

# Ivanti Service Definition G-Cloud

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## Contents

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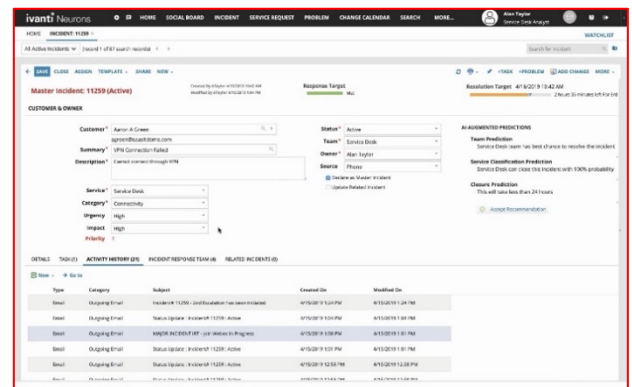
|                                                    |    |
|----------------------------------------------------|----|
| Contents                                           | 2  |
| Ivanti Neurons for ITSM                            | 3  |
| Ivanti Neurons for ITAM                            | 6  |
| Ivanti Neurons for Workspace and Edge Intelligence | 8  |
| Ivanti Neurons for Healing                         | 9  |
| Ivanti Neurons for Service Mapping                 | 9  |
| Ivanti Neurons for iPaaS                           | 9  |
| Ivanti Neurons for Line of Business                | 10 |
| Ivanti Neurons for HR                              | 10 |
| Ivanti Neurons for Facilities                      | 10 |
| Ivanti Neurons for PPM                             | 11 |
| Ivanti Neurons for GRC                             | 11 |
| Ivanti Neurons for Security Operations             | 12 |
| Ivanti Solution Bundles for Service Management     | 13 |
| Ivanti Neurons license descriptions                | 15 |
| Security and Compliance                            | 17 |
| Ivanti GDPR Statement                              | 17 |
| Security and Compliance                            | 17 |

## Ivanti Neurons for ITSM

Managing IT services today has rarely been more challenging, and your users expect a lot from you. With Ivanti® Neurons for ITSM, you gain a proven, robust IT service management solution that transforms help desks and support teams into strategic business enablers. Optimized for the cloud but also available on-premises, this fully multi-tenant solution improves day-to-day operations and helps IT teams administer world-class service management for IT and for other business departments.

### Deliver More Strategic Value

Ivanti Neurons for ITSM provides enterprise-capable, end-to-end service management capabilities throughout the service delivery lifecycle, from request capture to remediation. Incorporating a comprehensive service management processes, Ivanti Neurons for ITSM is designed to expand as your needs increase. Automated workflows eliminate costly manual processes while making operations more efficient, compliant, and secure. Whether you're looking for an IT help desk / support ticket solution or need to perform more advanced service management processes, the modular design of Ivanti Neurons for ITSM is packaged to deploy quickly and scale easily to adapt as your requirements grow.



### Improve Service Quality

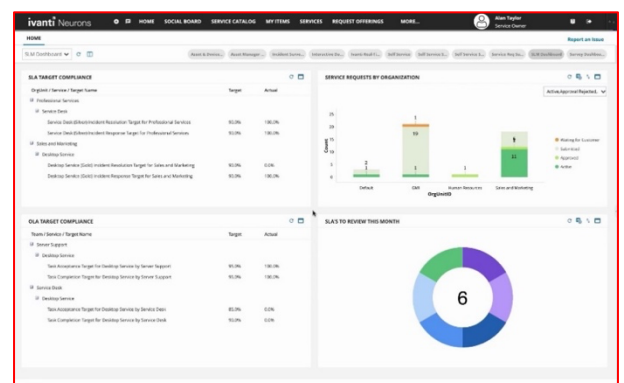
Automation services enable service owners and business managers to adapt, design, and take control of workflows without any coding, improving quality and consistency of services. Pre-defined workflow blocks integrate smoothly with external systems and data sources to pull in required information and connect to other tools for end-to-end automated processes. Analysts leverage relevant information along with automatic ticket classification exactly when they need it to grasp situations quickly and streamline processes to resolve issues more efficiently.

### Reduce Escalations

Empower your service desk team to quickly resolve many more incidents on the first call without disrupting your customers. Service desk teams can use powerful diagnostic and remediation capabilities with confidence. Analysts can resolve incidents immediately with automated, pre-packaged, specialist-level actions, cutting through the complexity and high costs associated with most escalations.

### Enjoy Proactive Support

Leverage cloud-based bots powered by hyper-automation to not only free up staff time but also fix previously unreported or ignored user issues proactively. Ease your support-team burden with automatic detection and resolution of IT issues and connect proactively with your customers by resolving their problems before they call. Expedite issue detections, resolve incidents automatically, and free up IT to focus on more innovation while improving the user experience.

