A TRANSFORMATIONAL ROADMAP FOR ENTERPRISE SERVICE MANAGEMENT

PREPARED FOR: "COMPANIES CONTEMPLATING THE MOVE"

CONTENTS

THE PROBLEM:

"The Need to Transform Your Service Management Capabilities"

Over the last five years, significant advancements have occurred in the IT service management area for both IT and across the enterprise. While much of these advancements aimed to replace core IT service management solutions, they have also extended capabilities to include discovery and dependency mapping solutions (DDM), monitoring and event management, virtual agents, AI ops, and more. Organizations now want to transform, optimize, and enhance their service delivery capabilities. By doing this, they will achieve service assurance, compliance, reduced risk, automation, and a "shift of transactions left to more cost-effective sources." Are you ready to explore alternative solutions to improve your service management practices? If so, take a few minutes to read this compelling white paper from our experts.

WHY ORGANIZATIONS SWITCH

While some companies have moved to the "next-gen" IT Service Management (ITSM) technology platforms, most are still on older, custom- developed, or highly-customized solutions. Analysts' research indicates that over 50% of these companies will make the switch to next-gen platforms within the next three years. While most organizations are converting from older, legacy solutions, many companies are moving away from the newer platform solutions as well. There are many reasons that companies change or switch out their Enterprise Service Management (ESM) or IT Service Management (ITSM) solutions. The three most common are:

1 **Cost Prohibitive** – The current solution is cost prohibitive and doesn't provide an adequate ROI

- Unpredictable costs from year to year
- Extending functionality to other areas of the enterprise – incremental costs are an impediment
- What an organization is being charged for versus what the organization needs

2 **Legacy Solution** – The current solution is outdated or difficult to maintain

- Written-in legacy languages that make it challenging to maintain
- Outgrown smaller platforms - the current solution is dated and not a complete ITSM or ESM solution
- The current solution is not keeping up with demand, capabilities, and functionality and, therefore, is no longer meeting the needs of the organization it was intended to support

3 **Enterprise Service Management** – The current solution serves only IT when several other service organizations need the same capabilities.

- Many solutions, especially named user model solutions, can be cost prohibitive as organizations pay extra for both the additional capability and the additional users
- Many providers discourage integration with other best-of-breed solutions by bundling their own solutions or charging extra integrationand/or orchestration fees

	LEGACY ITSM COSTS
Expensive licensing and maintenance	**LICENSE & MAINTENANCE**
High admin overhead	**ADMINISTRATION & UPGRADES**
Expensive development resources required	**DEVELOPMENT**
Long time to implement new services	**NEW SERVICES**
High barrier to create new services, stops progress	**LOST OPPORTUNITY**

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WHY YOUR BUSINESS NEEDS ESM

Technology is playing a larger role in organizations—more than ever before, and the technology footprint is expanding. If IT and other shared services are not properly managed, issues can have a major negative impact on the business's bottom line. ESM is a proven way to manage and deliver services to keep organizations running efficiently. While service management is possible without an ESM platform, it is difficult to deliver it in a consistent and effective manner. As all organizations are challenged to deliver more with with fewer resources, the EMS platform allows businesses to implement processes that include everything from self- help portals to ticketing tools to real-time dashboards along with many other capabilities:

STANDARDIZE PROCESSES –As teams grow, it is difficult to maintain consistency. Inconsistent processes and standards can lead to confusion and discord within an organization. ESM creates a standardized process for an entire organization to follow, which takes the guesswork and individual decision making out of service management.

AUTOMATE OPERATIONS MANAGEMENT – ESM software will allow you to monitor the performance of your company and automate a huge number of tasks to save time and other resources. In the end, this will allow the organization to develop continuous improvement strategies; and this allows it to grow and evolve. Integration with tools and their corresponding automation is key in order to deliver value and streamline the processes between the ITSM and ITOM platforms.

MAKE DATA-DRIVEN DECISIONS – Well-implemented ESM solutions will result in real insights and data about your organization. This information can be aggregated and analyzed, which allows companies to make smarter decisions and adjustments based on real, quantifiable needs.

