



Ivanti Advantage Support

Responsive Technical Assistance through Three Ivanti Advantage Support Packages

The expertise of Ivanti's customer support engineers help you gain the most value from your Ivanti software and improve your organization's IT operations, compliance, and security. IT organizations worldwide rely on Ivanti support as their trusted provider to help ensure they optimize the value of their technology investment. You can rest assured that all three Ivanti Advantage Support packages—Standard, Enterprise, and Premium—deliver support and product updates, as well as our unparalleled commitment to resolving issues that keep you from using the system productively. With our Ivanti Advantage Premium Support level, you're assured the highest support coverage designed to help you maximize the return on your investment with Ivanti, reduce risk, and provide your IT organization an effective process to address their issue.

Our support engineers are passionate about helping you. They understand the need for urgency. We have the experience in supporting customers globally for 20 years. We continuously train, dive deep when necessary, and aren't satisfied until we find the root cause. Our engineers have routine interaction with our developers for up-to-date product knowledge; in fact, they present your feedback as input. Each of our support plans allows you to leverage their know-how and expertise. Ivanti Advantage Support

lets your internal resources focus on business-specific IT activities instead of product maintenance.

Ivanti Advantage Support Packages

No matter how complex your support needs may be, Ivanti Advantage Support will provide the best technical and operational expertise needed. As mentioned, Ivanti offers support packages at three levels: Standard, Enterprise, and Premium. Choose the plan that fits your coverage needs, knowing that if those needs change over the next 12 months, you can upgrade or downgrade the plan at your next renewal.

Ivanti Advantage Standard Support is our basic offering for cost-conscious customers, providing support during business hours only. Ivanti Advantage Enterprise Support is for those requiring 24x7 support and access to our Ivanti Advantage Learning. If your support needs are more complex, our Ivanti Advantage Premium Support includes all the features of Ivanti Advantage Enterprise Support plus an assigned support professional, accelerated service-level response targets, and sessions for proactive mentoring and business reviews. We help you protect your Ivanti investment, including rigorously tested updates, innovative upgrades, and security patches.

Ivanti Advantage Support Feature Levels

Support Feature	Standard	Enterprise	Premium
Telephone Technical Support	Business Hours	24x7	24x7
24x7 Support Portal Access	✓	✓	✓
24x7 Customer Community	✓	✓	✓
24x7 Knowledge Base	✓	✓	✓
Software Product Updates	✓	✓	✓
Named Support Manager		✓	✓
Assigned Support Engineer/Premier Team			✓
Severity 1 Target Response Time	2 hours	1 hour	30 minutes
Ivanti Advantage Learning		Online Subscription: 1 user license	Online Subscription: 1 user license plus 1 remote, instructor-led class
Upgrade Guidance			Technical Guidance and Validation
Escalation Management – Severity 1 Issues		Escalated to Support Manager after 8 hours	Critical Situation Oversight
Priority Case Monitoring			✓
Priority Case Routing (after hours)			✓
Environment-based Technical Guidance			Recommendations based on best practices and customer needs
Support Service Review			✓
New Release Notification		Proactive Notification	Proactive notification and personalized discussion
Remote Support via Screen Sharing		✓	✓
Annual Mentoring Session			✓
Annual Product Usage Review			✓

About the Ivanti Advantage Support Features

The following pages provide a description of each support feature. Refer back to the chart to confirm which features are available within each of the three support packages.