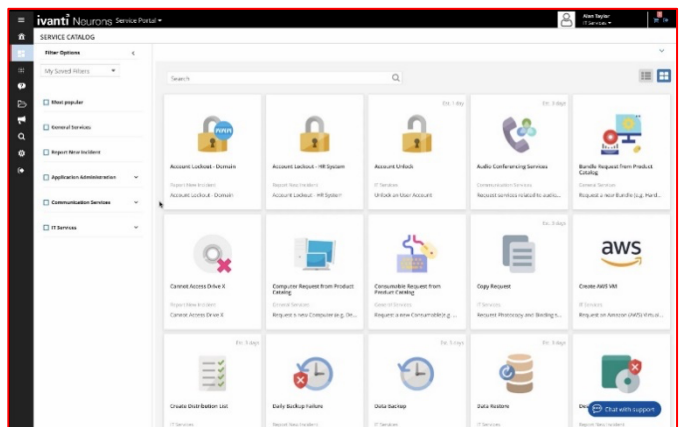


## Optimize Your Assets

Gain complete discovery and visibility to maximize the performance and value of your hardware and software assets. Automatically pre-populate your CMDB, reclaim unused software, meet compliance requirements, and save time with a centralized view of your assets, relationships and service maps. No more guesswork on where you stand with your effective license position. Know what assets you have, where they are, how they're used, and how they perform for better decisions at any stage of an asset's and service's lifecycle.

## Provide Engaging Self Service

Transform the service experience for your users with AI-powered chatbots. Your users and employees gain the innovative tool they need to help themselves quickly and easily. Your users can simply have a conversation with a bot to obtain answers, submit requests, or ask for help. Ticket management is a snap when users can simply ask about status, make an update, or create a new ticket. Bots are available 24x7 and fully integrated with Ivanti Neurons for ITSM workflows to further reduce the IT team's workload. Expand self-service capabilities by offering your users the Ivanti Service Catalog for enhanced visibility and access into all service offerings for the enterprise— IT and non-IT. All self-service requests go through individually configurable approval processes, turning requests into approved and documented orders. Easy integration into the corporate website or employee portal, along with full mobile support, means users obtain the services they need—anytime, anywhere.



## Boost Caller Satisfaction

Voice automation empowers your IT service team to improve customer satisfaction by handling calls more effectively. Ivanti Neurons for ITSM integrates existing phone infrastructure with the IT service desk environment for intelligent call routing, integrated voice response, voice self-service, screen pops, and call-management functionality. Reduce costs further with phone-enabled self-service for resetting passwords, initiating and approving change requests, or checking service-request status.

## Gain Actionable Insights

Monitor service delivery, quality, and commitments with role-based dashboards that provide the real-time information, flexibility, and tools needed to configure reports easily through a drag-and-drop interface. Out-of-the-box dashboards and reports provide a single view of operational, financial, and productivity metrics to help you determine how well you're meeting performance and business goals. Additional inventory and asset data dashboards enable you to make better and more informed decisions about your IT landscape.

## Cloud or On-Premise, You Decide

Built on a multi-tenant technology platform designed for the cloud, Ivanti Neurons for ITSM offers you full flexibility to deploy in the cloud, on-premises, or a hybrid combination. Easily move from one deployment model to another without losing functionality or data. Every deployment approach delivers maximum value through ease of consolidation, configuration options, simplified deployment, automated workflow system, and socially enabled self-service access.

## Stay Connected

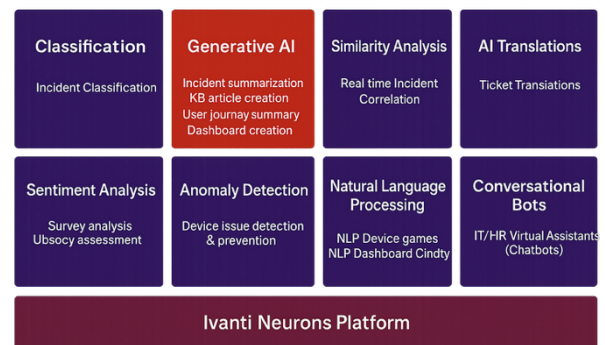
Your employees aren't always at their desks, yet they still need help-desk access. With the Ivanti Neurons for ITSM Mobile App, staff and users can employ their mobile devices to stay connected no matter where they are. Allow them to check on incidents, submit requests, or search for answers to IT questions. Make it part of your communication strategy so everyone stays in touch and productive while on the move.

## Powered by AI

**Ivanti Neurons for ITSM embeds AI directly into service management workflows to transform IT from reactive, ticket-driven support into an intelligent, experience-led service model.** Using machine learning, natural language processing, and generative AI, Ivanti automates ticket classification and correlation, accelerates resolution through AI-driven summarization and knowledge creation, and improves visibility with AI-generated insights and dashboards. Integrated sentiment analysis connects ITSM with real digital experience data across devices, applications, and services, enabling proactive prioritization based on real user impact. All AI capabilities are governed through a centralized AI Configuration Hub, ensuring security, control, and compliance.

## Together, these capabilities enable a true Shift Left with Agentic AI for End Users

Empowering employees with intelligent self-service, resolving issues pre-ticket through AI-driven interaction and automation, and freeing IT teams to focus on higher-value work while continuously improving service quality and experience.



## Deliver Enterprise Services Beyond IT

Do other departments come to you to learn how you've improved your service delivery? A modern service-delivery experience doesn't have to be limited to IT. All business departments must become more efficient and proactive by transforming manual processes driven currently by ad hoc emails, dated spreadsheets, or paper documents.

