DEX Solution Overview

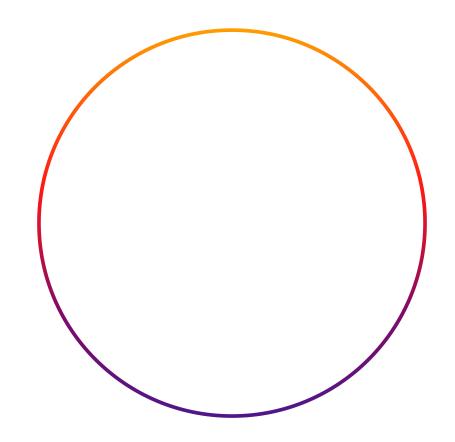
Better Experiences & Better Outcomes with Ivanti Neurons for Digital Experience (DEX)

ivanti

Presenter

Ivanti

Bio





Everywhere Work

Shifting mindsets, culture and technology to elevate employees' experiences and their impact



71% of office workers want to work either hybrid (with control over which days they come to the office) or remote

71%

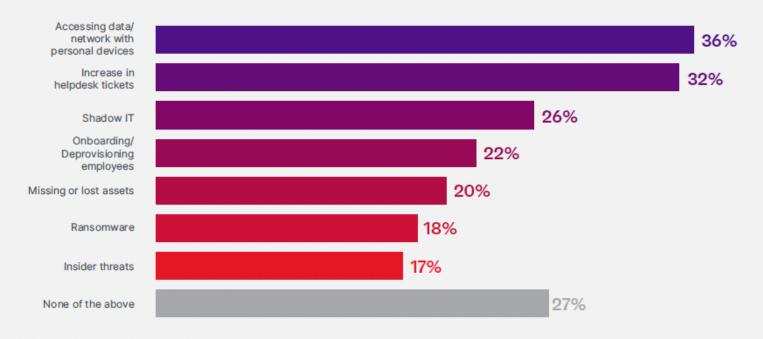
The large majority of employees (74%) say they are more productive now compared to pre-2020.

The Everywhere Work model can deliver on employees need for flexibility and has a positive effect on employees:



Everywhere Work impacts risk & security

Higher rates of accessing workplace data and/or networks with personal devices (36%) and increase in helpdesk tickets (32%)



49%

49% of CXOs admitted to bypass one or more security measures in favor of productivity

Gen Z and Millennial workers are twice as likely to have poor cyber hygiene when compared to older generations

Business challenges create further IT pressure

IT & Security Operations Teams are being tasked with innovation and growth while reducing risk and optimizing costs for Everywhere Work



Better Experiences. Better Outcomes with DEX

Employees want to be productive from Everywhere

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49% of employees are frustrated with the tools they need to use at work.



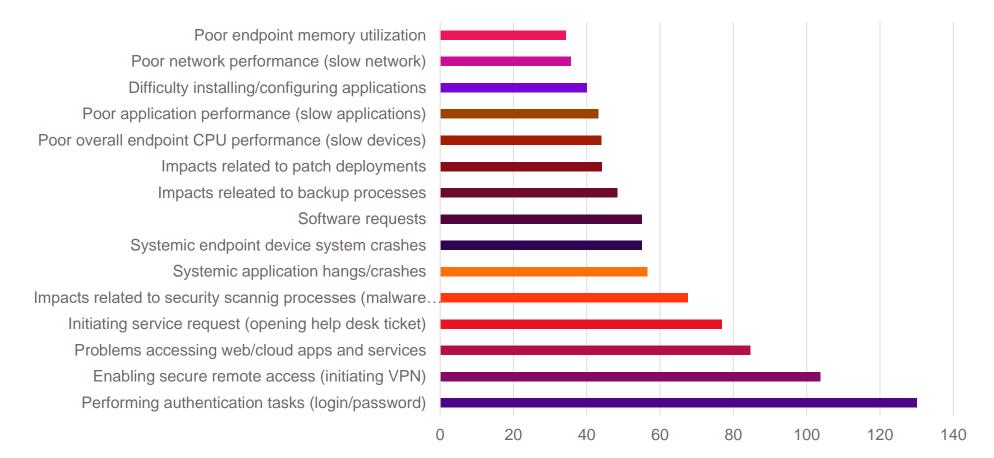
26% consider leaving their current job partly due to technology.



