ivanti

DATA SHEET

Service Catalog

TRANSFORMING SERVICE DELIVERY

You need to address some tough questions.

It seems like everyone across the enterprise has questions for the IT department. The CIO wants to know what IT is doing to optimize its business value and strategic The HR director is wondering what services IT provides for new-hire on-boarding.

The marketing VP wants an itemization of recent IT charge-backs. And employees everywhere want to know which services are available and whose sign-off they need to use them.

They sound like simple questions. But answering them can be difficult if you don't have a service catalog. And not just any service catalog. You need:

- A solution that makes it easy to design, publish, request, and manage new services.
- An adaptable solution that grows with you.
- A solution that promotes self-service and unburdens IT staff while also improving service quality.
- A solution that clearly demonstrates the business value of IT.

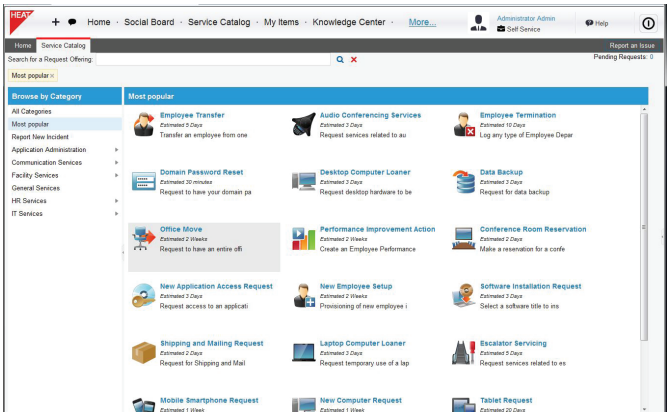
No other service catalog solution on the market is more fully integrated from front-office design to back-end fulfillment; more cost-efficient and economical, and more tailored to the needs of the growing enterprises than Service Catalog.

The Solution

Only one solution has all the answers.

Ivanti Service Catalog is the one solution designed from the ground up to enable organizations of all types and sizes to quickly define and publish a portfolio of available internal and external services to the business. This new solution from Ivanti, a leading provider of IT service management, IT asset management and customer service management solutions, delivers enterprise-class capability and fast time-to benefit while being easy to use and maintain. Built on the Ivanti Platform technology stack, and based on advanced Microsoft

.Net technology, Ivanti Service Catalog delivers exceptional value and rapid return on investment at a fraction of the cost of traditional enterprise vendors. With numerous out-of-the- box templates enabling rapid deployment, the Ivanti Service Catalog allows you to create new services in a matter of minutes through an attractive and customizable user interface and graphical workflow engine. With a standard portfolio of services, Ivanti Service Catalog defines associated service levels, costs and delivery timeframes while at the same time allowing users to request and receive needed services. This self-service functionality reduces the administrative burden on IT staff and expedites fulfillment, which cuts total costs while also improving customer satisfaction. From service design to deployment and from request submission to fulfillment, the Ivanti Service Catalog delivers unprecedented value— and it works with the Ivanti suite of IT products as well as other 3rd party products, compounding the advantage.



Difference

A single powerful and affordable module for publishing and managing the services that matter most to your business

Complete Integration

- Fully integrated from the front office to back-end fulfillment
- Tightly integrated with Ivanti IT Service Management (ITSM), help desk software, and third-party such as Remedy, extracting more value from previous investments
- Integrated with FRS Asset Management solutions to enable automatic software installation and machine provisioning
- Fully integrated with all ITIL processes including change, release, deployment, service level, asset, configuration, inventory and asset management

Powerful and Affordable

- Tailored to the needs of the growing enterprise, but sophisticated and scalable enough to meet the requirements of large enterprises
- Rapid time to benefit with more than 80 + out-of the- box service request templates
- Intuitive interface encourages quick adoption across lines of business, delivering lowest total cost of ownership (TCO) and lowest cost of service delivery
- Adaptability translates to faster provisioning of more tailored services, further reducing TCO