STREAMLINE SIMPLE TASKS: Simple and common issues (such as password reset requests, ticket status updates, and managing the HR onboarding processes) are important but can take a lot of time. A self-service portal (a common aspect of ESM) allows shared-services personnel to focus on more critical issues and business initiatives.

BENEFITS OF
NEXT-GEN ESM TECHNOLOGY
PLATFORMS

Research shows that customers of next-gen ITSM platforms realize significant value, as quickly as 12 months payback on investment and an annual benefit of $50,000 per service desk employee (1) — all because of more efficient and effective IT service management solutions and service request functionality for their businesses. The three most important considerations, with a switch to a new ESM solution, in order of priority, are cost savings, employee productivity, and time to value.

REDUCE COSTS: Approximately 70% of enterprise customers surveyed saw an additional ROI by rolling out services and solutions beyond core ITSM (2). Unifying shared services on a single platform can create significant value, lower administrative burden, and lower subscription costs by as much as 30%.

IMPROVE EMPLOYEE PRODUCTIVITY: Delivering automated digital services through a common self-service portal improves the speed and efficiency of work and results in a 33% reduction in lost worker productivity (3). An almost 90% reduction in downtime for employees can be achieved. For example, automating employee onboarding can streamline the work across multiple functional areas and create a productive day-one experience for new employees.

QUICK TIME TO VALUE: With comprehensive enterprise solutions, codeless configuration, and numerous downloadable integrations and extensions, companies can rapidly deliver new services to your organization. Modern ESM systems also feature lower administrative overhead and the ability to perform faster upgrades. This enables organizations to deliver more value with less effort and resources and to deliver up to 22% reduction for time to resolution (4) (MTTR).

THE SOLUTION:
"Ivanti's Neurons for IT Service Management (ISM)"

With over 2000 satisfied customers and with an industry-leading 96% customer renewal rate, Ivanti's Neurons for IT Service Management gives your business the tools it needs to address service management challenges throughout the organization. Named a Leader in the Forrester 2021 Wave for Enterprise Service Management, this "Best in Class" platform addresses both IT and Human Resources, Security, and Facilities Management Services. This innovative solution includes codeless configuration and provides a comprehensive and cost-effective way to make workflow across the enterprise. There's more to come on the ESM Platform capabilities and functionality.

INDUSTRY RECOGNITION
"What the analysts say."

Ivanti Service Management is recognized by several leading industry experts for its holistic and comprehensive approach to ITIL, with 13 Pink-Verified ITIL processes, as well as a strong commitment to the industry standards.

According to several industry analysts who closely monitor the ESM market, Ivanti is leading the change in the "Next-Gen Enterprise Service Management" category.

The most recent 2021 Info-Tech Research Group ITSM Report named Ivanti Software the "Gold Medalist in IT Service Management" and was ranked 1st in five key categories against the top market competitors.

ADDITIONAL RESEARCH
What ITSM Customers Say

The challenge to optimize IT is never-ending, and it's becoming increasingly complex with disparate software-licensing models and hard-to-find developer resources. Efforts are focused on evaluating license terms, avoiding subscription cost increases, using developer time wisely, and rationalizing applications. Research indicates that there are three primary factors companies purchase and renew on Ivanti's ESM/ITSM platform:

1 Lower total cost of ownership

2 Faster time to value

3 Highest customer satisfaction

TOTAL COST OF OWNERSHIP	TIME TO VALUE	CUSTOMER SATISFACTION
Low Admin Costs	Rapid Implementation	Flexible Terms & Deployment
Easy Upgrades	Out-of-the-Box, Purpose-Built ITSM & ESM Solutions	Fantastic User Community
Low Development Costs	Innovation & Integrity Agility	Customer Centricity
Concurrent Licensing	Fast ROI	Globalized/Multilingual

TOTAL COST OF OWNERSHIP

In today's market, many solutions have an ala carte approach to functionality, in which customers face an average annual increase of 50 - 65% and a very complex licensing model. Ivanti offers a simple, affordable "concurrent user" licensing model that is inclusive of all ESM functions.