3.67 digital issues affect knowledge workers every business day

Sources: Ivanti State of DEX report

Average number of times per year each user suffers digital experience issues



Source: EMA, Identifying Effective Digital Employee Experience (DEX) Management Solutions: A Quantitative Analysis

How IT collects employee experience feedback

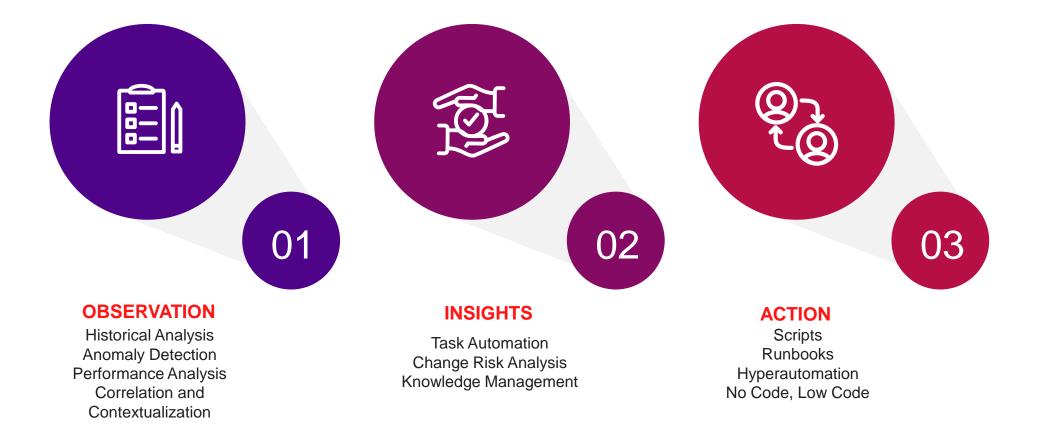
	37%	Emails	
	38%	HR engagement surveys	
	34%	Service desk surveys	
	19%	Calls	
	36%	Tech monitoring (apps, devices, network	
	14%	My company doesn't collect feedback on a regular basis	
	30%	Collaboration tools (e.g. chatbots	
	22%	Employee net promoter score (eNPS)	
	17%	Telemetry data	
	15%	Sentiment scoring	
PE ?			

Source: Ivanti, State of DEX Report



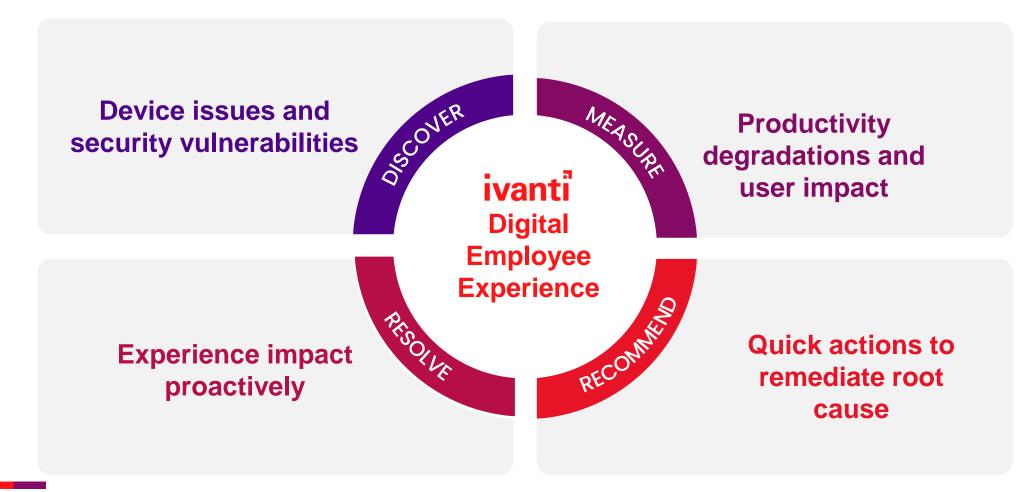
Solution: Digital Employee Experience Management

With Al-driven intelligent automation solves current growth and complexity challenges



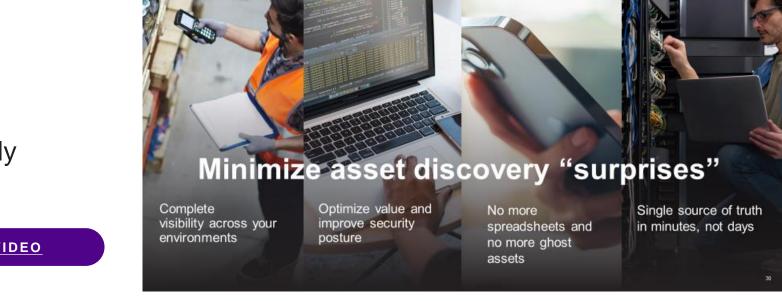
Intelligent Automation to Elevate Everywhere Work

Proactively detect and remediate IT issues and security vulnerabilities before employees know they have an issue / are impacted



Discover device issues and security vulnerabilities

Aggregate and monitor usage, performance and security data from all the devices and applications your employees rely on to work Everywhere.



