

# SaaS Hosting Information for Cherwell Service Management

## Overview

Ivanti provides an efficient and secure SaaS (Software as a Service) environment to provide our customers with exceptional performance and reliability. This document looks at the key areas of Ivanti's SaaS environment:

## Key Areas of Ivanti's SaaS Environment

- SaaS offering
- Architecture
- Monitoring
- Data availability
- Data backup/replication
- Security
- Disaster recovery
- Maintenance
- Trusted Agent
- Support
- Communication and resource

## SaaS Offering

Ivanti offers the following for SaaS customers:

- Two (2) licensed SaaS instances (one production and one non-production, with additional non-production instances at extra cost)
  - Non-Production is primarily for use when developing or testing configuration changes, version upgrades and for use when working with support to troubleshoot incidents.
- 1 – 500 users (1Tb of storage);  
>500 users (4Tb of storage).

## SaaS Architecture

Cherwell Service Manager (CSM) customers connect with the datacenter over the internet via Hypertext Transfer Protocol Secure (HTTPS), a secure communications protocol (no other ports or protocols are supported for connection into the environment). Users can access the datacenter using the CSM client,



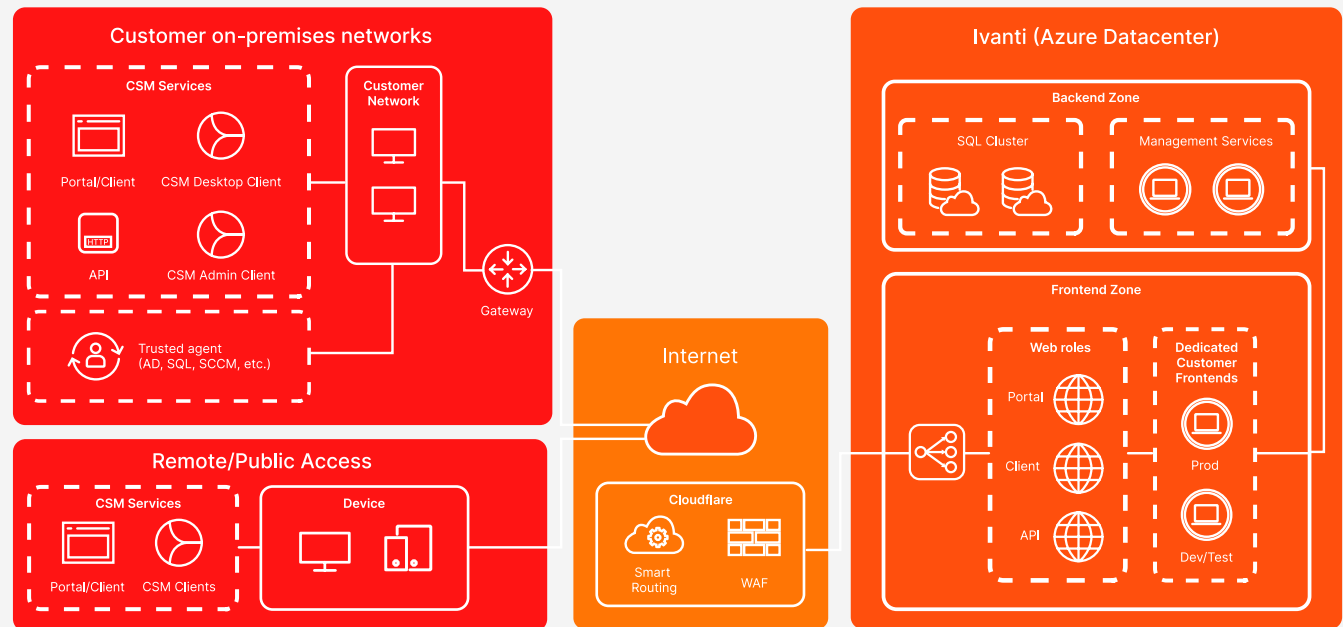
which can be installed onto their machines, or a modern web browser. No browser plugins are required. Please refer to the latest system requirements and specifications for supported browsers at [help.cherwell.com](http://help.cherwell.com)

For integrations, Ivanti's CSM Trusted Agent feature would be used. This Trusted Agent communicates via HTTPS to the customer SaaS instance.

The connection to the service is protected and optimized by:

- Firewall
- Next Generation Anti-virus/malware
- DDoS (Distributed Denial of Service)
- WAF
- Smart routing

## Data in transit is encrypted as it travels between the customer's location and the datacenter



## Monitoring

In addition to our datacenter provider's monitoring, Ivanti uses several monitoring platforms, which independently collect metrics to include:

- CPU utilization
- Memory utilisation
- Disk I/O
- Disk Space
- Network performance
- Ivanti CSM application service status
- Security related events

Ivanti's monitoring is used for the internal support and maintenance of the SaaS service and is not available for customer access.