LOWER DEVELOPMENT COSTS

Out-of-the-box functionality often is not enough, especially for niche or industry-specific software, and the reason you buy rather than build is to save time and money in the first place. Ivanti ITSM combines the best of traditional customization in being able to meet unique and changing business challenges while also being easy to configure, deploy, and upgrade. The no-code platform reduces the steps between conceptualizing a new or modified workflow and putting it into action. If you can whiteboard a workflow, you can automate it using Ivanti ITSM without programming or coding. Ivanti's codeless environment allows implementation of an ESM/ITSM solution with a no-code architecture, meaning there is no step of the ESM/ITSM process—from initial setup and configuration to continued maintenance, modifications, integrations, and enhancements—that requires knowledge of a programming language. The market for staff who can execute with a no-code ESM/ITSM solution is far wider and more budget-friendly. This means hiring to support your ESM/ITSM program is easier, and so is handling turnover among staff.

LOWER ADMINISTRATION COSTS

Administrative interfaces do not get the same attention as those built for end users, but they should not be clunky or cumbersome to use. Ivanti's management dashboards and administrator consoles are modern and intuitive so that personnel can resolve issues and perform configurations with efficiency.

THE IVANTI ADMINISTRATIVE PLATFORM reads metadata configuration files that determine which services, processes, and supporting elements are delivered by the platform. By using graphical tools to create, configure, and edit, Ivanti controls the writing and management of the resulting metadata files. This reduces the administrative complexity of managing configurations, especially when there are multiple extensions, integrations, and custom workflows. It also ensures portability across deployment options (on-premises, SaaS, public cloud) and simplifies upgrades. As a result, administrators are more productive and work quickly, associated activities are done faster, more time is spent on value-added contributions, and the total cost of ownership is reduced.
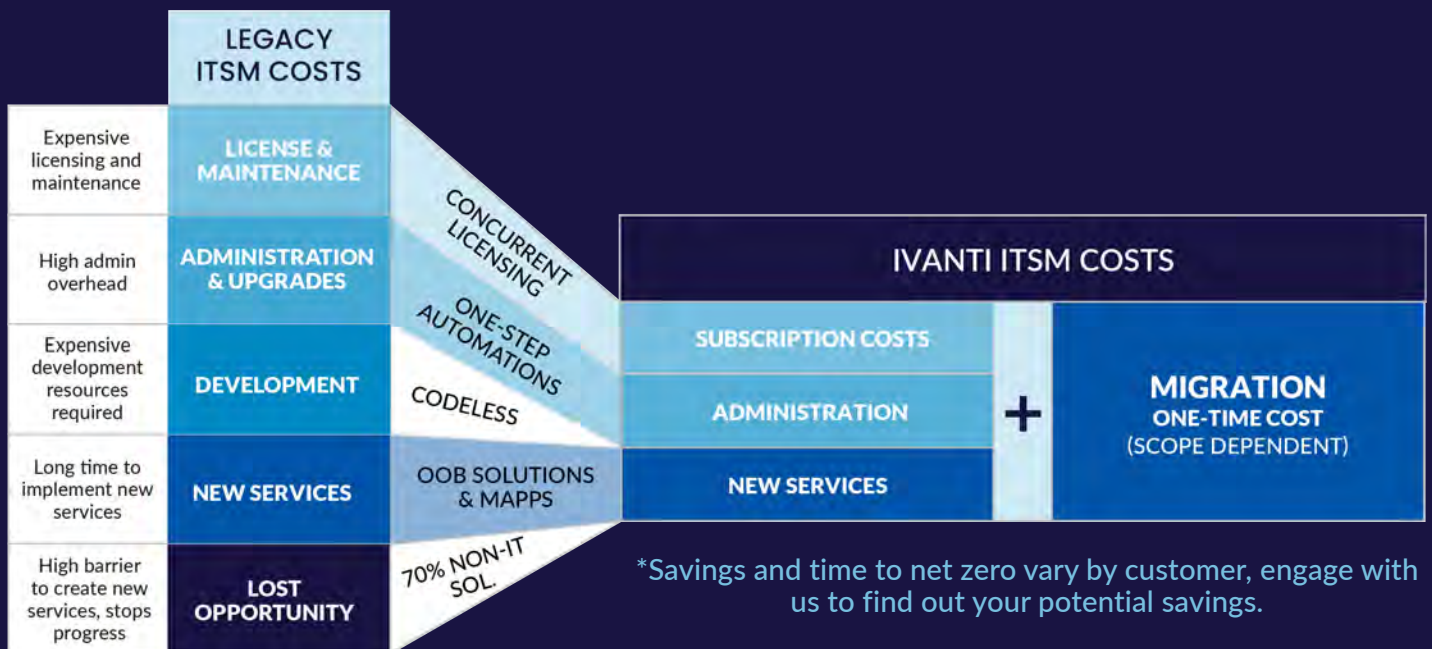
*Savings and time to net zero vary by customer, engage with us to find out your potential savings.