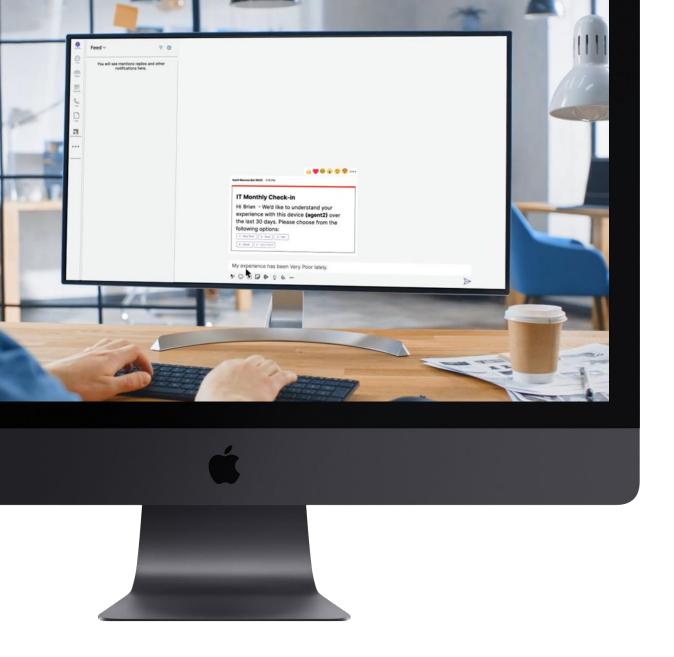


Measure productivity degradations and user impact

Score, analyze and optimize the digital employee experience so you can track experience over time and predict productivity degradation

VIDEO





Recommend quick actions to remediate root cause

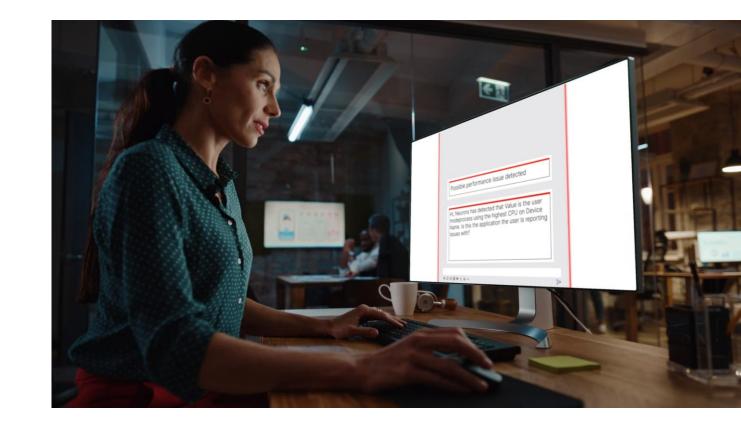
Go beyond post-ticket surveys and collect contextual sentiment via interactive automation bots to understand your employees' experience with the technology they use to get their job done



Resolve experience impact proactively

Prevent issues before they happen. Proactively remediate and improve the digital experience for your employees.

Ensure secure access and protection against cyberthreats without compromising your employees' flexibility to work from Everywhere.



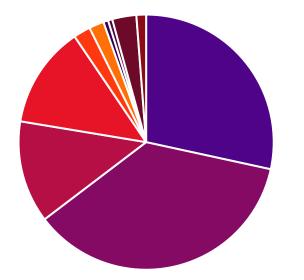
VIDEO

Where can DEX unlock value?



Customers realizing value from DEX with a variety of use cases

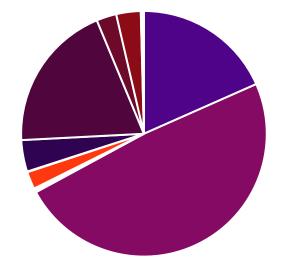
Cyber Hygiene Automation Use Cases



- Running or stopped processes Running or stopped services
- Installed or missing programs
 Antivirus compliance
- Uptime compliance
- Cloud storage providers
- Firewall compliance

- UAC compliance
- Disk encryption
- Unexpected Admin Users

User Productivity Remediation Automation Use Cases



- Battery health degradation response Proactive Disk space management
- Large User profile response
- Poor disk performance response
- App crash response
- Respond to poor login performance Disk SMART health response
- High CPU response

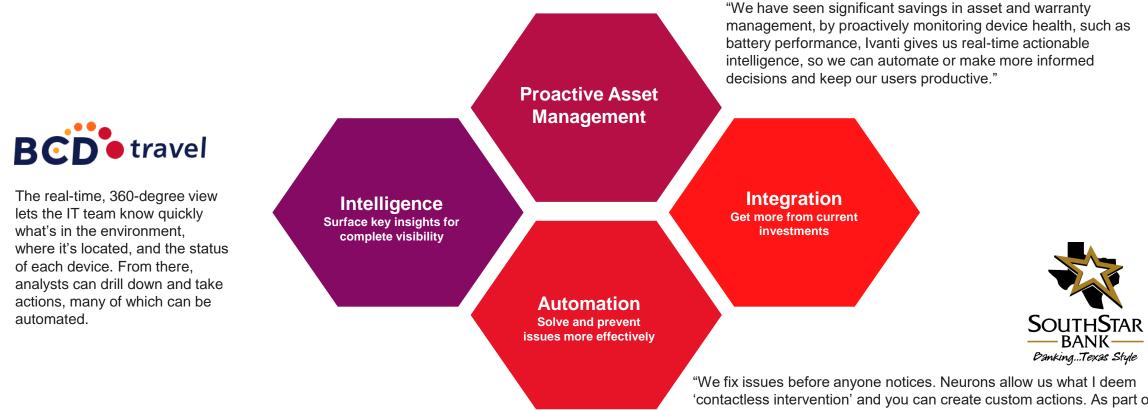
- Default browser detection
- Clear browser cache
- Respond to BSODs
- High Memory response

Better Experiences Lead to Better Outcomes



What our customers are saying

Kingston University London



'contactless intervention' and you can create custom actions. As part of this, we needed to determine if we wanted to solve small problems continuously or could we let small problems solve themselves, which would enable us to get to the big stuff. "

Why Ivanti?