With Ivanti Neurons for ITSM, your IT team is well positioned to automate the services and offerings of other departments. Partner with them to leverage your ITSM tools and practices to develop and deliver new innovative services.

## Ivanti Neurons for ITAM

Keeping tabs on IT assets is challenging for IT teams: hardware and software are assigned, reassigned, and moved from one location to another depending on business dynamics. Of IT hardware fixed assets, many are missing and can't be found, and a large proportion of all data loss and systems downtime is caused by hardware failure. Consequently, knowing what assets you have and where they reside, tracking contracts and regulatory compliance, and gaining visibility into cost of ownership are just the tip of your management iceberg.

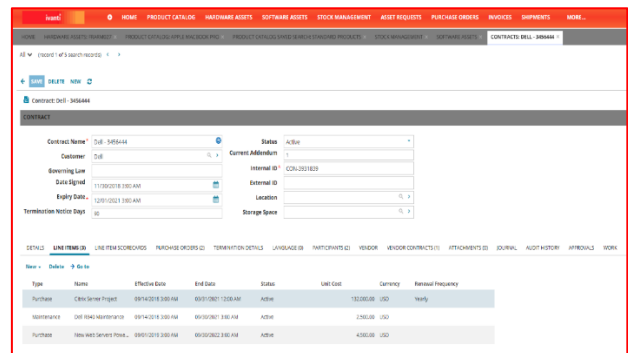
### Manage Your IT Assets from Purchase to Disposal for Complete Asset Optimization

Due to the complexity of discovering, tracking, and managing hardware, many organizations today still aren't tracking their IT assets effectively. In fact, 43% are using spreadsheets to keep tabs on their assets and only verifying location of their fixed assets sporadically. It's crucial that you monitor your assets from procurement to disposal to know where they are and how they're performing so you can make the most of your IT investments.

### Track Asset Availability and Performance

Manhours spent grappling with multiple systems and inaccurate spreadsheet data to search for and track assets— or produce a single report—is time you can't afford. Ivanti Neurons for ITAM simplifies the process with an Asset Repository. This enables consistent management—from request to purchase order, receipt, deployment, and disposal. It allows the assignment of asset information, including identifying data, lifecycle status, stock, location, and warranty information.

The task of tracking assets and their performance becomes difficult as the organization grows, evolves, or users change roles. To maintain repository accuracy, Ivanti Neurons for ITAM includes powerful data-importing capabilities that allow imported data from several discovery sources, including Ivanti Neurons for Discovery, Ivanti Endpoint Manager and many more. Compare assigned ownership and location against discovered data and report on exceptions. With these insights you can validate assumptions about assignments and update the asset information so that your data is always accurate and relevant.



The screenshot shows the Ivanti Neurons for ITAM web interface. The top navigation bar includes links for Home, Product Catalog, Hardware Assets, Software Assets, Stock Management, Asset Requests, Purchase Orders, Invoices, Shipments, and More. The main content area displays a 'Contract Details' page for a contract named 'C01-505446'. The contract details include fields for Contract Name, Customer, Current Assignment, Internal ID, External ID, Location, and Storage Space. Below the contract details, there is a table with columns for Type, Name, Effective Date, End Date, Status, Unit Cost, Currency, and Renewal Frequency. The table lists three purchase orders: 'Purchase - Cloud Server Project', 'Purchase - Dell Vostro 1520', and 'Purchase - Dell Vostro 1520'.

| Type     | Name                 | Effective Date      | End Date            | Status | Unit Cost | Currency | Renewal Frequency |
|----------|----------------------|---------------------|---------------------|--------|-----------|----------|-------------------|
| Purchase | Cloud Server Project | 09/14/2018 10:00 AM | 09/14/2019 10:00 AM | Active | 11,000.00 | USD      | Yearly            |
| Purchase | Dell Vostro 1520     | 09/14/2018 10:00 AM | 09/14/2019 10:00 AM | Active | 2,500.00  | USD      | Yearly            |
| Purchase | Dell Vostro 1520     | 09/14/2018 10:00 AM | 09/14/2019 10:00 AM | Active | 4,000.00  | USD      | Yearly            |

### Manage Assets While On The Move

With the Ivanti Neurons for ITAM mobile app, you can manage your IT assets anytime, from anywhere. Search for assets by serial number, tag, device name, user, or location and update fields as necessary. You can also view a user's profile, check for incidents on the devices, and apply automated quick actions – all while working remote or on the move.

## Faster Updating with Barcode Scanning

Speed up data retrieval with Ivanti's barcode scanning capability. Download the app onto your Android scanning device. Scan assets to look up or modify information or scan multiple assets to update information in Ivanti Neurons for ITAM as part of your asset-tracking discipline.

## Gain Cost and Contract Visibility

Providing accurate, timely financial and contractual information helps you optimize your asset purchases in the way the business needs. With Ivanti, it's simple to store and view procurement data. Open and maintain purchase orders easily and access individual transactions associated with each asset. Roll up to the total cost of ownership to better manage budgets and forecast needs. Now you can assign financial ownership to report on IT spend by department to defend budget spend and achieve accountability.

