Hyper-Automation

Improve Cost, Speed, and Accuracy for Better IT and User Experiences

ivanti Neurons

Introduction

If there's a key take away from this white paper, it's this:

The only constant in life is change, especially for Enterprise IT tasked to do more and more without proportional increase in budget or resources. For example, serving an increasingly multi-generational workforce, changing preferences in IT interaction, and the need to work anywhere at any time, challenges the traditional IT approach to service delivery and service experiences. In addition, the explosion of endpoints and critical workplace IoT devices connected, communicating, and generating data on the edge, coupled with the rise in security threats, requires an evolution in the securing and servicing of IT assets and the users who employ them.

Ivanti's approach for dealing with these trends is to help enterprises move from manual or semi-automated processes to hyper-automation. Through hyper-automation, IT environments

continuously self-heal, self-secure devices, and provide personalized self-service end user experiences. Enterprise IT teams augment their capabilities with automated bots working hand-in-hand to autonomously sense, predict, and remediate issues; secure and service traditional and modern devices; and place people at the center of experiences for long-term competitive advantage.

About this White Paper
This white paper will illustrate how the Ivanti Neurons hyper-automation platform enables true proactive support; empowers your Tier 1 staff; accelerates threat response; and provides immediate, accurate, and actionable IT asset and spend information. You will see in these examples how to improve the IT experience for end users and IT staff, and deliver better outcomes for everyone in your organization.

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Kingston University London

Students and staff at Kingston University London were losing productivity when laptop batteries started to age and fail.

With Ivanti Neurons, the team introduced a rule when the health of an in-warranty machine dips below 40%, an incident is raised in Service Management and an email is sent to the hardware vendor to arrange a battery replacement.

True Proactive Services

The best way to deal with an incident is to fix it before it happens. What if you could do that without additional work and still get all the credit?

The Ivanti Neurons hyper-automation platform includes a squad of bots constantly on the lookout for potential issues, then flagging them and even resolving them for you. Why wait for a user to complain about a performance issue like application crashes when bots are ready to flag those scenarios for you? Now you can do "simple" things automatically like turning a user's firewall or BitLocker back on should it be turned off accidently—closing a potential security vulnerability. All these automatic resolutions are tracked and added to your performance metrics and satisfaction scores—just one of the outcomes you can realize with hyper-automation.

Ivanti Neurons saves time and improves the experience with alerts and trend reports to notify operations when activity occurs outside the parameters an organization defines—such as a limited recharge cycle on aging batteries.

How much time and money could you save by refreshing consumables such as batteries before device warranties expire? With the Ivanti Neurons agent installed, it's easy to query all the devices managed by IT and gain real-time insights. The interactive reports let IT analysts drill deep into the responses to obtain detailed information about an individual device and take action proactively. Also add proactive actions for other common complaints like too many "blue screens" and you'll be ready to "wow" your end users.

In addition, Ivanti Neurons now makes true, proactive services a reality, removing complexities from IT, providing better services faster, and lessening the workload on your IT specialists—all without compromising security.

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Empowering the Tier 1 Staff

Imagine if 80% of your escalations were now first-call resolutions. Wouldn't that be something? Escalations are part of everyday IT life. But being able to limit the number of tickets escalated to you means fewer interruptions and more time to work on cool stuff. With Ivanti Neurons, you'll spend more time meeting your users' expectations of resolution and making worklife easier for everyone.

Ivanti Neurons also helps you in the discovery, diagnostics, and remediation of incidents that were escalated previously to a specialist. It combines discovery, automated bots, and real-time asset insights into a powerful package to cut the complexity, long wait times, and high costs associated with most escalations. End users enjoy great experiences and gain faster, high-quality resolutions without disrupting their activities.

When your "Shift-Left" initiative becomes a reality, users get more tools to help themselves, and front-line support analysts are empowered to accomplish tasks that traditionally required escalation to specialists. IT organizations realize improvements in a variety of metrics. They reduce the Average Time to Close and decrease the number of escalations, improving user satisfaction and cost of incidents, respectively.