LOWER LICENSING COSTS
WITH CONCURRENT, INCLUSIVE LICENSING

Licensing costs are the single most important cost factor when considering an ESM platform. Ivanti's concurrent user licensing model is simple, easy to understand, and predictable. Other solutions offer only a named licensing model that is complicated, changes regularly, and is difficult to manage. The table shows Ivanti's flexible licensing model versus what other solutions typically provide for their charges. This is why Ivanti has been awarded "The Best Value in the ESM/ITSM Market" for several years running.

Service management organizations are under tremendous pressure to reduce costs while they improve service delivery. Ivanti Software licensing achieves both of these objectives with a concurrent (shared) licensing model that provides more flexibility and less expense. For self-service users, inclusive licensing means that portal users, manager approvals, password resets, and other automation and integrations do not require additional licenses.

NAMED LICENSING VS. CONCURRENT LICENSING

Named licensing enables a specific, named individual to access the functionality of the software. These licenses are typically nontransferable from user to user and often include "quarterly true-ups." On the other hand, concurrent licensing enables any authorized person to access the functionality of the software, provided the maximum number of simultaneous users does not exceed the total number of licenses purchased.

Let us put this licensing model into context. Imagine you are buying an ITSM solution for a 600-person IT organization. In a named licensing scenario, you would purchase 600 licenses to support 600 users, each of whom may need access to the software at any point in time, though typically not all at the same time. In a concurrent licensing scenario, you would purchase the right for a given number of users to log into the system at any one time. Rather than purchase 600 licenses, concurrent licensing is usually based on a standard industry ratio of 3:1, which would require 200 licenses.

TIME TO VALUE:
DEPLOY QUICKLY FOR IMMEDIATE RESULTS

Ivanti Service Management is a powerful ESM/ITSM service management solution that enables you to automate and optimize ITIL processes and embrace continual service improvement. PinkVERIFY™ is certified for thirteen ITIL processes out of the box. By taking advantage of service operations and out-of-the-box processes, Ivanti helps you deploy quickly and reduce time to value by aligning with industry best practices.

Ivanti Marketplace Solutions allow you to choose from hundreds of available integrations and extensions so you can extend your platform in hours, not months. Popular integrations include JIRA, discovery or inventory sources, collaboration tools, and event monitoring and operations management systems. Popular extensions include additional dashboards, an Ivanti knowledge center support package, and customer surveys. When integrating with provisioning solutions, configurable orchestration packs are provided as part of the platform licensing. At its core, Ivanti Service Management is a platform for automating workflows. This includes complete processes such as ITIL incident, problem, and change, which you can visually configure or modify. It also includes the automation of common or repetitive actions. These include the creation of a change request from a problem, obtain approvals, or reset a password. Both Ivanti Marketplace Solutions and workflow are designed to quickly provide results.

CUSTOMER SATISFACTION:
THE COMPLETE ENTERPRISE SERVICE MANAGEMENT SOLUTION:

Ivanti has an industry-leading 96% customer satisfaction and renewal rate.

One of the key factors that influences this rating is the flexible terms and deployment options Ivanti offers. The deployment choices include the ability to deploy quickly with Ivanti Software-as-a-Service (SaaS) in the public cloud, run the platform on-premises for increased control, or choose from multiple managed service providers (MSPs). If business requirements change, Ivanti lets you switch between SaaS and on-premises if needed.