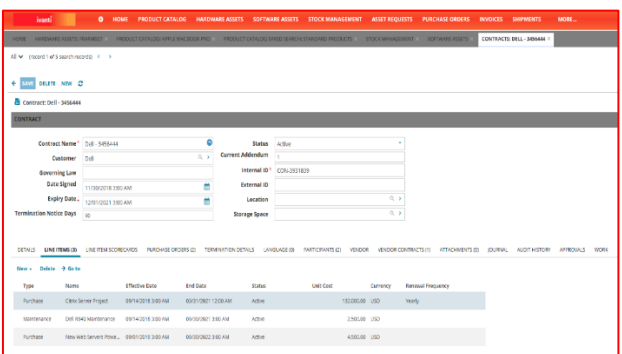
Take the guesswork out of asset refresh requirements by calculating and tracking asset age and value. View and manage the complete list of contracts in your environment tied to individual assets. Ensure you're in contract compliance. Anticipate contract-renewal dates with configurable notification time periods; be ready to negotiate new contracts on your terms.

## Deliver Enhanced User Experiences with a Product Catalog

Maintain a product catalog of authorized items. See assets purchased or assigned, current stock levels, or active orders. Use the catalog to increase speed to provision while reducing service desk calls. Eliminate frustrations that lead to shadow IT and subsequent asset management complexity. This at-a-glance information ensures you can organize asset availability proactively to meet business and user requests.

## Drive Vendor Management

Managing the vendors that provide your assets is an ongoing process that should include performance monitoring and feedback. Ivanti Neurons for ITAM stores vendor information to ensure you are managing strategic vendors effectively. You can also keep tabs on vendor interactions by logging comments about their service and the assets they provide. View these comments in aggregated Vendor Scorecards on your dashboards. Determine whether you're getting the most out of your investments or if it's time to terminate relationships.



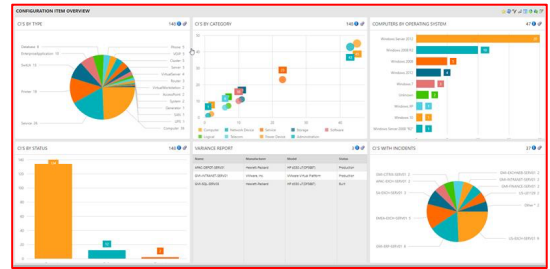
| Type     | Name                | Effective Date     | End Date           | Status | Unit Cost | Currency | Renewal Frequency |
|----------|---------------------|--------------------|--------------------|--------|-----------|----------|-------------------|
| Software | CRM Server Project  | 09/14/2018 3:00 AM | 09/14/2019 3:00 AM | Active | 13,000.00 | USD      | Yearly            |
| Hardware | CRM Server Hardware | 09/14/2018 3:00 AM | 09/14/2019 3:00 AM | Active | 2,500.00  | USD      | Yearly            |
| Hardware | CRM Server Hardware | 09/14/2018 3:00 AM | 09/14/2019 3:00 AM | Active | 4,500.00  | USD      | Yearly            |

## Highly Configurable to Meet Your Needs

Ivanti Neurons for ITAM provides you out-of-the-box reports and dashboards configured to meet the specific needs of your asset management team roles. Rest assured that many years of Ivanti asset management experience and the best practices of industry organizations such as IAITAM are at the heart of the Ivanti Neurons for ITAM solution. It also features full custom-design options, including full Development, Test, and Live instance configuration, on-premises and cloud deployment options.

## Integrate with Service Management for improved Service Delivery

Ivanti Neurons for ITAM is on the same proven platform as Ivanti Neurons for ITSM, leveraging. Leveraging a mature user interface and offering a strong foundation for growth. Users benefit from a rich self-service experience as they navigate easily through an approved service catalog, alleviating pressure on IT staff. In addition, Ivanti Neurons for ITAM enhances change management processes and policies by providing status updates to IT assets in context to help maximize productivity. The solution delivers a single asset repository that integrates with your service management CMDB, ensuring accurate, up-to-date information.



## Ivanti Neurons for Workspace and Edge Intelligence

Ivanti Neurons Workspace provides a 360-degree view of devices, users, applications, and services, with real-time data. This empowers first-line service desk or support analysts to tackle issues that would typically be passed on to specialists. By simplifying user and device views, it reduces complexity, wait times and the costs associated with escalations, leading to quicker resolutions and increased productivity for end users.

Ivanti Neurons for Edge Intelligence gives IT the ability to query all edge devices using natural language processing (NLP) and get real-time intelligence across the enterprise in seconds. It provides quick operational awareness, real-time inventory, and security configurations across the edge leveraging sensor-based architecture.

