

Ivanti 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 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	Standard Support
Customer Success	Designated Customer Success Manager	✓	✓		
	Success Plan	✓	✓		
	Onboarding Guidance	✓	✓		
	Adoption Guidance & Cloud Adoption Recommendations	✓	✓		
	Capability Maturity Assessment	✓	✓		
	Business Reviews/Regular Check-Ins	✓	✓		
	Early Warning Adoption and Value Remediations	✓	✓		
Professional Services	Designated Technical Relationship Manager (TRM)	96 hours			
	Health Check*	✓	✓		
Product Training	Advantage Learning Licenses	3 User Licenses	1 User License	1 User License	
	Instructor-Led Public Class Vouchers	3 redeemable seat vouchers per year	1 redeemable seat voucher per year		
Technical Support	Customer Community & Knowledge Base	✓	✓	✓	✓
	Designated Enterprise Support Engineer (ESE)	✓	✓		
	Named Escalation Support Manager and escalation path via support portal	✓	✓	✓	
	Technical Guidance and Validation on Upgrades	✓	✓		
	P1 Response SLA (24x7)	30 minutes	30 minutes	One Hour	Cloud customers: One hour
	P1 Response SLA Standard Business Hours Monday - Friday				On-premises customers: Two business hours
	Resolution and Troubleshooting	Technical Support via online portal and phone. Critical situation oversight for severity one issues. Environment-based technical guidance. Case reviews	Technical support via online portal and phone. Critical situation oversight for severity one issues. Environment-based technical guidance. Case reviews	Technical support via online portal and phone. Escalation of severity one to support manager after 8 hours.	Technical support via online portal and phone.
Community	Ivanti Innovators Global Peer Community	✓	✓	✓	✓

* Health Check applies to a single environment or one instance for one product with a maximum effort of 12 hours. Eligible products include: Ivanti Connect Secure, Ivanti Neurons for ITSM, Cherwell Service Manager, Ivanti Neurons for MDM, Ivanti Endpoint Manager Mobile or Ivanti Endpoint Manager.

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 team, so that you can achieve high levels of success 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 a capability maturity assessment 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 and provide check ins 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 of 30-minutes 24x7.
- Fast track issue investigation with priority technical support issue routing to advanced Support Engineers.
- Remote product upgrade assistance up to four times per year.

Training and Certification

Your Success Squad bundle includes three licenses for the Advantage Learning online platform and three class vouchers for virtual instructor-led public 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.

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 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 of 30-minutes 24x7.

- Fast track issue investigation with priority technical support issue routing to advanced Support Engineers.
- Remote product upgrade assistance up to four times per year.

Professional Services

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

Health Check applies to a single environment or one instance for one product with a maximum effort of 12 hours. Eligible products include: Ivanti Connect Secure, Ivanti Neurons for ITSM, Cherwell Service Manager, Ivanti Neurons for MDM, Ivanti Endpoint Manager Mobile or Ivanti Endpoint Manager.

Training and Certification

Enterprise Support includes one user license for the Advantage Learning online platform and one class voucher for a virtual instructor-led public 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.

Premium Support

If you prefer a more do-it-yourself approach, Premium Support is for you. You'll get a P1 Response SLA of one-hour, 24X7 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 product forums, knowledge base and networking and learning opportunities through Ivanti Innovators Global Peer Community.

Standard Support

All customers are automatically enrolled in our Standard support bundle, which includes access to the online Customer Community and Knowledge Base, as well as technical support via the online portal and phone.

Additionally, on premise customers receive a P1 Response SLA of two hours, Monday–Friday, standard business hours. Ivanti cloud customers, receive a P1 Response SLA of one-hour, 24x7.

About Ivanti

Ivanti elevates and secures Everywhere Work so that people and organizations can thrive. We make technology work for people, not the other way around. Today's employees use a wide range of corporate and personal devices to access IT applications and data over multiple networks to stay productive, wherever and however they work. Ivanti is the only technology company that finds, manages and protects every IT asset and endpoint in an organization. Over 40,000 customers, including 85 of the Fortune 100, have chosen Ivanti to help them deliver an excellent digital employee experience and improve IT and security team productivity and efficiency. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit [ivanti.com](https://www.ivanti.com)



For more information, or to contact Ivanti, please visit [ivanti.com](https://www.ivanti.com).