Diagnosing and fixing latency issues doesn't need to take long. Ivanti Neurons can detect latency above the maximumdefined threshold, take corrective actions, and verify the results. If still unresolved, Ivanti Neurons will create a helpdesk ticket that includes diagnostics and attempted fixes. From there, support analysts use pre-built remote capabilities and actions to troubleshoot a narrower scope of potential root causes without needing to escalate to a specialist.

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Achieve the 14-Day SLA

A staggering 60% of security breaches involved vulnerabilities where a patch was available but not applied.[2] With an accurate picture of the threat surface, you could prioritize vulnerabilities with the highest risk factors, potentially eliminating three of every five incidents. You would surely sleep better at night!

Ivanti Neurons helps you speed vulnerability remediation using both supervised and unsupervised machine-learning algorithms. That's a significant automation "helping hand" for your SecOps teams, who face security threats growing in both severity and frequency. Security and other IT teams can coordinate better—performing audits to identify non-compliant systems and receiving compliance reports quickly and easily that they can put into action.

Hyper-automation lets you prioritize risks and respond to threats much more quickly. The 14-Day SLA is no longer a long-term,

aspirational goal. It can be your promise. Provided with better patch reliability data and actionable intelligence, security teams are equipped to reduce your time to patch. Data is pulled from a variety of public, crowdsourced locations—high-quality insights to facilitate adaptive security.

Threat actors are able to exploit vulnerabilities in under a month. Ivanti Neurons helps enterprises stay ahead of the evil-doers, compressing the window of exposure and associated risk. Pooling data across reputable public sources offers security teams the insights to prioritize threats, speed vulnerability remediation, and ensure compliance more effectively.

Security and IT teams can coordinate better—eliminating duplicate efforts while reducing the hours spent on vulnerability remediation by as much as 75%.

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# Immediate, Accurate, and Actionable Asset and Spend Information

As devices at the edge proliferate—and expand to include traditional laptops and smartphones as well as IoT devices—organizations must be ready to discover, manage, support, and secure them all.

On average, 30% of IT fixed assets are "ghost" assets—missing assets that can't be found.[3] How willing are you to bear the security risk of unknown and perhaps unauthorized devices? Organizations spend 10 hours a week on average resolving data-accuracy issues, while 32% spend more than 25 hours a week.[4] What if you could have accurate visibility of your IT assets and how much they cost you in minutes without having to ever update your asset spreadsheet again?

Ivanti Neurons "connects the dots" and aggregates accurate asset information from multiple data sources. It scans your network without requiring you to install agents on all devices on your network. Fully automated normalization and reconciliation processes save you more than 25% of an FTE. No more cross-referencing and reconciliation activity among devices that interact with every system in your IT estate. The output helps

you identify devices missing and unaccounted for that pose significant security risks. Ivanti Neurons provides accurate asset and spend information, leading to improved cost efficiency through better utilization of existing assets and improved security.

For example, consider the recognized value when automated reconciliation reports tens of thousands of IT assets that had not been accounted for properly, but were being used to access corporate data sources. These improved visibility insights could result in significant savings from hardware and software asset management, or uncover potential security threats if any of these devices weren't in the hands of authorized company employees. This is over and above the benefit gained by freeing up time for that FTE to advance strategic projects toward completion.
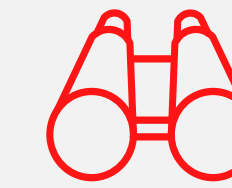
A large metropolitan train service was using Active Directory and Microsoft Endpoint Configuration Manager and was confident in its inventory data. However, using an alternative solution, a discovery scan of its network showed discrepancies versus its in-house data. The result? The train service found 30% more devices than it thought it had—30% more assets it wasn't aware of, where they were, how they were used, and hadn't secured.

