

A woman with dark hair in a bun, wearing glasses and a dark blazer over a light blue shirt, is smiling and looking at a tablet device. The background is a blurred office setting with warm lighting.

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Streamlined Enterprise Services and Workflows

How to standardize service delivery across the organization with integrated enterprise service management

Inside:

Every day, each employee uses on average 2.6 devices to do their job. This means that your IT team must manage and secure a rapidly expanding array of endpoints. Just as IT systems and processes must transform to become more nimble and service-oriented, so too must the systems and processes across the rest of your organization — and IT can play a crucial role as a strategic enabler during this transition.

Enabling more connected and simplified processes across the entire organization helps unlock essential productivity to power your next stage of growth, streamline your IT environment and create a positive employee experience with enterprise service management best practices.

This eBook provides you with a comprehensive overview, practical steps and illustrative use cases to help you standardize employee experience across your organization, so you can truly streamline enterprise services and workflows.

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This eBook is part of the [ITSM+ Toolkit](#)

Challenge

Standardizing service delivery across the organization.

As your business grows, its various departments and units inevitably run into difficulty scaling their workflows to match. Eventually, their service delivery slips, organizational productivity as a whole declines, the employee experience falters, and your organization struggles to reach its next stage of growth.

At this point, external customers may also notice a dip in service quality and start wondering whether they should begin considering the competition. Security and compliance challenges may arise, putting the organization at risk. Departments may struggle to effectively manage their budgets, resulting in unexpected overages that limit the organization's agility.

When organizations reach this inflection point, they must identify the best strategies for providing a **unified and scalable employee experience** across the entire enterprise.





Integrated enterprise service management within one platform.

To alleviate these common organizational pains and open the door to continued business growth, look for an integrated enterprise service management platform that offers end-to-end service, asset, and operations management solutions across not just your IT organization, but also other teams such as HR, facilities and security.

This platform should support both cloud and on-premises implementation options, giving you **maximum flexibility** to deploy the necessary capabilities across your entire IT infrastructure as needed. It should also provide a **unified employee experience**, regardless of whether the problem, request, or ticket concerns IT, HR, facilities, or security.



Maximize your IT asset management with a comprehensive plan and single source of truth.

1

First, connect your critical enterprise workflows to your enterprise service management solution and **consolidate all business assets** within your CMDB. Then, allow your non-IT organizations, like HR and facilities, to design, build, and automate their service offerings. Give them a consolidated view of every service they deliver, which in turn lets them standardize and steadily improve their processes.

2

Then, **connect your security workflows** to your enterprise management solution. This step will allow you to automate and enhance your security operations management processes, beginning with two mission-critical security workflows: vulnerability response management and security incident management.

Integrate your risk-based vulnerability management (RVBM) software with your enterprise service management solution, so it can automatically create a ticket when the RVBM identifies a potential vulnerability. This way, your team can track the vulnerability response associated with that ticket through to completion.