Several other factors have led to Ivanti's excellent customer satisfaction rating. A recent independent survey has revealed the key satisfaction findings to be:

COMPREHENSIVE PLATFORM SOLUTION: All customer respondents (100%) believe that Ivanti software fulfills the requirements for which it was purchased and recommend the Ivanti product to other organizations.

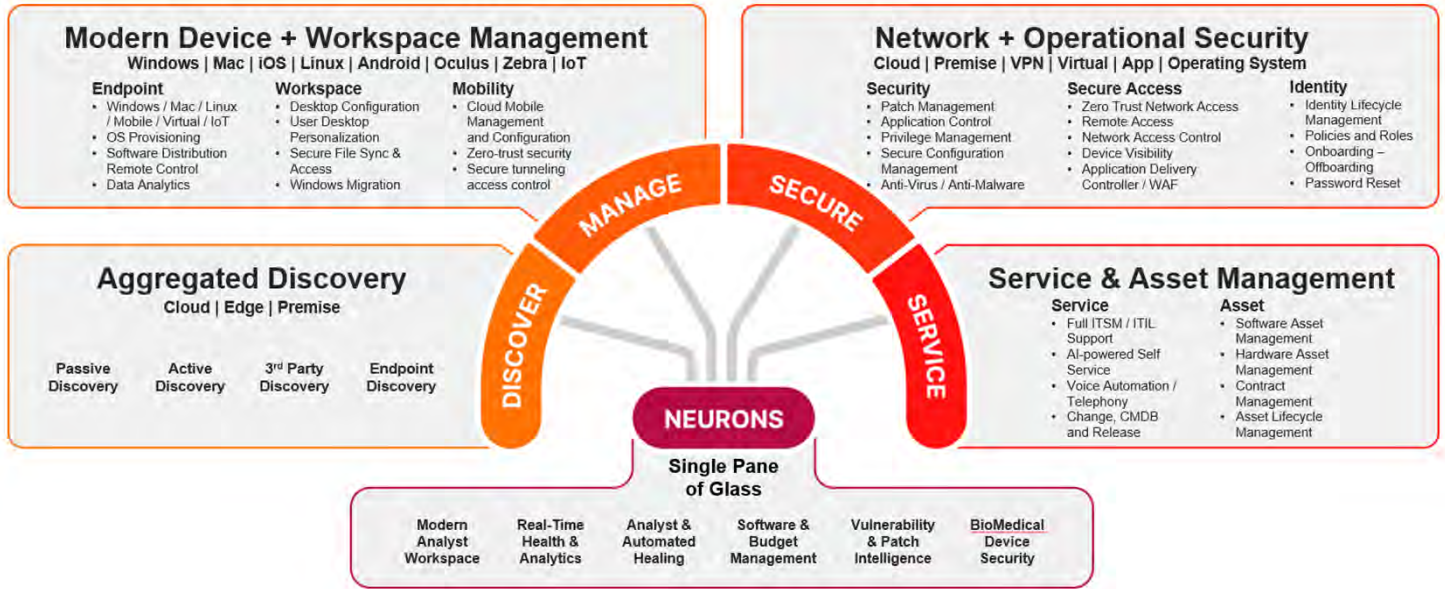**TECHNOLOGY LEADER IN THE ESM/ITSM MARKET:** Nearly all (95%) of the customer respondents believe that Ivanti Software, Inc. is the technological leader in help desk/service desk software systems and would consider Ivanti software for future purchases.

EXCELLENT VALUE FOR THE COST: Nearly all (90%) of the customer respondents believe Ivanti software provides a real "value" for the investment.

IVANTI NEURONS FOR SERVICE MANAGEMENT (ISM)
WORLD CLASS CAPABILITIES & FUNCTIONALITY

Companies are looking for ESM software that is easy to use, configure, maintain, and support their businesses with flexible, feature-rich capabilities. Ivanti is a comprehensive SM platform with thirteen verified   ITIL processes, but its real power is its flexibility. Ivanti's ESM platform can meet changing and growing   demands across the organization, from IT to Facilities, Human Resources, and beyond.