Hyper-automation to Self-Heal, Self-Secure, and Self-Service from Cloud to Edge

Ivanti Neurons is the hyper-automation platform designed to meet your exponentially growing IT requirements. It provides a suite of self-healing, self-securing, and self-servicing solutions to improve the cost, speed, and accuracy of the services IT delivers. Automation-powered bots "shift-left" your IT incidents by detecting issues and delivering specialist-level action.

Ivanti Neurons augments IT with proactive, non-disruptive resolutions to transform the user experience. It enhances the value of the systems you already have, pulling accurate data across Ivanti and third-party systems so IT teams can discover, manage, secure, and service from a single platform. With an easy setup, organizations start realizing lower administrative costs and a fast time-to-value.

Think of Ivanti Neurons as your IT co-pilot whose powerful automation capabilities place your "shift-left" and self-service plans more within reach. Ivanti Neurons gives you smart suggestions and insights to make better decisions, deliver automatic resolutions and prescriptive actions, and improve the user experience through speed, accuracy, cost-savings, and better experience outcomes such as:

- Discovering 30% more assets, improving security posture
- Reducing the number of vulnerable devices by up to 50%
- Lowering unplanned outages by up to 63%
- Resolving up to 80% of endpoint issues before users report them
- Decreasing the time to deploy security updates by up to 88%

Ivanti Neurons removes complexities from IT by providing better service faster and lessening the workload on your IT specialists—without compromising security. You empower your IT team to manage and service traditional and modern endpoints from your network to the edge.

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Ivanti Neurons Capabilities

Ivanti Neurons for Discovery
Ivanti Neurons for Discovery delivers accurate and actionable asset information in minutes. This provides visibility in real time using active and passive scanning and third-party connectors. These provide normalized hardware and software inventory data, software usage information and actionable insights to efficiently feed configuration management and asset management databases.

Ivanti Neurons for Edge Intelligence
Ivanti Neurons for Edge Intelligence enables IT to query all edge devices using natural language processing (NLP) and get real-time intelligence across the enterprise in seconds. It provides quick operational awareness, real-time inventory, and security configurations across the edge leveraging sensor-based architecture.

Ivanti Neurons for Healing
Ivanti Neurons for Healing offers an army of automation bots to proactively detect, diagnose, and auto-remediate configuration drift, performance, and security issues, and maintain compliance for endpoints. Automation of routine tasks paves the way to creating a truly self-healing environment, reducing time and costs and improving the employee experience.

Ivanti Neurons for Patch Intelligence
Ivanti Neurons for Patch Intelligence helps you achieve faster SLAs for your vulnerability-remediation efforts via supervised and unsupervised machine learning algorithms. Easily research, prioritize, and receive better insights for your patch management program in one central location. Benefit from patch-reliability data that delivers actionable intelligence automatically so you can act on threats faster and reduce your time to patch.

Ivanti Neurons for Spend Intelligence
Ivanti Neurons for Spend Intelligence provides instant insights into your software landscape and application spend for on-premises, cloud, and edge environments to help you improve operational speed and asset visibility, utilization, and costs. Unlike complex software licensing tools, it's easy and intuitive to use, with faster time-to-value. Within minutes, get detailed analysis presented in engaging dashboards of your licenses, purchases, and instances to help you track purchase history, upcoming license renewals, contract expirations, and ongoing spend more effectively. Highlight potential overspend issues and opportunities for automated reclamation.

Ivanti Neurons Workspace
Ivanti Neurons Workspace provides a 360-degree view of devices, users, applications, and services, with real-time data. This allows first-line analysts to resolve issues previously escalated to specialists. User and device views cut complexity, long wait times, and high escalation costs, resulting in faster resolution for end users and greater productivity.

Let us Know How We Can Help

Ivanti stands ready to assist you with the solutions, professional services, and education needed to help improve your operations and achieve better outcomes. Please contact us to learn more.

ivanti.com/neurons
1.800.982.2130
sales@ivanti.com

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