### Benefits: -

- Provides a 360-degree view of devices, users, applications, and services, with real-time data
- Allows first-line analysts to resolve issues previously escalated to specialists quickly and effectively
- Empowers analysts to act immediately with automated tasks and actions
- After initial troubleshooting, remote control might be needed to further diagnose. If so, it's important to minimize any disruption to the end user. Ivanti Neurons Workspace offers both agent-based and agentless remote control for troubleshooting
- When remote control isn't needed, custom action bots can be deployed for remediation and troubleshooting against single or multiple assets. Neurons for Workspace provides rich low-code/no-code orchestration, API triggered bot and hundreds of out-of-the-box bots and stages.
- Using extensive zero-impact troubleshooting, IT teams are better able to resolve issues quickly and effectively. This creates a positive impact on both the end user and IT.

## Ivanti Neurons for Healing

Ivanti Neurons for Healing takes troubleshooting off your agenda with automatic detection, diagnosing, healing and ticket classification of endpoint and security issues. Automation of routine tasks paves the way to creating a truly self-healing environment, reducing time and costs while improving the employee experience.

### Benefits: -

- Autonomously self-heal endpoints and edge devices
- Detect and resolves issues before they become problems
- Auto-remediates configuration drift, performance, and security issues.
- Proactively detect and remediate device performance issues to improve IT efficiency and employee productivity
- Provide accurate insights via comprehensive diagnostics and notify IT of previously unreported issues and changes
- Supercharge incident management and resolutions with automation powered bots
- Optimise costs by accelerating issue resolution freeing up IT to focus on more innovation.

## Ivanti Neurons for Service Mapping

Ivanti Neurons for Service Mapping automatically discovers and maps the linkages between underlying data center services and applications to give you a visual representation and understanding of how business services connect and interact so that you can quickly respond unexpected changes.

This is achieved by:

- Probes and sensors automatically discovering thousands of physical and virtual compute, network, and storage assets in minutes.
- Dynamically generated dependency maps providing a comprehensive visualization of data center and cloud environments, a view of infrastructure relationships, application dependencies, communication flows, and service mappings related to your ITSM processes.
- Maintaining the Configuration Management Data Base (CMDB) with configuration changes.

## Ivanti Neurons for iPaaS

Ivanti Neurons iPaaS makes data integration quicker and easier with its low-code/no-code platform, allowing you to quickly integrate your application data into Ivanti Neurons for ITSM, creating a unified source of truth.

Ivanti Neurons iPaaS comes with more than 1000 connectors and predefined templates for a variety of applications, enabling you to get up and running in no time. Even if you can't find a suitable application, our graphical editor, with its drag and drop feature, allows you to build a custom integration within hours or days.

Benefits:

- Provides the ability to integrate Ivanti Neurons for ITSM with over 1000+ other applications.
- Reduces the time for integration from weeks or months to days or hours resulting in Increased productivity.
- Improves service quality and reduces total cost of ownership.

Note - this is an add-on integration to Ivanti Neurons for ITSM, Ivanti Neurons for ITAM, or Ivanti Neurons for Line of Business.

## Ivanti Neurons for Line of Business

### Ivanti Neurons for HR

#### Modern Employees Demand Modern HR Service Delivery

In today's digital workplace, employees expect human resources (HR) to deliver real-time and on-demand services, but that's easier said than done. HR is at the heart of every organization and as a result is responsible for making the organization hum as well as influencing the experience of each employee. However, many HR teams rely on disparate systems and outdated technology like email, spreadsheets, intranet sites and a patchwork of applications, making it very difficult to deliver a consistent and streamlined experience across the company.

#### A Streamlined Approach to HR Service Management

Ivanti Neurons for HR capabilities are integrated with the Ivanti Neurons platform and Ivanti Neurons for ITSM—so you can use the tools already in place to help your company's HR team make the move to advanced service delivery. With Ivanti Neurons for HR capabilities, you can help them:

- Streamline HR workflows with automated, intuitive tools that increase productivity.
- Gain in-depth, actionable insights using built-in analytics and reporting.
- Elevate HR service delivery while lowering operational costs.
- Increase employee satisfaction and productivity with on-demand self-service assistance.
- Free up more time to focus on strategic development goals.
- Improve time to value with rapid innovation throughout the business.

### Ivanti Neurons for Facilities

#### Facilities is the Crux of Business Continuity

In today's climate, facilities managers need a modern approach to service management more than ever before. Not only does business continuity rely on facilities, but so does the organization's return to work strategy. Facilities managers spend their days outfitting employees across the company with the tools and services they need to function at their best, not to mention administering workplace policies, building regulations, government statutes. The scope of a facilities team is so incredibly wide and with such an intense balancing act, they cannot afford inefficient use of time. Because when it comes to business, time lost is money lost.

#### Transform Operations with Facilities Service Management

Ivanti Neurons for Facilities capabilities are integrated with the Ivanti Neurons platform, Ivanti Neurons for ITSM and Ivanti Neurons for HR—so you can use the tools already in place to help your company's Facilities team make the move to advanced service delivery. With Ivanti Neurons for Facilities capabilities, you can help them:

- Automate workflows with pre-configured tools tailored to Facilities' everyday needs.
- Streamline the request process with an omni-channel self-service portal.
- Increase productivity and drive down overhead with work order management and recurring maintenance tools.
- Analyze project costs, operational performance, and more with robust reporting tools.
- Optimize operations from anywhere, anytime via a mobile app or web browser (or, for technophobes, with print outs and e-mail that are tracked in the system).