Observability + Remediation

Monitoring and fully automated remediation capabilities





Discovery

Patented Asset Discovery technology with normalization and reconciliation engine

Zero Impact Troubleshooting

Analyst troubleshooting tools to resolve end user device issues for level 1



Remote Control

Extensive troubleshooting workspace including remote control functionality

Low/No Code Automation

Low, no code AI-driven automation platform with ootb bots and build your own to fulfill vast array of use cases





Portfolio and Vendor Strength

Market leading solution portfolio across IT & Security Operations Native integration to adjacent capabilities in security and cost management

Additional resources



[eBook] Getting Started with DEX



[Analyst Report] Gartner® Market Guide for DEX



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Management

Behavioural psychologist view: How DEX helps team's well-being Read the Blog

[Blog] Improve Your DEX to Combat Digital Burnouts and Work-Related Stress



Related solutions for your DEX program

Neurons for Digital Experience

Track, measure and optimize your employees' digital experience to improve productivity, security and employee retention.

More on Digital Experience

Neurons for Discovery & SAM

Identify and normalize information about all assets that access your network, incl. their usage, performance, spend & warranty status

More on Discovery

More on SAM

Neurons for Patch Management

Protect against threats that stem from software vulnerabilities by adopting a risk-based patch management approach.

Thank You



Capabilities

Key Capabilities

Discovery Device, app inventory, performance, usage

Real-time Intelligence

Query all devices for operational awareness

Monitoring

360-degree view of devices, users, applications

App Insights

Intelligent and contextual SW and cloud insights

Remediation

self-healing automatically detect and proactively resolve issues

Analytics Trendlines, predictive

analytics

Consistent Experience securely manage all devices

DEX Score

Dashboard, scoring and trending of experience

Bots

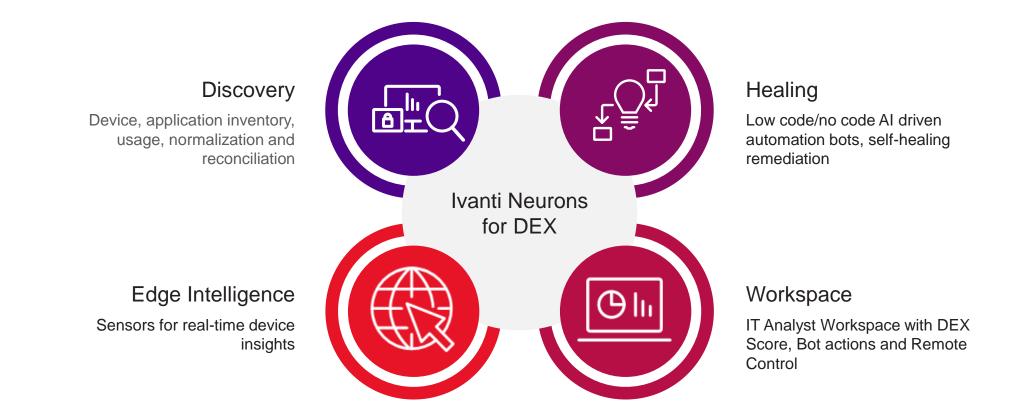
automated actions, support definition of XLAs **VOE** qualitative surveys, sentiment analysis, ITSM surveys



Synthetic Testing Detect outages of SaaS applications Integration ITAM, ITSM, UEM, Security, LoB

AI, ML engine | across OS, physical, virtual, cloud, edge | Endpoint Security, SSO, MFA, RBAC

Ivanti Neurons for Digital Experience (DEX) Solution



Ivanti Neurons: Discovery

Accurate and Actionable Insights



Find all Software & Hardware Assets

Inventory Internet-Attached Devices

et- Discover 'Rogue' es Access Points



Continual, Automated Discovery

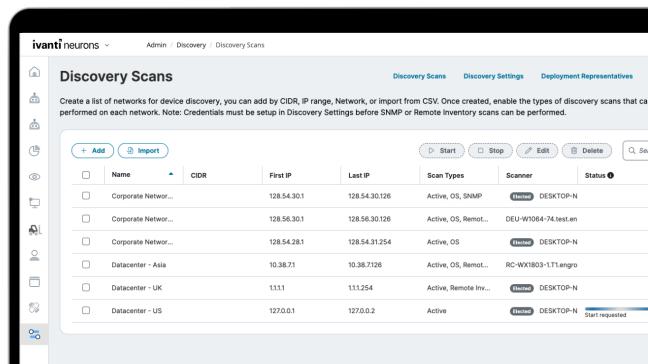


Integrate, Harmonize, Reconcile and Normalize Data



Reconciled Data Source for CMDB / AMDB

Extensive Integrations



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Ivanti Neurons: Edge Intelligence

