

Technical Relationship Manager (TRM) FedRAMP



The Ivanti Technical Relationship Manager is a strategic resource designed to accelerate product adoption and increase the return on investment in Ivanti products.

Strategic Resource

The best way to maximize the ROI of your Ivanti investment is to have a strategic resource that understands your business and helps you leverage Ivanti solutions to complete the mission. Ivanti TRMs are the highest-level technical resources available. They are proactive in understanding your agency and assertive in helping you leverage Ivanti solutions to meet your goals. Partnering with a TRM lets you realize a faster ROI because they understand your organization’s needs to ensure a successful outcome.

A Single Point of Technical Contact for Your Business



TRM Service

The TRM service is a subscription-based offering that customers subscribe to, typically for a period of 12 months. An article on cioinsight.com states that "According to a study conducted by UK-based software lifecycle information firm 1E, 'The Real Cost of Unused Software,' more than one-third of all enterprise software purchases go unused." Your TRM serves as a "Technical Advisor on Retainer" and works with your executive sponsor, agency stakeholders, and key operational personnel within your organization. The outcomes of those efforts accelerate product adoption and optimize daily operations. The TRM is a proactive customer advocate that works closely with all Ivanti teams and complements the services offered by them.

TRMs are intended to function as a bridge between your organization’s requirements and the functionality of Ivanti products. They have the necessary technical expertise and operational acumen to align your product usage with industry best practices. TRMs are subject-matter experts in specific Ivanti solutions, such as: IT Systems Management, IT Asset Management, Systems and Security Management, and Unified Endpoint Management.

TRM Business Case

Outcomes & Benefits	Deliverables	Description
Increased Product Adoption	<ul style="list-style-type: none"> Feature Gap Analysis Customer Business Roadmap Planning/Review 	Your TRM analyzes the functionality and features currently in use and prepares a Gap Analysis identifying what is possible. They help develop an operational and technical roadmap to guide your organization through increased product adoption. This increases your ROI significantly.
Faster Rollout to Users	<ul style="list-style-type: none"> Engagement Plan 	Your TRM can shorten significantly the time to roll out Ivanti products across your organization. They understand your environment and can advise your technical teams on the most effective ways to faster deployment.
Enhanced System Performance	<ul style="list-style-type: none"> Best-Practice Advice Environment Health Check 	By leveraging our Best Practices and working with your TRM to perform Health Checks, your technical team can reduce risk and increase system stability and uptime.
Successful Updates and Upgrades	<ul style="list-style-type: none"> Upgrade/Assistance 	Your TRM works with your teams during the pre-planning phase to validate that your system is ready and has been tested properly in a pre-production environment. They then provide guidance during the upgrade and are available post-upgrade for assistance.
Early Access to Product Roadmaps	<ul style="list-style-type: none"> Product Roadmap Sessions Early Access to Preview Builds 	A TRM serves as liaison between your agency and Ivanti. They gain an "Insiders View" to Product Roadmaps to help you leverage early adoption of new features.
Closer Relationships with Ivanti	<ul style="list-style-type: none"> On-site Visits as Applicable Checkpoint Meetings UX Review Sessions PAC Access Coffee Talks 	A TRM performs most of their responsibilities remotely, but on-site visits are a strong value proposition in developing a tight relationship with your Ivanti TRM. Regular checkpoint meetings are key to maintaining the relationship.
Input to Enhancement Requests	<ul style="list-style-type: none"> Insiders Access (IA) 	A TRM serves as your advocate with Ivanti Product Management and Engineering Teams, advancing your ideas for product enhancements. The IA is an "as-needed" virtual team made up of Ivanti staff from multiple teams and accelerates deployment of Ivanti to optimize ROI.
Stronger Technical Teams	<ul style="list-style-type: none"> Knowledge Transfer Sessions Advantage Learning Vouchers 	Ivanti TRMs serve as mentors to your technical teams to provide them with a deeper understanding of Ivanti solutions.
Successful DevOps Activities	<ul style="list-style-type: none"> Labs and/or Testing Environments 	Helping you establish Labs and/or Testing environments means your DevOps processes and capabilities can be efficient and successful.
Roadmap to Success	<ul style="list-style-type: none"> Quarterly Reviews 	Along with your Ivanti Account Executive, your TRM ensures we understand your organization's goals and that you are fully leveraging all available Ivanti products and resources.
Elevated Support	<ul style="list-style-type: none"> Enhanced Support Cross-Vendor Assistance 	For Enterprise and Dedicated customers, your TRM assigns any cases to a dedicated support engineer. All customers receive assistance with outside vendors that integrate to Ivanti products.
FedRAMP Requirements	<ul style="list-style-type: none"> POA&M Monthly Report Monthly OS, Web App, & Database Scans 3PAO Annual Assessment 	Your TRM provides you with a POA&M monthly report. In addition, monthly OS, web application, and database scans are delivered. As part of FedRAMP's Continuous Monitoring requirements, TRM is also required to conduct an annual assessment with a Third Party Organization (3PAO).

Single/Multi-Product TRM Programs

	Premier	Enterprise	Dedicated
Engagement Days	24	48	200
On-site (as needed)	Up to 25%; up to 2 on-site visits	Up to 25%; up to 4 on-site visits	Up to 25%; as needed
Travel Expenses	Included	Included	Included
Lead TRM Assigned	Yes	Yes	Yes
TRMs Assigned (as needed) *	1-2	1-2	1-3
Number of Product Lines **	2	2	3
Advantage Learning Vouchers	2	3	4
Duration	12 Months	12 Months	12 Months

*The number of TRMs assigned to an engagement varies based upon the number of products selected and the timing of implementation. The total hours purchased can be distributed between TRMs and used as needed throughout the engagement.**The number of Ivanti Product Lines that can be supported by TRMs at one time.

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Learn More

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