Enterprise Support

Creating the Everywhere Workplace securely across all devices and applications can be challenging. Getting support from your software vendor shouldn't be.

Ivanti's Enterprise Support provides personalized support to give you the guidance, premier access, and the technical expertise you need to get the most value from your Ivanti solutions.

A Designated Customer Success Manager

Your Enterprise Customer Success Manager is your strategic resource to keep you on track towards your desired business outcomes and adoption goals. They are your go-to resource who coordinates across Ivanti on your behalf.

You will receive:

- Success plans and quarterly business reviews to help you achieve maximum value from your investment.
- Early access to planned releases of the platform and client products.
- The opportunity to influence Ivanti's future product direction with roadmap reviews and input into new features.
- Access to a sandbox environment** to test functionality, migrations, user workflows, and new features prior to deployment for Cloud versions of our products.

Our Highest Level of Technical Support

Your Designated Support Engineer will ensure you have a superior support experience. They understand your unique deployment and environment and act as the single point of contact for ticket escalation in your primary region.

You also benefit from:

- Fast track issue investigation with priority technical support issue routing to advanced Support Engineers.
- Prioritized phone call routing to move you to the front of the queue.
- Remote product upgrade assistance from Support or Professional Services up to four times per year.
- A 30-minute response time on urgent incidents (Severity 1).

Professional Services Advice

Ivanti Professional Services has a wealth of business expertise and technical skills to help you make the most of your Ivanti products.

Improve your deployment with:

- An annual health check to review the customer's deployment architecture and policy setup, including an overall deployment progress review and recommendations.
- Exclusive course content on our Advantage Learning portal (for one user).
- In-depth technical insight achieved much faster than through our traditional accredited courses.

Extra Benefits of Enterprise Support

- Designated expert resources
- Priority call and ticket routing
- Fast-response support ticket SLAs
- Success planning and quarterly reviews
- Influence on future product direction
- Cloud environment for testing**
- Deployment optimization recommendations
- Exclusive learning content

Ivanti Support Ticket SLA

Issue Severity	Response Time
1-Urgent	30 Minutes
2-High	2 Business Hours*
3-Medium	8 business hours
4-Low	8 business hours

*Business Hours defined by the local time of the authorized technical contact.

Learn more at

https://www.ivanti.com/support/support-programs

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**Availability is subject to change and can be confirmed upon request. This environment is not intended for production use, nor does it adhere to Ivanti's uptime SLAs. Incident tickets relating to this environment are treated as low priority.