Real Time Intelligence





Operational Awareness

Real-Time Sensor

Under 15 Seconds to Query all Devices

Sensor Based

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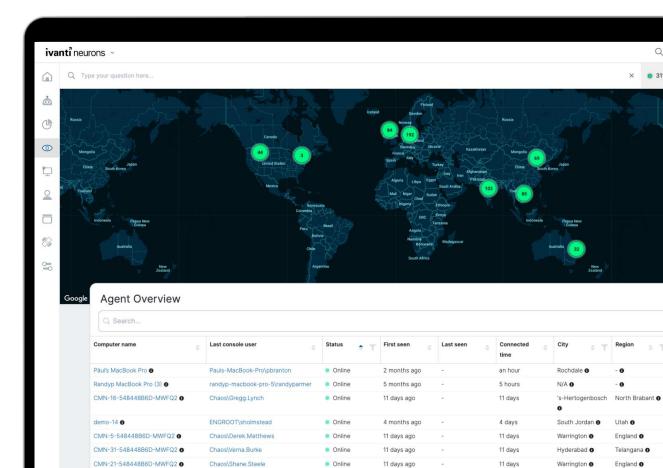


Snapshots

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Visualize Current State of Devices



Online

Online

11 days ago

11 days ago

11 davs

11 days

Praha 1 0

Dublin 0

Hlavní město Praha **G**

County Dublin

CMN-4-548448B6D-MWFQ2 0

CMN-8-548448B6D-MWFQ2 6

Chaos\Kathleen.Sweet

Chaos\Sarah.Leonard

Smart Advisors & Digital Experience Analytics

Metrics and Dashboards to measure and improve Digital Experience

← Device Stability O Learn More 89 95 Least Stable (89) 94 864 Less Stable (94) More Stable (95) Least Stable Less Stable More Stable Most Stable (586) Total Devices Machine Learning Variables - Collapse System Failures **Boot Degradation Application Errors** 1.000 1.500 2.000 2.500 3.000 600 800 1,000 1,200 1,400 500 200 400 Apple device Computer hpCMSrv.exe IP Phone .3k Portable Linux 3.0k Mac issuser.exe Mobile Device 48 Monitor Network Device 140 devmonsrv.exe Pertable 224 Power Supply 117 351 Virtual Workstation IEXPLORE.EXE 2 204 Rolfer

Device Reconciliation

• Device Stability

• Re-image or replace

• Application Errors

Unmanaged devices

SaaS Subscriptions

Disk Space

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Device Warranties

Ivanti Neurons: Workspace

IT Analyst Workspace for a 360° view





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Real-Time Data

Remote Control

ol DEX Score



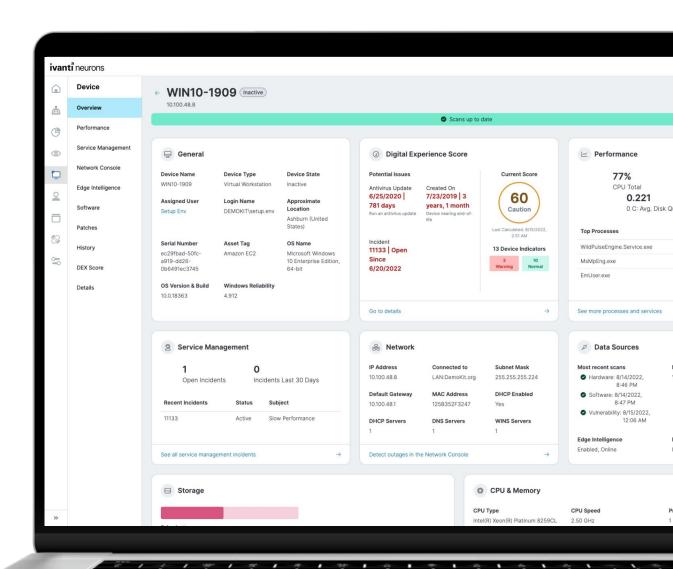
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Password Reset