Modern Device + Workspace Management
Windows | Mac | iOS | Linux | Android | Oculus | Zebra | IoT

Endpoint
- Windows / Mac / Linux / Mobile / Virtual / IoT
- OS Provisioning
- Software Distribution Remote Control
- Data Analytics

Workspace
- Desktop Configuration
- User Desktop Personalization
- Secure File Sync & Access
- Windows Migration

Mobility
- Cloud Mobile Management and Configuration
- Zero-trust security
- Secure tunneling access control

Network + Operational Security
Cloud | Premise | VPN | Virtual | App | Operating System

Security
- Patch Management
- Application Control
- Privilege Management
- Secure Configuration Management
- Anti-Virus / Anti-Malware

Secure Access
- Zero Trust Network Access
- Remote Access
- Network Access Control
- Device Visibility
- Application Delivery Controller / WAF

Identity
- Identity Lifecycle Management
- Policies and Roles
- Onboarding – Offboarding
- Password Reset

Aggregated Discovery
Cloud | Edge | Premise

Passive Discovery   Active Discovery   3rd Party Discovery   Endpoint Discovery

Service & Asset Management

Service
- Full ITSM / ITIL Support
- AI-powered Self Service
- Voice Automation / Telephony
- Change, CMDB and Release

Asset
- Software Asset Management
- Hardware Asset Management
- Contract Management
- Asset Lifecycle Management

MANAGE   SECURE   DISCOVER   SERVICE

NEURONS
Single Pane of Glass

Modern Analyst Workspace   Real-Time Health & Analytics   Analyst & Automated Healing   Software & Budget Management   Vulnerability & Patch Intelligence   BioMedical Device Security

ENTERPRISE SERVICE MANAGEMENT SOLUTIONS

Extend Service Delivery Beyond IT. Together, Ivanti's Neurons provides a "single pane of glass" to automate workflows, integrate systems, and improve employee productivity for departments inside and outside the traditional boundaries of IT.

Ivanti Neurons for IT Service Management brings a full suite of pre-built Enterprise Service Management tools (ESM) together in a single product that offers:

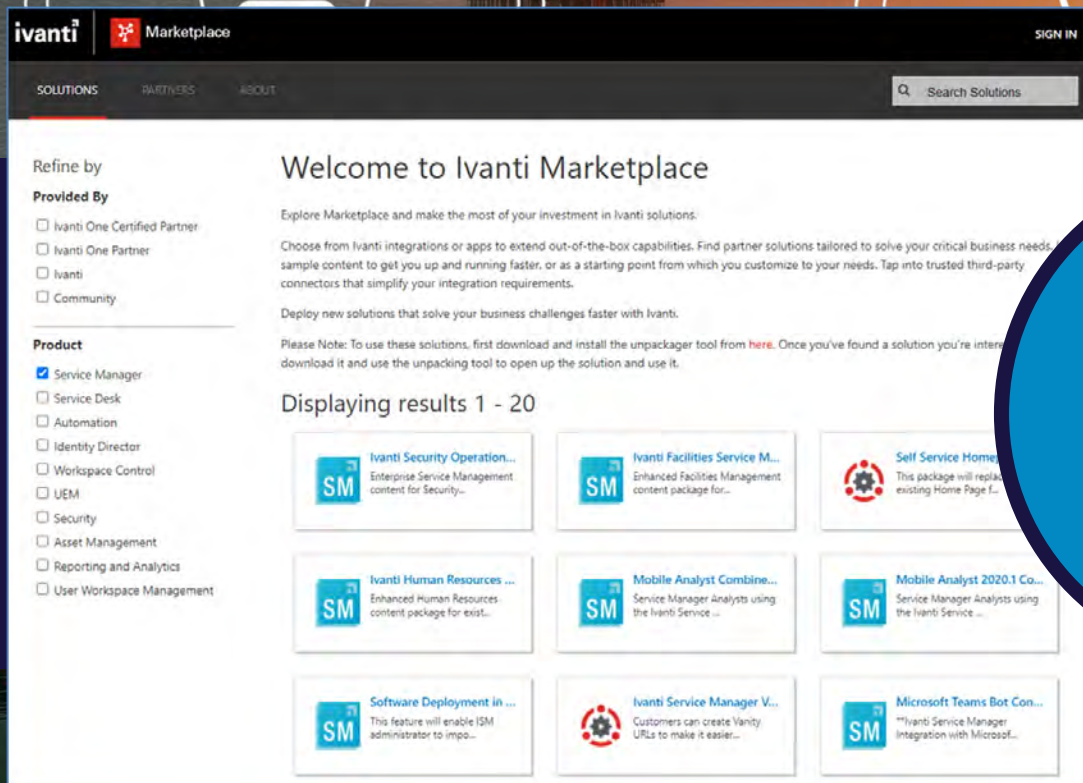**IT SERVICE MANAGEMENT (ITSM)** **ENTERPRISE SECURITY OPERATIONS (ESO)** **ENHANCED FACILITIES SERVICE MANAGEMENT (EFSM)** **HUMAN RESOURCES SERVICE MANAGEMENT (HRSM)** **PROJECT AND PORTFOLIO MANAGEMENT (PPM)**