## Ivanti Neurons for PPM

### Real-time project portfolio management

#### **Most misinformed projects fail — and are costly. Here's what to do instead.**

Capturing your organization's demands and priorities — and understanding which projects will provide the greatest ROI for your organization — can be hard to predict. All too often, projects end up overdue, inefficiently resourced and over budget. This can make achieving digital transformation goals difficult — and expensive. In fact, 80% of digital transformation projects fail<sup>1</sup>, but it's not for lack of trying. It may be as simple as putting energy behind the wrong solutions.

#### **Deliver on time and on budget with PPM**

Ivanti® Neurons for PPM capabilities are integrated with the Ivanti Neurons platform and Ivanti Neurons for ITSM. You can use the tools already in place to remove the guesswork from project execution and create a predictable project delivery machine that delivers results organization-wide. With Ivanti Neurons for PPM capabilities, you can:

- Automate workflows with collaboration tools to increase productivity.
- Align corporate strategy with project plans and budgets using cross-portfolio views and control.
- Right-size resources and optimize project delivery.
- Analyze project costs and related factors with robust reporting tools and dashboards.
- Increase time to value for rapid innovation throughout the business.

## Ivanti Neurons for GRC

#### **Manual governance, risk and compliance diminishes trust and is costly. The solution is here.**

Companies invest heavily in cyber-threat detection and threat prevention technologies but manage compliance with manual spreadsheets or outdated, siloed tools. This approach is highly inefficient and could expose your organization to a variety of risks and costs. Modern governance, risk and compliance (GRC) tools allow for more efficient cybersecurity spend that aligns to compliance needs. In fact, according to the U.S. Treasury Department, victims of ransomware attacks paid approached \$1.2 billion in 2021 <sup>1</sup>. Modern governance, risk and compliance (GRC) tools allow for more efficient cybersecurity spend that aligns to compliance needs.

#### **Gain control of your governance, risk and compliance requirements**

Ivanti® Neurons for GRC is built on a codeless platform, enabling you to tailor your environment with flexible workflows, as well as drag-and-drop and real-time reporting capabilities. Centralize your policy, controls, compliance and risk management so you can automate and integrate your compliance efforts into a single system.

- Centralize regulatory documentation into a single system for quick and easy mapping of citations to security and compliance controls.
- Align regulatory requirements such as HIPAA, NERC-CIP, SOX, GDPR and others with security best-practice frameworks such as ISO 270001, NIST 800-53, CMMC and others to eliminate duplication and improve visibility into governance status.
- Manage risk proactively to minimize the chance of a security breach, ransomware attack or data theft

## Ivanti Neurons for Security Operations

Ivanti Neurons for Security Operations Management is built upon the industry leading Ivanti Neurons for ITSM and ITAM environment, providing seamless integration across the Ivanti Neurons platform, enabling your organization to use the tools already in place.

### **Assign the right security event to the right team**

Most organizations have several tools tracking vulnerabilities and other security issues across network, applications, and hosts. These tools are deployed by multiple teams that often include Security, IT Operations and Development.

As cybersecurity hacks and vulnerabilities continue to grow exponentially, adopting a centralized process and set of practices for threats and vulnerabilities becomes increasingly critical.

In fact, through 2026, more than 60% of threat detection, investigation and response (TDIR) capabilities will leverage exposure management data to validate and prioritize detected threats, up from less than 5% today.

### **Introducing Ivanti Neurons for Security Operations Management**

Ivanti Neurons for Security Operations Management can automatically or manually assign and track vulnerabilities and security incidents. It can create a change, an IT Incident, or a Security Incident, or send the data to application development solutions such as Jira or Azure DevOps. With Ivanti Neurons for Security Operations Management, you can:

- Increase security staff efficiency by assigning remediation activities to the correct teams.
- Automate remediation work and keep control of security events through automated workflows across security, operations or development.
- Continuously improve security operations with live dashboards, and analytics that give visibility into status and remediation activities.

## Ivanti Solution Bundles for Service Management

Whether your focus is delivering core service and asset management, broadening your service management offering to new processes, departments or lines of business, reducing service escalations and accelerating incident resolution through intelligent automation, or any combination of these, Ivanti offers a service management solution package that's right for you and your organization.

### ITSM Professional

This bundle helps organizations focused on building out their core IT service management capability, by combining modern and best-in-class IT Service Management, Asset Management, and Discovery Capability. The solution includes:

- Ivanti Neurons for ITSM (1 analyst)
- Ivanti Neurons for ITAM (20,000 assets)
- Ivanti Neurons Platform  
(100 device for every 1 concurrent analyst or 50 devices for every 1 named analyst)
- Ivanti Neurons for Discovery  
(100 device for every 1 concurrent analyst or 50 devices for every 1 named analyst)
- Ivanti Neurons for Spend Intelligence  
(100 device for every 1 concurrent analyst or 50 devices for every 1 named analyst)

### ITSM Enterprise

The bundle helps organizations enhance cross-functional communication, reduce redundancies and promote a unified approach to service delivery, and begin moving to true Enterprise Service Management. With ITSM Enterprise, your team can manage service delivery to achieve key outcomes.