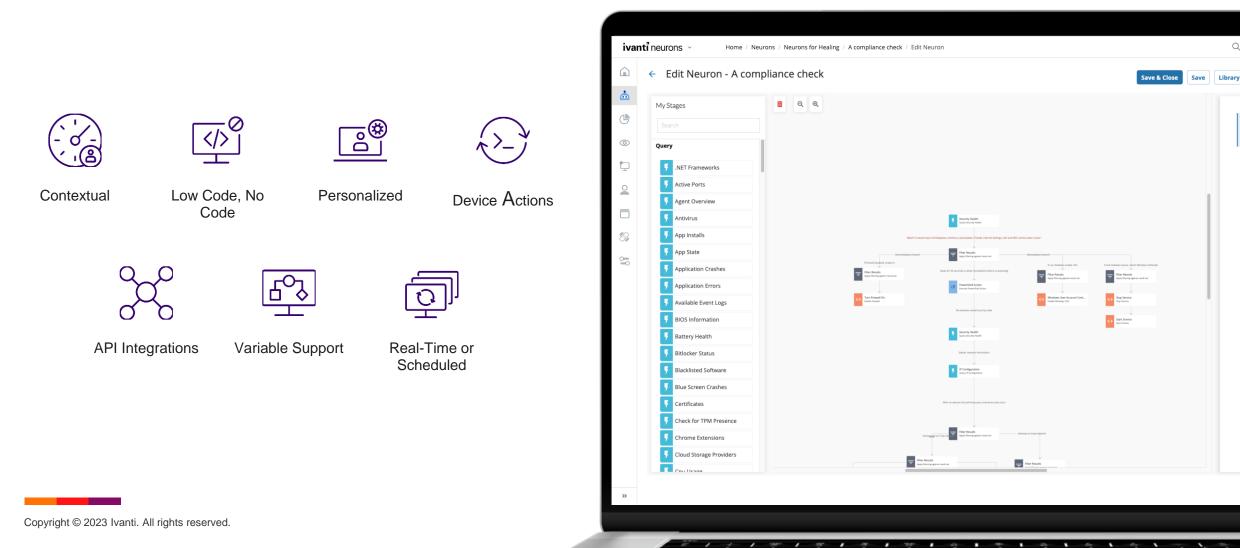
Reboot

- Device Actions
- Aggregated Device and People Views

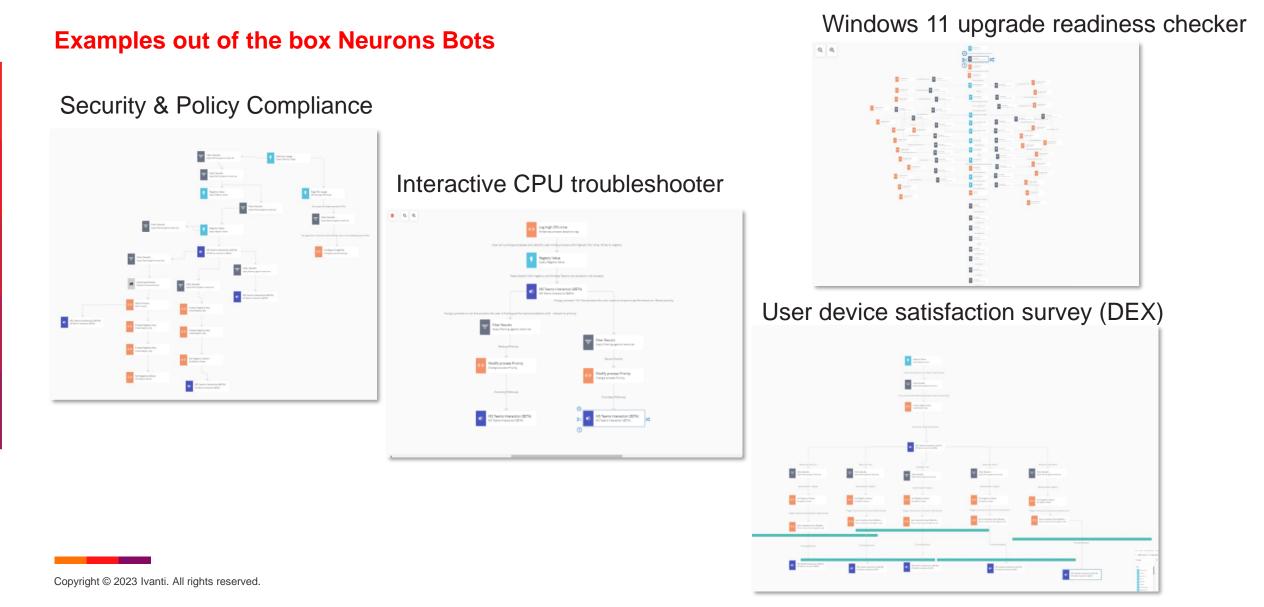


Ivanti Neurons: Healing

Automation for Productivity, Continuity, Optimization, and Compliance



Neurons Bots Monitor and Remediate the Digital Experience



Qualitive Feedback: Interactive Automation Surveys

No Code/Low Code bot editor

 Actionable Device feedbac 	ck survey /	Device Experience check-in for Adele-PC
Version 22 (current)	Last 7 days ✓ All triggers ✓ Edit Version Run Now	Hi Adele - As a user of Adele-PC we wanted to check in and see what your experience of this device
+ -	A second s	has been like recently. Please choose from the following
Trigger History Triggers Attempted: 2 Triggers Field: 0 Triggers Field: 2 View details		It's good 😜 It's bad 😟
Target History Endpoints in Scope: 2 Endpoints Targeted: 0 Endpoints Targeted: 2 Endpoints Successful: 0 Endpoints with Error: 2		(i) Your response was sent to the app X
Endpoints in Progress: 0		Response noted, Adele
		Sorry to hear you've had a bad experience with Adele-PC. Can we help improve this?
		Run diagnostics Create Support Ticket
		I don't need help right now
		(i) Your response was sent to the app $\qquad \qquad \times$
		Response noted
4		Running diagnostics - results will return in a few seconds

