

Ivanti Advantage Success Bundles

In today's hybrid and remote everywhere workplace, providing your people with the best digital employee experience is critical to the success of your business. IT and Security teams need to get the most out of their software solutions to make this a reality. Sometimes you may need some help along the way.

When it comes to your Ivanti solutions, you can get the help you need, when you need it. Our Ivanti Advantage team of experienced professionals is here to help you accelerate adoption, remediate issues and define your big-picture goals and the path to achieve them.

With Ivanti Success Bundles you choose what level of support best fits your needs and the outcomes you want to achieve from your Ivanti solution. Expert advice, fast response to incidents and the learning resources to ensure you have the knowledge you need to succeed. It's all there. Just pick the bundle that feels right for you.



Ivanti Success Bundles		Success Squad	Enterprise Support	Premium Support
Success Strategy & Planning	Designated Customer Success Manager	✓	✓	
	Success Plan	✓	✓	
	Onboarding Guidance	Personalized & Individual	Expert Coaching Programs	
	Business Value Assessment	Personalized & Individual	Expert Coaching Programs	
	Adoption Guidance & Cloud Adoption Recommendations	Personalized & Individual	Expert Coaching Programs	
	Capability Maturity Assessment	Personalized & Individual	Expert Coaching Programs	
	Quarterly Business Reviews	✓	✓	
	Bi-Weekly Check Ins	✓		
	Go Live Support	✓		
	Early Warning Adoption and Value Remediations	✓		
Professional Services	Designated Technical Relationship Manager (TRM)	✓ (96 hours)		
	Health Checks	✓	✓	
	Technical Guidance and Validation on Upgrades	✓	✓	
Product Training	Advantage Learning Licenses	3 User Licenses	1 User License	1 User License
	Instructor Led Classes	3 Virtual Instructor-led Classes	1 Virtual Instructor-led Class	
Technical Support	Customer Community & Knowledge Base	✓	✓	✓
	Designated Enterprise Support Engineer (ESE)	✓	✓	
	Named Escalation Support Manager and escalation path via support portal	✓	✓	✓
	P1 Response SLA (24x7)	30 minutes	30 minutes	One Hour
	Resolution and Troubleshooting	Technical Support via online portal and phone. Critical situation oversight for severity one issues. Environmental-based technical guidance. Case Reviews.	Technical Support via online portal and phone. Critical situation oversight for severity one issues. Environmental-based technical guidance. Case Reviews.	Technical Support via online portal and phone. Escalation of severity one to support manager after 8 hours.
Community	Ivanti Innovators Global Peer Community	✓	✓	✓
	User Group Events	✓	✓	✓

*All customers are automatically enrolled in our Standard support bundle. This includes access to the Customer Community and Knowledge Base, a P1 Response SLA (24x7) of two hours, and technical support via the online portal and phone.

Success Squad

Success Squad is ideal for organizations with complex environments and mission critical IT teams/systems.

With the Success Squad you'll get support and advice from experts across the entire Ivanti Advantage team, so that you can achieve high levels of success with and realize the full value of your Ivanti investment.

Customer Success

Your Success Squad team will be led by a designated Customer Success Manager (CSM). They are your go-to resource, providing personalized & individual attention while coordinating across Ivanti on your behalf.

Your CSM will complete business value and capability maturity assessments to identify where you are in your value journey and help you envision what is possible with your Ivanti solution. They will provide onboarding and adoption guidance to help you get started and build momentum quickly.

Additionally, your CSM will develop a personalized success plan, provide bi-weekly check ins and lead quarterly business reviews to keep you on track and drive achievement of your goals.

Professional Services

With 96-hours of a designated Technical Relationship Manager, you'll get an expert in Ivanti solutions without the payroll overhead.

A Technical Relationship Manager can:

- Analyze the functionality and features you currently use.
- Prepare a Gap Analysis identifying what is possible.
- Help you develop a business and technical roadmap to guide your organization through increased product adoption.
- Advise your technical teams on the most effective ways to deploy faster.
- Work with your team during the upgrade pre-planning phase to validate that your system is ready and has been properly tested in a pre-production environment.
- Provide guidance during the upgrade and be available post-upgrade for assistance.
- Mentor your technical teams to provide them with a deeper understanding of your Ivanti solution.
- Assist with establishing testing environments to ensure your DevOps processes and capabilities are efficient and successful.

