32 AM			Response	Response Target		Resolution Target No Data		
CUSTOMER & OWN	KER.							
	Aaron A Green		Service	Network Service		Status*	Active	
	agreen@saasitdemo.com		Category"	Connectivity		Team*	Service Desk	
	Slowness observed on Dev		Urgency	Medium		Owner*	Alan Taylor	
Description *	Slowness observed on Dev		Impact	Medium		Source	Self Service	
			Priority	3				
Incident# 1109 Hi Aaron A Gree	asitdems.com Sent: 2 months 8 has been logged for you on,The following new Incident has b Green outprovident Priority 20 Janua	een logged for you incident #110985ummary	Slowness observed on Dev	Customer	ATTACH PASTE Resolution		LINK UNLINK	
	ampia.com Sent: 2 months ag							
		10						

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.

Project Impact – Help Desk Essentials							
Duration	Short						
Customer Level of Effort	Low						
Level of Configuration	Low						

- 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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