End User experience

Ivanti Neurons Bot (NVU) 10:01 AM

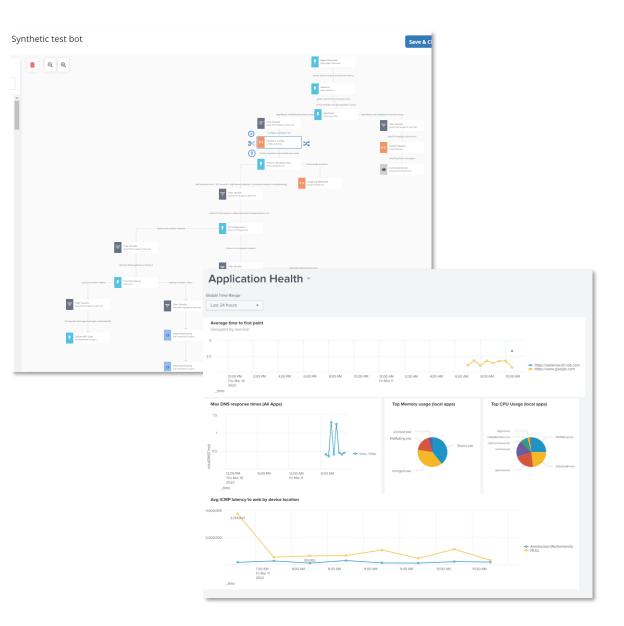
SaaS Application Performance Monitoring & Remediation

Content-powered end-to-end SaaS tests

- Time to first paint
- DNS time
- Local Processing time
- Network time
- Redirect time
- Performance test key business functions
- Wifi signal strength

Automatic remediations with end user interaction

- Change DNS server
- Troubleshoot WiFi issues
- Different steps whether on/off corp network



Add-Ons

Ivanti Neurons: MDM/UEM

Provide users with a secure computing environment



Enrollment &

Provisioning





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Policy

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Restrictions

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Device Support



Application & Content Management



Inventory

Analytics, Reporting & Dashboards

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	Devid	105												
÷.		Devices, 5 Filters Applied												
G		Devices ~						٩						
٢	0	Display Name	System - Ma	System - Model	DEX Score	Device Type	Operating System - OS Name	•						
		GalaxyTab	Samsung	SM-T280	47 Caution	Mobile Device	Android							
		Asus Nexus 7	ASUSTeK	Nexus 7	47 Caution	Mobile Device	Android							
2		GALAXYTAB4	Samsung	SM-T230NU	47 Caution	Mobile Device	Android							
		OSX-EICap	Apple	Apple device	47 Caution	Мас	Mac OS X							
12	0	W10-X64-ED2	Microsoft	Virtual Machine	61 Normal	Virtual Workstation	Microsoft Windows 10 Education Edition, 6	4-bit						
~		FRARM028	Lenovo	20BWS3SV02	60 Critical	Portable	Microsoft Windows 10 Enterprise 2015 LTS	B Edition, 64-bit						
-		W10-X86-LTSB16	Microsoft	Virtual Machine	62 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise 2016 LTS	B Edition, 32-bit						
		W10-X64-LTSB16	Microsoft	Virtual Machine	62 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise 2016 LTS	B Edition, 64-bit						
		W10-X86-EE2	Microsoft	Virtual Machine	61 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise Edition, 3	2-bit						
		W10-X86-EE10	Microsoft	Virtual Machine	63 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise Edition, 3	2-bit						
		W10-X64-EE7	Microsoft	Virtual Machine	64 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise Edition, 6	4-bit						
		DUBRM012	HP	HP EliteBook 840 G2	52 Critical	Portable	Microsoft Windows 10 Enterprise Edition, 6	4-bit						
		WIN10-1909	Amazon EC2	t3.large	60 Caution	Virtual Workstation	Microsoft Windows 10 Enterprise Edition, 6	4-bit						
		Vantosi-Win-End	Microsoft	Virtual Machine	70 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise Edition, 6	4-bit						
		W10-X64-EE3	Microsoft	Virtual Machine	61 Normal	Virtual Workstation	Microsoft Windows 10 Enterprise Edition, 6	4-bit						
		DUBRM012	HP	HP EliteBook 840 G2	52 Critical	Portable	Microsoft Windows 10 Enterprise Edition, 6	4-bit						
		W10-X64-PEW5	Microsoft	Virtual Machine	64 Normal	Virtual Workstation	Microsoft Windows 10 Pro for Workstations	Edition, 64-bit						
		W10-X64-PEW4	Microsoft	Virtual Machine	64 Normal	Virtual Workstation	Microsoft Windows 10 Pro for Workstations	Edition, 64-bit						
		W10-X64-PEW10	Microsoft	Virtual Machine	76 Normal	Virtual Workstation	Microsoft Windows 10 Pro for Workstations	Edition, 64-bit						
		W10-X64-PEWN5	Microsoft	Virtual Machine	64 Normal	Virtual Workstation	Microsoft Windows 10 Pro for Workstations	N Edition, 64-bit						
	0	W10-X86-PE5	Microsoft	Virtual Machine	74 Normal	Virtual Workstation	Microsoft Windows 10 Professional Edition,	32-bit						
		W10-X64-PE2	Microsoft	Virtual Machine	54 Normal	Virtual Workstation	Microsoft Windows 10 Professional Edition,	64-bit						