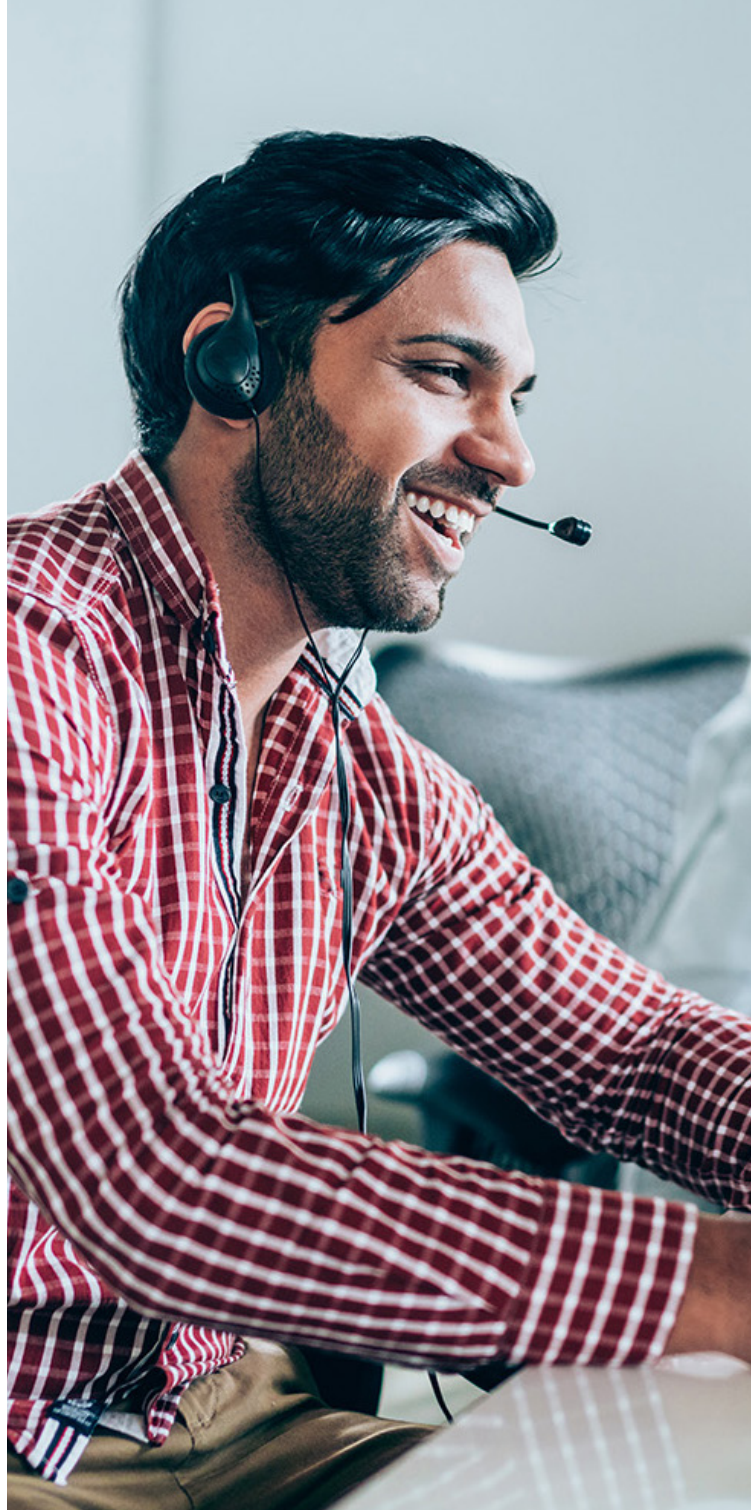
3

After that, **link your third-party security incident management software** with your enterprise management solution, so you can set up a similar process for tracking and responding to a potential breach all the way through to resolution.

These two security operations management improvements streamline daily operations, but they can also facilitate a DevSecOps approach to software development. And with central oversight of who is assigned a security remediation task, your organization will be better able to meet its risk management, governance, and compliance requirements.

Benefits

- ✓ Simplified and scalable cross-functional processes
- ✓ Single source of truth for all business assets
- ✓ Enhanced security posture
- ✓ Improved ROI on your IT investment



40%

reduction in support and maintenance costs.

“Ivanti has a powerful platform. It is not just an IT ticketing tool. It is a platform that can be used outside of IT as easily as within IT.”¹³

Mark Temple, IT Service Project Manager,
[University of Glasgow](#)

Imagine this...

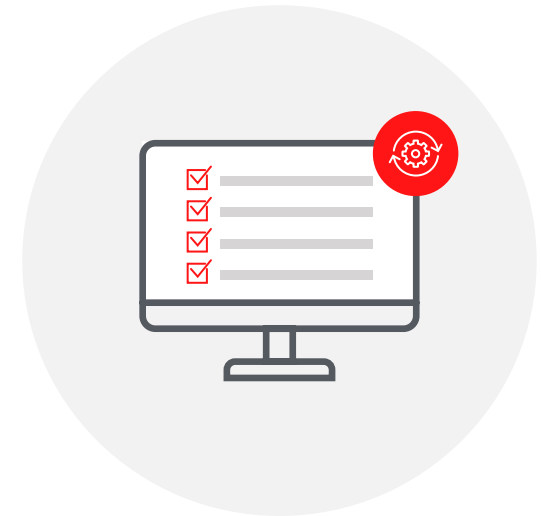
You can now streamline services and workflows across your organization.



A SaaS company grew exponentially over the past five years, completing several strategic acquisitions and rapidly expanding organizational headcount in the process.



Priding itself on its excellent external customer service, this business applied its own best practices — in concert with a best-in-class enterprise service management platform. They implemented a centralized service portal and service catalog, and standardized service processes.



That allowed them to **automate workflows, enable self-service options and streamline service delivery.** Using service auditing, compliance tracking, and access controls to ensure that internal services are delivered in a compliant and governed manner, enabled them to improve their security posture whilst enhancing their digital employees experience.

Explore next steps in the full ITSM+ Toolkit.

Access your Toolkit

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