Each of the solutions named above can serve as an out-of-the-box solution or the basis for a customized solution modified to meet the needs of your business.

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This screenshot depicts the functional use cases that are included as part of the initial platform with some of the more common service functions and their capabilities.

IT ASSET MANAGEMENT SOFTWARE FOR THE ENTERPRISE
GAIN CONTROL OVER YOUR SOFTWARE INVESTMENTS

Ivanti Asset Management is a software asset management (SAM) tool built for organizations that want to reduce software license spending, IT overhead, and software audit risk. It allows you to consolidate your hardware and software license, usage, and inventory data to track and manage IT investments—and abandon Excel spreadsheets. Ivanti Asset Management integrates seamlessly with Ivanti ITSM and populates the Ivanti CMDB with IT asset data.

SECURITY MANAGEMENT
Discover Unified Risk, Compliance, and Security Incident Management.

Reduce risk, streamline compliance, and improve security incident response with Ivanti's Information Security Management System (ISMS). This solution provides enterprise security management capabilities—such   as risk, compliance management, and incident management—on top of the Ivanti® Service Platform to address the demands of both security and service desk leaders. As a result, you will reduce risk and improve compliance, all in alignment with the same service delivery model.

FACILITIES SERVICE MANAGEMENT
Transform Delivery of Facilities Management Services.
Modernize Your Approach to Facilities Service Management.

Ivanti's Facilities Service Management solution enables facilities teams to meet the needs of the business by automating workflows related to day-to-day work orders, work assignments, maintenance tasks, and facilities-related projects. With an intuitive user portal, omnichannel communication, and more, Ivanti helps modernize and optimize facilities management processes and provide a better service experience for employees.

HR SERVICE MANAGEMENT
Streamline and Optimize HR Processes and Workflows.

In today's digital world, employees expect HR to deliver real-time, on-demand services—but that is easier said than done. Ivanti HR Service Management enables organizations to streamline and automate HR service delivery for quick and efficient case management and onboarding, along with a self-service portal for better and more productive employee service experiences.

PROJECT AND PORTFOLIO MANAGEMENT
Increase Visibility and Control in the Digital Enterprise.

Improve project outcomes with Ivanti Project and Portfolio Management (PPM). PPM provides the visibility and controls the project manager's need to improve project outcomes. It helps you make better decisions about which projects to execute and helps you gain improved visibility into resource utilization and project status.

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POINT OF VIEW:

"Ivanti's Neurons for Service Management platform provides a comprehensive set of capabilities with a simplified licensing model at a value point that is unmatched in the ESM/ITSM market."

– Bert Lasley
Managing Partner, COO

THE ROADMAP:
"WAYPOINTS IN THE TRANSFORMATION JOURNEY"

Now that you have read "Why Companies Are Switching to Next-Gen ESM/ITSM Platforms" and why they are selecting Ivanti's Service Management Enterprise platform as their choice, the next question is, "How do I make the transition without upsetting my business?"