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Ivanti Neurons: Spend Intelligence

Software & Cloud Usage Insights

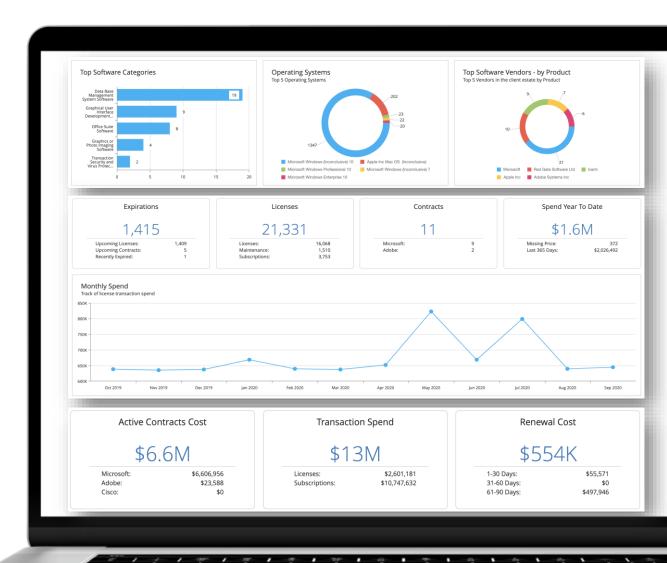


Discovered software management

Software usage and spend management

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SaaS



Ivanti Neurons: Patch Management

Provide users with a secure computing environment



cross-platform and third-party support

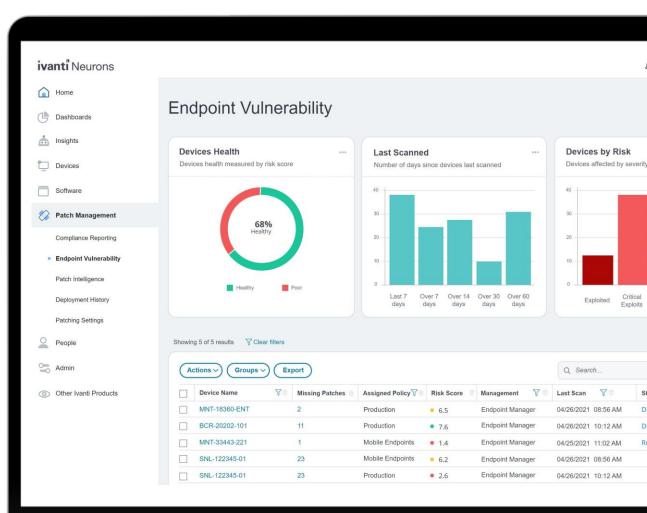


risk-based

prioritization

compliance reporting and device health insights

patch reliability



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Ivanti Neurons: Discovery & Service Mapping

Service & Application Dependency Mapping



Application discovery and service mapping



CMDB integration

Incident and change overlays

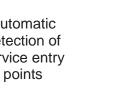
Automatic detection of service entry

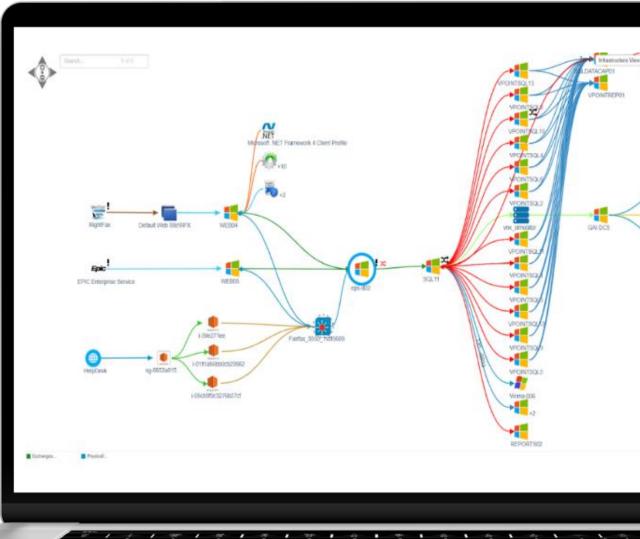
API integration with AWS and Azure

Local credential storage and encryption

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Thank You

