ivanti

What can
UNIFIED IT
do for you?

The Power of Unified IT

You manage one of the fastest changing areas of your business—IT.

The opportunities and challenges created by the rapid evolution of technology are matched only by increasing demands for instant, always on, consumer-like access to corporate resources and escalating security threats that act as landmines for any misstep.

You are being called on to do more with less, at the same time as you are trying to innovate and help grow the business. And you love it! These kinds of challenges and high-stakes problem solving skills are where you and your team excel.

A good place to start is at the intersection of IT operations, security, and asset management.

To stay ahead, you are constantly on the lookout for ways to improve. You know there is potential to leverage your team's knowledge and the technology they command to serve new purposes, but you also know they need better visibility, faster feedback, and operational insights to help optimize your IT environment.

A good place to start is at the intersection of IT operations, security, and asset management.

For example, not too many years ago, people questioned why combining hardware and software inventory with software delivery was so important. Now it is obvious that knowing what devices and software are in your environment is not only critical to accurate, location-sensitive software distribution, but it can also be used to help ensure devices stay up-to-date with patches and can provide a foundation for real-time responses to security threats. This information could also help your team respond to audits and regulatory demands, and help you optimize software licenses, leases, and IT spending proactively.

But—if your organization is like most—these tools and processes sit with different teams, with everyone too busy to even think about how to bring them together. Imagine how reporting, communication, and response time would improve if data and processes were shared between tools and teams!

Once you start pairing together other IT capabilities, increasing visibility and automating actions, it's easy to see how much opportunity there is. Ivanti calls it "The Power of Unified IT."

Let's look at a few more examples of Unified IT in action.

Onboarding and Offboarding

Onboarding and offboarding new employees can be challenging. For most IT organizations, the process involves many manual steps, making delays and mistakes almost inevitable.

With a unified approach, you could simplify and automate provisioning and de-provisioning processes. As a worker onboards, the manager or HR would request the hardware and software the employee requires through an easy-to-use portal. Once the hardware arrives and is plugged into the network and recognized, the system would automatically provision the device and create new accounts in corporate systems aligned to the privilege and access rights an employee in that role requires. As the worker changes roles, the system would revoke and update rights automatically. By aligning tools, processes, and data, you can also easily provide compliance reports to demonstrate who has access to what—and how and when they got access. From a security perspective, you have confidence that all privileges are revoked when an employee leaves the organization.

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By unifying provisioning and identity workflows with IT processes from asset, security, and service management, users start and stay productive and the business stays more secure.

"There is other automation software on the market. What sets Ivanti apart is the ability to make real-time adjustments when an employee's position changes. Today, not a single person or a single manual task is required to change user settings and privileges when it comes to our downstream systems. … All that changed was HR changing their title. Identity Director picked that up and made all the downstream changes automatically."

MATTRESSFIRM®

Windows 10 Migrations

Whether executed as an in-place upgrade or part of an equipment refresh, major OS migrations are among the most disruptive projects IT undertakes. Organizations continue to struggle to find ways to plan, implement, and secure Windows 10 migrations and updates.

…users can order a new device, save all their profiles and data automatically, then receive their device and have it set up and personalized…

With a unified IT approach, zero-touch provisioning leverages service management workflows so users can order a new device, save all their profiles and data automatically, then receive their device and have it set up and personalized—all without involving IT in the process. Organizations can also automate Microsoft's frequent updates in staged rollouts without overtaxing network bandwidth. And they can ensure the security features are turned on and working, and safeguard third-party apps, as part of the same process. Finally, because systems and processes are tied together, it's possible to follow Windows 10 upgrades closely through visual dashboards and simplify future audits.

(65,000 student devices in 100 facilities)

"We had an absolute cut-off date of July 31 (about eight weeks from the start of rollout) ….

Thanks to our planning, great work from the teams, and the ability to see our progress, we completed the migration of all 65,000-plus machines to Windows 10 a week ahead of schedule."

CYPRESS FAIRBANKS
INDEPENDENT SCHOOL DISTRICT

Zero-Touch IT Software Requests and Reclamation

To help ensure ongoing productivity of your employees, you can unify IT to automate software requests and related processes through a self-service portal. Here's how it might work:

Employees request the software they need through an app store-like self-service portal, and the right software for their device is deployed automatically without any manual intervention. IT benefits from integrated approval workflows and license availability and compliance checks. Your organization can reclaim unused software to optimize software spend and defend against audits confidently at any time, since you know what IT assets you have and how they are being used.

Employees request the software they need through an app store-like self-service portal, and the right software for their device is deployed automatically

That's IT service, asset, and endpoint management processes working together. In this scenario, the power of Unified IT is that it enables IT to automate service requests, free up resources, and provide audit defense, so you can optimize operations at reduced costs.

"Within the first three months of using the solution to automatically identify and remove unused software, we had cost avoidance savings of $958,000 in licensing fees. We've also seen dramatic increases in response times and solutions to user problems. We take great pride in our user-centric attitude and Ivanti has improved that too."

Sealed Air

Multi-Layered Security Defense

Remember when we talked about hardware and software inventory? With that kind of insight into your assets, you can also discover security gaps across your organization and close them with solutions like application patching, whitelisting, and privilege management.

But what about responding to and containing the threats that do get through? If there were ever a scenario that warranted bringing teams and tools together to automate processes, this is it. Here's how it might play out in a more unified IT organization:

Once malicious code is detected in the environment, you could isolate that endpoint from the network instantly and automatically. Then, responding from a trusted console, with a simple mouse click you could remote control into the machine to gain insight into its state, then instigate a process to reimage it, automatically reinstalling the user's settings and applications and restoring all backed-up documents. While the endpoint is reimaging, you could even use that device's state information to quickly scan the environment for other vulnerable devices and immediately update them against the threat. Voilà, you're done and back to focusing on core business goals.

…you can also discover security gaps across your organization and close them…

"Ivanti enabled us to deep dive into our environment to identify which of our 500+ servers need patching—in a very short time frame…. The team can quickly and easily deploy patches across a variety of operating systems. They no longer need detailed knowledge of all the operating systems in our environment to apply a patch, and they can patch multiple operating systems from a single console. We can meet our patching requirements in less time, which frees the team up to take on other projects."

SWINBURNE UNIVERSITY OF TECHNOLOGY

The Power of Unified IT

These are just a few examples of how unifying IT can help address the day-to-day problems your team faces. As you consider what other IT capabilities you might pair in your own environment—and how much opportunity there is to positively impact the business, reduce costs, and improve end user satisfaction when you do—you really can change the game. **And Ivanti can help.**

Our mission is clear—to help customers succeed in their respective markets through the Power of Unified IT.

OUR STORY

When LANDESK and HEAT Software combined in January of 2017, we knew we needed a new company name. For nearly 30 years, LANDESK and HEAT offered user-centered IT solutions designed to increase user productivity while reducing IT security risk. LANDESK was the only vendor recognized by Gartner in the four areas of client management, endpoint protection, IT service and support, and enterprise mobility management.

Over the years both companies changed. LANDESK acquired companies like Wavelink, Shavlik, Xtraction Solutions, and, most recently, AppSense. HEAT was created by combining FrontRange and Lumension. That's a lot of brand names. And in order to gather all these brands under one roof, we needed a new identity—and Ivanti was born. And since then, Concorde and RES have joined the Ivanti family.

Learn more: **www.ivanti.com | 1 888 253 6201**