The T4S approach focuses on each individual customer's needs and leverages our processes, tools, and experience to assist companies that are ready to start their transition. Our SureSwitchSM methodology has four key steps that will lead to a successful transformation journey.

ORGANIZATIONAL ALIGNMENT
Your organization has made the decision to proceed with an evaluation of alternative solutions

EXECUTIVE SPONSORSHIP
A decision such as this will require support of key executives within your organization

CASE FOR ACTION
Our team will work with you to build a solid business case that includes both solution cost reductions and process improvements

EXECUTION
Now that you have the proper foundational elements in place, our team wil work collaboratively with you to realize the benefits of your plan

ORGANIZATIONAL ALIGNMENT

Most companies know that their current Enterprise Service Management system and IT Operation Management processes are less than optimal, and they are unable to keep up with the ever-increasing demands of their business. The issue is not whether they are less than optimal but, rather, how far below the standard baseline are they? We recommend that companies use regular checkpoints to evaluate where they are on the Maturity Matrix to determine where improvements need to be implemented.

EXECUTIVE SPONSORSHIP

All successful transformation programs start with executive directives and end with executive sponsorship. Companies and their executives are typically bottom-line driven, so they focus on making sure that their investments deliver the proper returns. Licensing costs are just one factor and do not provide the total business case to be considered. We recommend that companies evaluate the total cost of ownership and create a proper business case.

THE ECONOMIC EVALUATION

A deeper dive into the ROI and TCO to assist with fully understanding the Total Cost of Ownership, and quickly identifying where savings will be realized. The business case should identify all costs as well as savings across the enterprise to calculate the initial payback period and the annual rate of return.

CASE FOR ACTION

Once your organization is aligned and executive sponsorship has been attained, the next step in the process is to create a clearly stated "case for action" that outlines where to begin your journey and the direction you're headed. Too often, companies begin without a clear understanding of where to focus on opportunities for significant and measurable improvement. To address this shortcoming, T4S recommends that all companies take time to assess their current state of performance and identify areas for transformational change that will contribute to the preparation of a well-constructed roadmap and case for action.

THE "BASELINE ASSESSMENT"

A baseline that uses a series of best practices and key performance metrics is evaluated to help you better understand your current state and your potential. Gaps, bottlenecks, root causes of poor performance, and training opportunities will be identified. Best practice recommendations assist with identifying and improving your maturity levels.

TRANSFORMATION EXECUTION

Our streamlined approach to this provides value by creating a solid foundation to build your ESM/ITSM platform that is optimized with thirteen aligned Pink Verified ITIL processes.

A tried and tested plan and an experienced partner to guide the way are two of the critical success factors needed for smooth execution.

PROACTIVE SERVICE MANAGEMENT "SURESWITCH^{SM}"

SureSwitch is a T4S methodology and a set of accelerators that lowers the risk and execution of time to value. Built   on the baseline assessment, the economic evaluation, and the case for action, as the foundation for the transformation plan, T4S execution is accelerated by leveraging several pre-built components, toolkit accelerators, and best practices.

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ABOUT T4S PARTNERS

T4S Partners helps our clients achieve their desired outcomes by connecting systems, processes, people and insight to create competitive advantage. We are a "Next Generation" consulting firm that helps organizations create compelling new customer solutions, optimize their IT organization and assets, and transform Enterprise Service Management functions. T4S Partners consultants have assisted some of the most recognizable brands in business to achieve extraordinary results.

Whether you are just coming out of the gate, somewhere in the middle, or farther up the Enterprise Service Management maturity curve, we can help you advance.

We have years of experience working with clients on ESM transformation efforts. That experience is reflected in our approach, tools and accelerators, and our preferred solution partner eco-system.

- We focus on the desired business outcomes that equate to a transformed business by helping clients "begin with the end in mind."

- We see Ivanti's Neurons platform as a strategic weapon to accelerate ESM transformation efforts.

- We have the methods, tools, techniques, and the experience to bring it all together to drive change.

DISCLAIMER

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