

MANAGE

Ivanti Neurons for Workspace

Short Description

Deliver a 'Shift-Left' approach so first-line analysts can provide a better user experience.

Medium Description

Ivanti Neurons for 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.

Product	Description	SKU
Ivanti Neurons for Workspace	Provides a 360-degree view for first-line analysts	TBD

What Does it Do?

- 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
- Empowers analysts to take action immediately with automated tasks and actions

What are the Target Business Outcomes?

- Reduce escalations, cutting costs and complexity
- Improve incident resolution time
- Improve service with first-call resolution

Discovery Guidance	Discovery Questions
IT service management, IT service desk, support, first-line analysts, visibility	<ul style="list-style-type: none"> Do your first-line analysts have the information they need? How often do first-line analysts escalate? When a user opens a request, do you have accurate data on their devices and applications?

Competitors	Differentiators
TBD	<ul style="list-style-type: none"> TBD