Technical Support

Your designated Enterprise Support Engineer (ESE) and Named Escalation Support Manager will ensure you have a superior support experience. Your ESE understands your unique deployment and environment and acts as the single point of contact for ticket escalation in your primary region.

You also get:

- 24x7 access to the Ivanti Support Portal, Customer Community & Knowledge Base.
- A P1 Response SLA (24x7) of 30-minutes.
- Prioritized phone call routing to move you to the front of the queue.
- Fast track issue investigation with priority technical support issue routing to advanced Support Engineers.
- Remote product upgrade assistance up to four times per year.
- 24x7 access to the Ivanti Support Portal, Customer Community & Knowledge Base.

Training and Certification

Your Success Squad bundle includes three licenses for the Advantage Learning online platform and three virtual instructor-led classes helping your team develop the in-house expertise and knowledge to extract value and resolve issues on their own.

Community

Available to all Ivanti customers. Network with and learn from your peers by joining the Ivanti Innovators Global Peer Community and participating in local Ivanti Momentum User Group meetings.

Enterprise Support

If you want to achieve a fast return on your Ivanti investment the Enterprise Support bundle is for you.

With Enterprise Support you get access to expert coaching and guidance, product learning and fast help to remediate issues when you need it most.

Customer Success

Your success will be guided by a designated Customer Success Manager (CSM) who will build a customized Success Plan to help you achieve a faster ROI. As your go-to Ivanti resource they will coordinate across Ivanti on your behalf.

Your CSM will diagnose your needs and recommend expert coaching programs to help you identify where you are in your value journey and what is possible with your Ivanti investment while supporting your onboarding and adoption goals.

Technical Support

Your designated Enterprise Support Engineer (ESE) and Named Escalation Support Manager ensure you have a superior support experience. Your ESE understands your unique deployment and environment and acts as the single point of contact for ticket escalation in your primary region.

You also get:

- 24x7 access to the Ivanti Support Portal, Customer Community & Knowledge Base.
- A P1 Response SLA (24x7) of 30-minutes.
- Prioritized phone call routing to move you to the front of the queue.
- Fast track issue investigation with priority technical support issue routing to advanced Support Engineers.
- Remote product upgrade assistance up to four times per year.
- 24x7 access to the Ivanti Support Portal, Customer Community & Knowledge Base.

Professional Services

We will do an annual health check of your architecture and policy setup to give you an overall deployment progress review and improvement recommendations.

Training and Certification

Enterprise Support includes one user license for the Advantage Learning online platform and one virtual instructor-led class helping your administrator learn to use your Ivanti solution effectively.

Community

Available to all Ivanti customers. Network with and learn from your peers by joining the Ivanti Innovators Global Peer Community and participating in local Ivanti Momentum User Group meetings.

Premium Support

If you prefer a more do-it-yourself approach, Premium Support is for you. You'll get a P1 Response SLA (24x7) of one hour and a named support manager in case you ever need to escalate a concern. Plus, one license for the Advantage Learning platform ensures your administrator has the product knowledge necessary to be successful day to day.

The Customer Community, Knowledge Base and networking and learning opportunities through Ivanti Innovators Global Peer Community and Ivanti Momentum User Group are available to all customers.

About Ivanti

Ivanti makes the Everywhere Workplace possible. In the Everywhere Workplace, employees use myriad devices to access IT applications and data over various networks to stay productive and work from anywhere. The Ivanti Neurons automation platform connects the company's industry-leading unified endpoint management, cybersecurity, and enterprise service management solutions, providing a unified IT platform that enables devices to self-heal and self-secure and empowers users to self-service. Over 38,000 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.

Get the Ivanti Advantage

With the Ivanti Advantage you can supercharge your team while delivering value to your organization. Ivanti Advantage enables you to design, implement and maintain value – quickly; achieve maximum speed to value with a team of experts; develop the in-house expertise to extract value and resolve issues; and get assistance and resolve issues fast with 24/7 access to info and pros. Learn more about Customer Success, Professional Services, Training and Certification and Technical Support at <https://www.ivanti.com/advantage>.

The Ivanti logo, featuring the word "ivanti" in a bold, lowercase, sans-serif font. The "i" is red, and the "vanti" is black. A small registered trademark symbol (®) is located at the top right of the "i".A vertical bar with a red-to-orange gradient, positioned to the left of the contact information.

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