This solution includes all the components of the Professional Package above plus the Line of Business modules:

- HR Service Management
- Program and Project Management
- Facilities Management
- Governance, Risk and Compliance
- Security Operation Management:

### ITSM Premium

The ITSM Premium bundle gives an organization the tools to broaden its shift-left strategy by including intelligent automation for proactive, preventative and automated management of incidents and requests.

This solution includes all the components of the Professional Package above plus:

- Ivanti Neurons Workspace  
(100 device for every 1 concurrent analyst or 50 devices for every 1 named analyst)



- Ivanti Neurons for Healing  
(100 device for every 1 concurrent analyst or 50 devices for every 1 named analyst)

### **ITSM Enterprise Premium**

The ITSM Premium Enterprise bundle is the most comprehensive solution for the connected, intelligent enterprise. With ITSM Premium Enterprise, your organization can manage service delivery to achieve key business outcomes.

This solution includes all the components of the above Professional, Premium and Enterprise packages.

## Ivanti Neurons license descriptions

**Ivanti Neurons for ITSM and ITAM** is the combined platform designed for delivering enterprise-capable, end-to-end service management capabilities throughout the service delivery lifecycle, from request capture to remediation. Built on comprehensive service management processes, Ivanti Neurons for ITSM is designed to expand as your needs increase. Automated workflows eliminate costly manual processes while making operations more efficient, compliant, and secure. Ivanti Neurons for ITAM is on the same proven platform as Ivanti Neurons for ITSM, leveraging a mature user interface and offering a strong foundation for growth. Users benefit from a rich self-service experience as they navigate easily through an approved service catalog, alleviating pressure on IT staff. In addition, Ivanti Neurons for ITAM enhances change management processes and policies by providing status updates to IT assets in context to help maximize productivity. The solution delivers a single asset repository that integrates with your service management CMDB, ensuring accurate, up-to-date information.

- **SM-SMAMNU-C1/(SM-SMAMCU-C1** – The simple licensing model is based on Analyst users, either named (SM-SMAMNU-C1) or concurrent (SM-SMAMCU-C1) or a combination of the two. The license is then subject to a powerful and granular role-based access model system wide meaning that each role can have a little or as much access according to their roles. This license negates the need for any end-user licensing or requestor and approver enterprise wide, a site license is provided.
- **IN-ITSME-NU-C / IN-ITSME-CU-C** - Includes ITSM, ITAM and all currently shipping Line of Business Functionality. Includes ITAM with 10K Assets.
- **SM-BI-C** – The BI Server is a cloud-based replication database server designed for secure reporting with either Ivanti's own xTraction reporting tool or other third party reporting tools.
- **IN-DISC-SM** - Ivanti Neurons for Service Mapping allows for Automatic discovery and mapping of the linkages between underlying data center services and applications to visualize and understand how business services connect and interact to respond quickly to unexpected changes. Priced on the number of server assets.
- **IN-IPAAS-C** - Ivanti Neurons iPaaS makes integration simpler and quicker than ever before. With over 1000 connectors available, integrating into Ivanti Neurons for ITSM is now a breeze. This entitles customer to integrate Ivanti product with one external solution instance. This entitles customer to one (1) third-party external solution concurrent connection. Multiple connects are available with multiple licences.
- **IN-PLATFORM** – Ivanti Neurons Platform is part of the Neurons cloud “stack” and is an essential license required for Discovery and Spend Intelligence.
- **IN-DISC-C** - Ivanti Neurons for Discovery delivers accurate and actionable asset information in minutes. This provides visibility in real-time using active and passive discovery and third-party connectors. These provide normalized hardware and software inventory data, software usage information and actionable insights to efficiently feed configuration management and asset management databases. Ivanti Neurons for Discovery is hosted in the cloud and leverage a rules-based reconciliation engine that can correlate device and user data from multiple sources including the afore mentioned UEM-DISC-C.