Ivanti Advantage Support Feature Descriptions

Support Feature	Description
Telephone Technical Support	Should a product issue arise, all of the support packages include telephone and online technical support and permit you to request escalation management for Severity 1 issues to address concerns about the handling of your case.
24x7 Support Portal Access	On-demand access to the customer support success portal to submit new cases, review status on existing cases, and update case information. You can also access the Knowledge Base and Communities on the support portal.
24x7 Customer Community	The Customer Community gives you access to a dynamic group of other companies using Ivanti software to share ideas, expertise, and best practices.
24x7 Knowledge Base	More than 10,000 Knowledge articles that are continuously updated by Ivanti support and development engineers with the latest product information. Our unique search engine lets you quickly find information relevant to your products.
Software Product Updates	You are entitled to receive software updates and upgrades, including patches, fixes, and security updates. Certain Ivanti products also provide you the right to migrate to a new Ivanti product without additional software license fees on a like-for-like basis.
Named Support Manager	You gain direct access to an Ivanti support manager assigned to the support engineers working your case should you feel you want to discuss your case further.
Assigned Support Engineer/Premier Team	An Assigned Support Engineer (ASE) is assigned to you. The ASE quickly learns and understands your Ivanti software configuration and technical environment in order to provide proactive advice and resolve your cases faster. The ASE streamlines communications and collaborates with you and other team members within Ivanti to provide you with a seamless support experience. Tasked with problem avoidance, the ASE arms you with the information you need, when you need it.
Severity 1 Target Response Time	<ul style="list-style-type: none"> ▪ Premium – 30 minutes ▪ Enterprise – 1 hour ▪ Standard – 2 hours
Ivanti Advantage Learning	Access to Ivanti's online eLearning, and other courseware as described by Support Plan, available for one named user during the entire term of the Support/Maintenance Agreement.
Upgrade Guidance	Available with the Premium level only, you are provided an Assigned Support Engineer who will provide best-practice guidance, allowing you to quickly upgrade to the latest release of our software.
Escalation Management – Severity 1 Issues	A Support Manager will coordinate the resources required to resolve a Severity 1 issue and provide you with regular updates.
Priority Case Monitoring	Available only with Premium support; your Assigned Support Engineer will actively monitor open cases and take proactive actions to ensure timely resolution.
Priority Case Routing (after hours)	Expedited handling and Severity routing for phone, web, and email cases.
Environment-based Technical Guidance	For Premium support only, the Assigned Support Engineer (ASE) will know your implementation and technical environment. The ASE will use this knowledge to provide support and best-practice information tailored to your environment.
Support Service Review	For Premium support only, the Support Service Review provides periodic, remote sessions to discuss support cases, and provides a summary of issues to identify areas for improvement to help you optimize the value of the Ivanti software continuously.
New Release Notification	Enterprise-level support customers receive a notification of the availability of new releases. For Premium-level support, your Assigned Support Engineer will contact you to discuss any new features or defect fixes that are relevant to a Premium customer's environment.
Remote Support via Screen Sharing	When required, and with your permission, a support engineer initiates a remote session to your system so you can demonstrate the issue and expedite its resolution.
Annual Monitoring Session	A monitoring session is a 30-minute deep dive with an Ivanti expert to deliver insights and guidance on the effective use of the Ivanti product, focused on current IT initiatives and further usage of the Ivanti product(s) that could create greater efficiencies within your IT organization.
Annual Product Usage Review	A product usage review is a 30-minute deep dive with an Ivanti expert to discuss the current usage of features and functions that could enable greater value to you and your organization.

Ivanti Advantage Premium Support Offers Unique Value

Reasons why you should consider Premium Support coverage for your business

Benefit	How It's Delivered
Software-product availability to perform daily tasks, achieve functional goals, and meet the demands of your business	Your Assigned Support Engineer (ASE) prevents problems by recommending patches for your specific environment. The ASE has access to the latest discoveries and techniques and discusses their benefits with you proactively.
Optimal performance to achieve highest productivity	Because the ASE knows your configuration and environment, you experience rapid resolution, 24x7. Outside of the ASE's business hours, other Ivanti technical support engineers will have detailed records of your system to continue providing priority service.
Reach your goals faster with dedicated guidance	Through Upgrade Guidance provided by your ASE, you can implement innovation more quickly and with potentially less risk. The ASE is fully briefed in proven best practices from Ivanti product management, development, and other support engineers.
Operations efficiency to reduce costs and increase organizational effectiveness	Minimize business disruption through rapid resolution and proactive mentoring reviews that are part of the Premium support package.

Service Levels

Severity	Description
S1	Production down: Production software tools or critical feature/function is down.
S2	Production impaired: A major feature or function isn't working correctly and is blocking full use of the Ivanti software, but other features are operational.
S3	Minor issue: A minor issue is impacting usability of the system, but a workaround is available and major features/functions are working correctly.

Service Level Targets: Initial Response

Severity	Standard Support	Enterprise Support	Premium Support
S1	2 hours	1 hour	30 minutes
S2	4 hours	2 hours	2 hours
S3	8 hours	4 hours	4 hours

Contact our team today to learn more about Ivanti Advantage Support.

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