Multi-Role Design

- Provides user-specific features for end users, service owners, service analysts and business managers, maximizing productivity of all constituents
- Brings consistency and common language to workflows, fostering greater collaboration among diverse teams
- Simplifies design and publication of new services tailored to specific roles
- Empowering non-technical service owners with intuitive service design wizard

Features

- Complete, self-contained, multi-role system
- Intuitive, multi-role specific user interface
- Drag-and-drop workflow designer and engine
- Integration from front office to back end fulfillment
- Integrates with Ivanti and ITSM solutions
- 80+ out-of-the-box templates
- Advanced dashboards and role-based reporting

Benefits

- Up to 70% cost savings in service delivery
- Helps eliminate process bottlenecks and inefficiencies
- Makes it easy to define, publish, and manage services
- Increases end user productivity and cuts training/retraining costs gets you started quickly and accelerates adoption across the enterprise
- Makes it easy to track, manage, and analyze service requests
- Cost transparency, better decision making, tighter business/IT alignment

Role-Centric Design

End User

- Provides a fast, easy way to find needed services
- Delivers an inviting self-service storefront for service requests—easy to browse and search
- Specifies all costs and requirements for service provisioning

Business Unit Manager

- Clears the path to consistent, high-quality IT services
- Helps you develop standard and preapproved service requests
- Delivers visibility into all service costs and chargeback policies

Service Owners

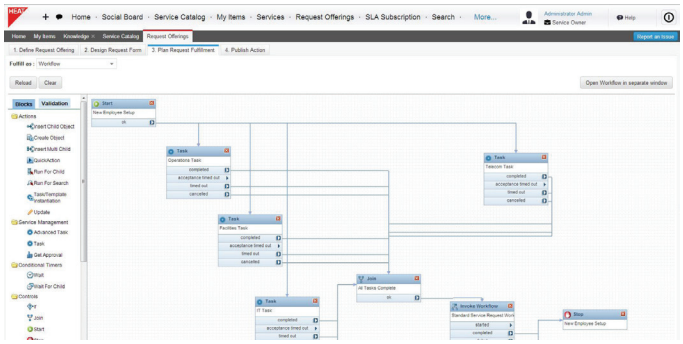
- Makes it easier to create the services and features users want most
- Define and publish service portfolio structure and composition
- Makes it easy to specify input forms, design fulfillment workflow, and publish defined service offerings

IT Manager

- Delivers intelligent, streamlined and automated provisioning of IT services
- Provides better information about IT consumption and demand patterns
- Allows IT to substantiate service costs and communicate the value to constituents
- Shows business units what their end users are asking for, guiding investment decisions
- Conforms with ITIL and integrates with existing ITSM and help desk modules
- Constituent self-service frees up IT resources for business value focus

CIO

- Provides proof positive of the business value and strategic impact of IT
- Highlights and quantifies the contribution of IT services to business strategies
- Helps align IT services and service quality with key business initiatives
- Improves the visibility and perceived value of IT as a business contributor
- Strengthen process control and IT governance with documented, pre-approved and standardized service publication, entitlement and fulfillment processes



Highlights

Role-Based Access, Graphical Interface

The Service Catalog graphically displays information based on the user's role. End users can browse and request services based on entitlements; business unit managers can subscribe to services and see reports; analysts can manage the lifecycle of the service request and even request services on behalf of users.

Automated, Self-Service Request Fulfillment

The Service Catalog is far more than a listing of what IT does. It is an actionable system with sophisticated self-service capabilities. It automates the service request process and manages the entire lifecycle of requests from submission to delivery.

Ivanti Solutions: Better Answers are Right in Front of You

Ivanti Service Catalog provides the one answer you need to meet the diverse requirements of all your constituents with one powerful, versatile, and cost-effective solution, and is a key module within the broader Ivanti solutions family, designed to provide even more answers for your IT service, IT asset and customer management challenges.

Visit www.Ivanti.com for information

Visit our website: http://www.Ivanti.com
Speak with a representative: 1.800.982.2130

Email us at sales@ivanti.com
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