- **IN-WKSPACE-C** - Ivanti Neurons Workspace provides a 360-degree view of devices, users, applications, and services, with real-time data. This allows first-line analysts to resolve issues previously escalated to specialists. Provides quick operational awareness, real-time inventory, and security configurations across the edge leveraging sensor-based architecture. Includes Edge Intelligence which gives IT the ability to query all edge devices using natural language processing (NLP) and get real time intelligence across the enterprise in seconds.
- **IN-HEALING-C** - Automation-powered bots proactively detect, diagnose, and auto-remediate configuration drift, performance, and security issues, and maintain compliance for endpoints. Provides technology automation of routine tasks essential for paving the way to creating a truly self-healing environment.
- **IN-SPEND-C** – Ivanti Spend intelligence provides instant insights into the software landscape and application spend for on-prem, cloud and edge environments. It helps to improve operational speed, asset visibility and utilization and cut cost. Track your purchase history, upcoming license renewals, contract expirations and ongoing spend more effectively.
- **IN-ITSMAM-PRO-NU-C / IN-ITSMAM-PRO-CU-C** – The ITSM Professional Bundle contains: 1 analyst license of Ivanti Neurons for ITSM & ITAM Named (SM-SMAMNU-C1) or Concurrent Analyst Cloud Subscription (SM-SMAMCU-C1) and includes Asset Management for 20K assets; 50 device licenses each of Ivanti Neurons Platform w/ CSV Connector Cloud Subscription (IN-PLATFORM-CSV-C), Ivanti Neurons for Discovery Cloud Subscription (IN-DISC-C), and Ivanti Neurons for Spend Intelligence Cloud Subscription (IN-SPEND-INTEL-C). No minimum license requirement.
- **IN-ITSMAM-ENT-NU-C / IN-ITSMAM-ENT-CU-C** – The ITSM Enterprise Bundle contains: 1 analyst license of Ivanti Neurons for ITSM Line of Business - Named (IN-ITSME-NU-C) or Concurrent Analyst Cloud (IN-ITSME-CU-C), including ITSM, ITAM and Line of Business functionality; ITAM for 20K assets; 50 device licenses each of Ivanti Neurons Platform w/ CSV Connector Cloud Subscription (IN-PLATFORM-CSV-C), Ivanti Neurons for Discovery Cloud Subscription (IN-DISC-C), and Ivanti Neurons for Spend Intelligence Cloud Subscription (IN-SPEND-INTEL-C). No minimum license requirement.
- **IN-ITSMAM-PRE-NU-C / IN-ITSMAM-PRE-NU-C** – The ITSM Premium Bundle contains: 1 analyst license of Ivanti Neurons for ITSM & ITAM - Named (SM-SMAMNU-C1) or Concurrent Analyst Cloud Subscription (SM-SMAMCU-C1) and includes Premium ITSM/ITAM functionality, Asset Management for 20K assets; 50 device licenses each of Ivanti Neurons Platform w/ CSV Connector Cloud Subscription (IN-PLATFORM-CSV-C), Ivanti Neurons for Discovery Cloud Subscription (IN-DISC-C), Ivanti Neurons for Spend Intelligence Cloud Subscription (IN-SPEND-INTEL-C), Ivanti Neurons for Workspace Cloud Subscription (IN-WKSPACE-C), and Ivanti Neurons for Healing Cloud Subscription (IN-HEALING-C). No minimum license requirement.
- **IN-ITSMAM-EPR-NU-C / IN-ITSMAM-EPR-NU-C** – The ITSM Premium Enterprise Bundle contains: 1 analyst license of Ivanti Neurons for ITSM Line of Business - Named (IN-ITSME-NU-C) or Concurrent Analyst Cloud (IN-ITSME-CU-C), including Premium ITSM, ITAM and Line of Business functionality; ITAM for 20K assets; 50 device licenses each of Ivanti Neurons Platform w/ CSV Connector Cloud Subscription (IN-PLATFORM-CSV-C), Ivanti Neurons for Discovery Cloud Subscription (IN-DISC-C), Ivanti Neurons for Spend Intelligence Cloud Subscription (IN-SPEND-INTEL-C), Ivanti Neurons for Workspace Cloud Subscription (IN-WKSPACE-C), and Ivanti Neurons for Healing Cloud Subscription (IN-HEALING-C). No minimum license requirement.

## Security and Compliance

### Ivanti GDPR Statement

February 2025

The European Union's General Data Protection Regulation (GDPR) is about protecting personal data and privacy. Ivanti is committed to GDPR compliance as both a Controller and Processor of personal data. We have data security and privacy practices that are aligned with GDPR principles.

Ivanti's Privacy Program includes:

- an appointed Data Protection Officer.
- a designated data privacy team responsible for developing and implementing processes, policies, standards, and procedures to confirm proper handling of personal data.
- a regular review of our consent mechanisms to ensure that GDPR requirements are met.
- a standard for our direct marketing processes to ensure clear opt-in and unsubscribe features are included in our marketing materials.
- a Cookie Consent Manager that allows data subjects to opt-in to cookies.
- an enforceable data subject request rights process that accommodates the 30-day timeframe.
- review of contractual requirements, including Ivanti's End-User License Agreement and Data Processing Addendum.
- Ivanti's Data Processing Addendum with our customers and the Data Processing Agreement with our vendors that appropriately addresses the GDPR requirements when transferred out of the European Union and European Economic Area (EEA).
- implementation of specific policies and procedures addressing the protection of personal data in our business activities.
- designated Security team responsible for developing and maintaining our technical and organizational measures.
- review of our Privacy Policy to ensure we have incorporated our GDPR obligations.
- regular assessment of the data processed by our internal systems and business processes.
- regular evaluation of our security technical and organizational controls.
- adherence to ISO/IEC 27001 industry standard with annual audits conducted by a third party.
- mandatory annual training for all our Ivanti employees on data protection and information security.

If you have questions about how Ivanti is GDPR compliant, please reach out to [privacy@ivanti.com](mailto:privacy@ivanti.com).

### Security and Compliance

Ivanti conform to the most stringent compliance frameworks, including:

- SOC2 TYPE II
- ISO 27001
- UK Cyber Essentials
- FedRAMP

Comprehensive details are available online at [www.ivanti.com/resources/security-compliance](https://www.ivanti.com/resources/security-compliance)