## Data Availability

**Ivanti's uptime commitment is 99.98% availability per month for production instances, except for excused outages.**

### **Ivanti's SaaS operations utilize the following technologies and methods:**

- Web front-end/application servers that can easily be replaced as needed.
- Smart routing to optimise and accelerate your connection to the Ivanti CSM service

### **Excused outages include, but are not limited to:**

- Scheduled maintenance
- Zero day patches that directly impact SaaS operations
- Customer's systems malfunctions/errors
- Customer misconfigurations
- Circumstances beyond Ivanti or its service provider's control



### **Data Backup/Replication**

Ivanti provides data redundancy through the usage of two different Azure regions. The customer database is replicated between the two sites.

### **Backup retention**

Backups are securely stored in the geo-redundant Azure storage infrastructure. These database backups are retained for 30 days.

### **Security**

Security is a top priority for Ivanti to support customer data residing within the Ivanti CSM SaaS environment. Ivanti undergoes annual third-party audits verifying certification compliance.

### **Physical**

Physical security is managed by our provider, Microsoft Azure. More details of the Microsoft Azure datacenters can be found at: [Compliance in the trusted cloud | Microsoft Azure](#)

### **Network**

Ivanti has established a set of security configurations that have been applied to all environments, and include security controls for:

- Network infrastructure
- Routing
- Switching
- Access Control
- Identification
- Authorization
- Accounting
- Cryptography

### **Back-end Servers**

Back-end services, such as directory services, management, and databases are segregated from all application servers. The concept of least privilege is in practice and enforced through administrative policies.

For further details around Ivanti CSM security and compliance please see the following link:

[Ivanti Security and Compliance](#)

## Disaster Recovery Plan

### High-Level Plan

In the event of a disaster as defined by Ivanti, the process of bringing up customer services and data in the secondary datacenter will be initiated. Production instances will be prioritized over non-production environments. This process is designed for minimal impact to our customers.

- **Recovery Point Objective (RPO)**

The RPO for customer data recovery is to the last hourly backup.

- **Recovery Time Objective (RTO)**

The RTO is two hours or fewer for production instances. Production will be restored first. The RTO for any test or development instance is on a case by case basis.

## Maintenance

- Maintenance is performed based on:
  - US/UK/EMEA – third Friday of every month
  - APAC – Saturday following the third Friday of every month
- Maintenance windows are established by Ivanti and published on the Ivanti website:  
[Ivanti Cloud Status](#)
- Maintenance notification are managed by the following site, customers are encouraged to register to receive important notification and communications regarding the service:  
[Ivanti Cloud Status](#)

## Datacenter Providers

Ivanti utilizes Microsoft Azure datacenters.

Further information about Microsoft Azure datacenter controls can be found at:

[Compliance in the trusted cloud | Microsoft Azure](#)

## Trusted Agent

Trusted Agent offers cross-network access between Ivanti CSM and other private resources, such as LDAP (Lightweight Directory Access Protocol) directories, mail servers, and relational databases. An enabled Trusted Agent connects to Ivanti CSM servers using firewall friendly protocols. The Ivanti CSM servers then call the Trusted Agent to perform operations on their behalf.

For more information please see the following link:

[Trusted Agent \(cherwell.com\)](#)

## Support

For details around Support of the Ivanti CSM SaaS solution please refer to the following link:

[Overview of Ivanti Customer Support Services](#)

## Communication and Resources

All technical questions should be directed through the support interface.

If you have any non-technical questions please speak to your Customer Success or Account Executive.

### Support:

[Customer Support Contact Info](#)

### Support Programs:

[Overview of Ivanti Customer Support Services](#)

### Customer Success:

[Ivanti Customer Success](#)

### Security and Compliance documentation:

[Ivanti Security and Compliance](#)

## Conclusion

This document describes Ivanti's existing SaaS environment, including architecture, data backup and retention, security, disaster recovery and maintenance. The information provided is subject to change to reflect evolving industry standards and customer needs.

## About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT networks, applications and data to stay productive as they work from anywhere. The Ivanti automation platform connects the company's industry-leading unified endpoint management, zero trust security and enterprise service management solutions, providing a single pane of glass for enterprises to self-heal and self-secure devices, and self-service end users. More than 40,000 customers, including 96 of the Fortune 100, have chosen Ivanti to discover, manage, secure and service their IT assets from cloud to edge, and deliver excellent end user experiences for employees, wherever and however they work. For more information, visit [ivanti.com](https://www.ivanti.com)

The Ivanti logo consists of the word "ivanti" in a bold, lowercase, sans-serif font. The letter "i" is red, while the remaining letters "vanti" are black. A small registered trademark symbol (®) is located at the top right of the letter "i".

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