Ivanti Neurons Value Proposition

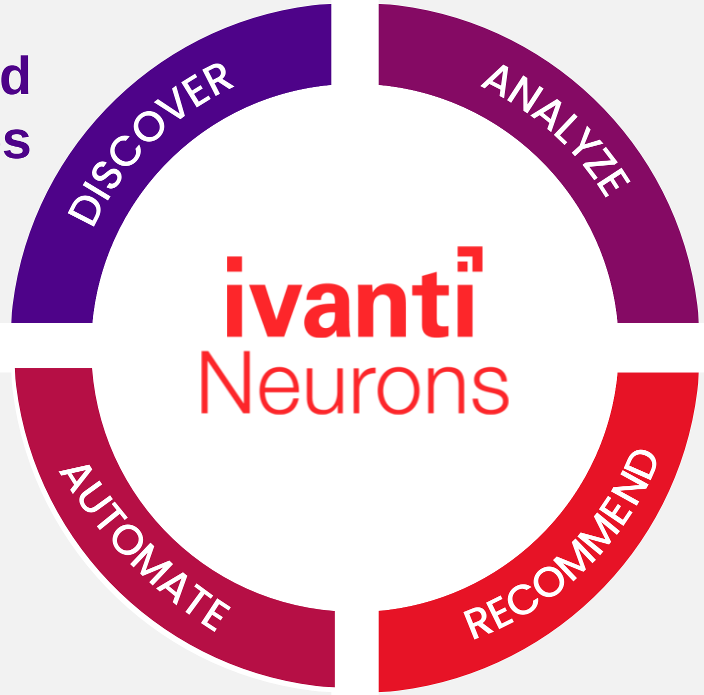
Intelligent Hyper Automation Suite of Solutions

September 2024

ivanti

How can ivanti Neurons help?

Compliment existing management by Intelligent Automation to proactively detect and remediate IT issues and security vulnerabilities before employees/end users know they have an issue / are impacted



ivanti Neurons

DISCOVER

Surface device and security issues

ANALYZE

Determine root cause

AUTOMATE

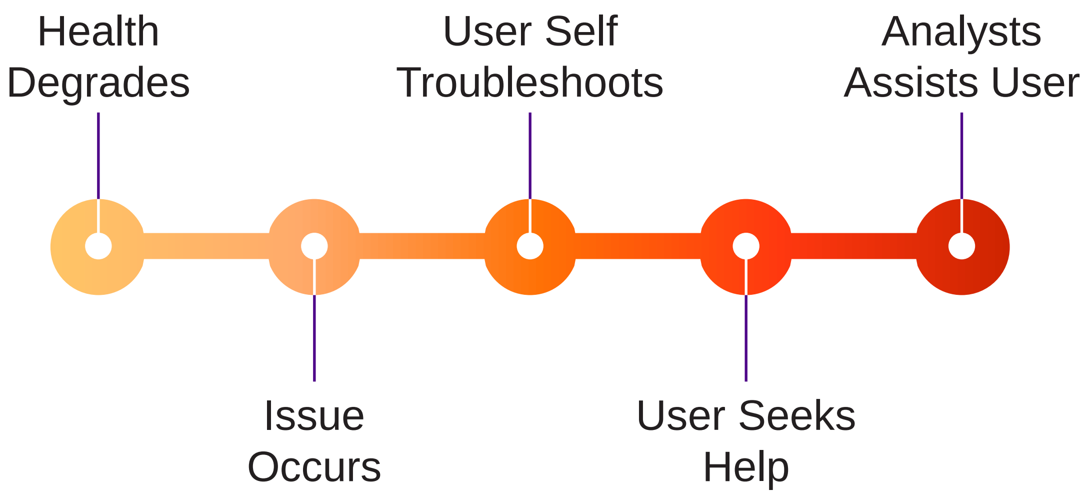
Initiate automated remediation

RECOMMEND

Provide recommendations

Turn Minutes, Hours, and Days into SECONDS

BEFORE



Health Degrades

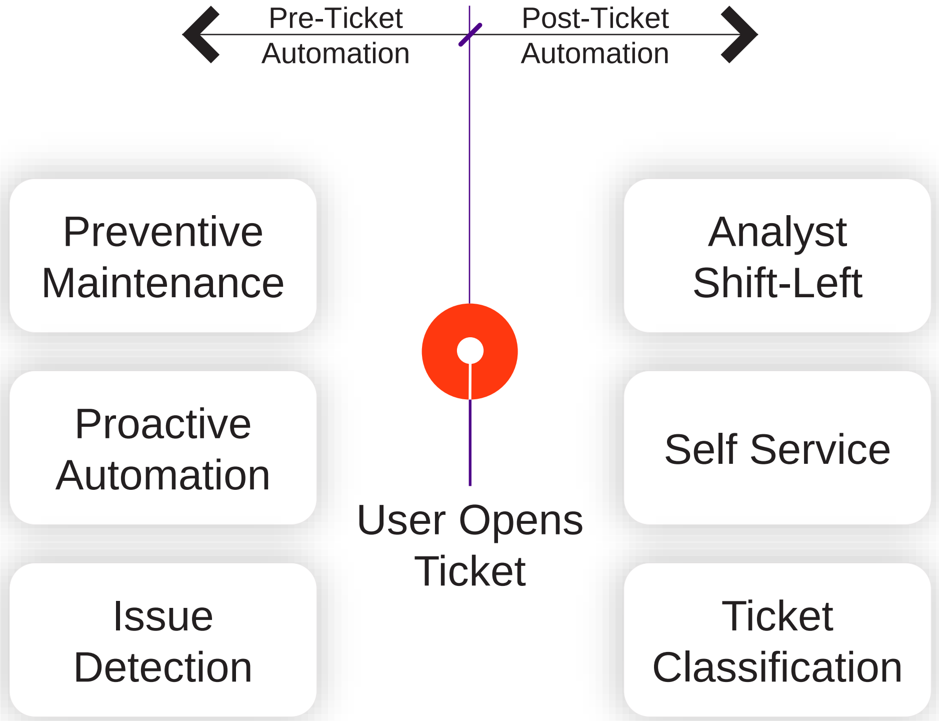
Issue Occurs

User Self Troubleshoots

User Seeks Help

Analysts Assists User

With Intelligent Automation



Pre-Ticket Automation

Post-Ticket Automation

Preventive Maintenance

Proactive Automation

Issue Detection

User Opens Ticket

Analyst Shift-Left

Self Service

Ticket Classification

Sample Use Cases for Neurons

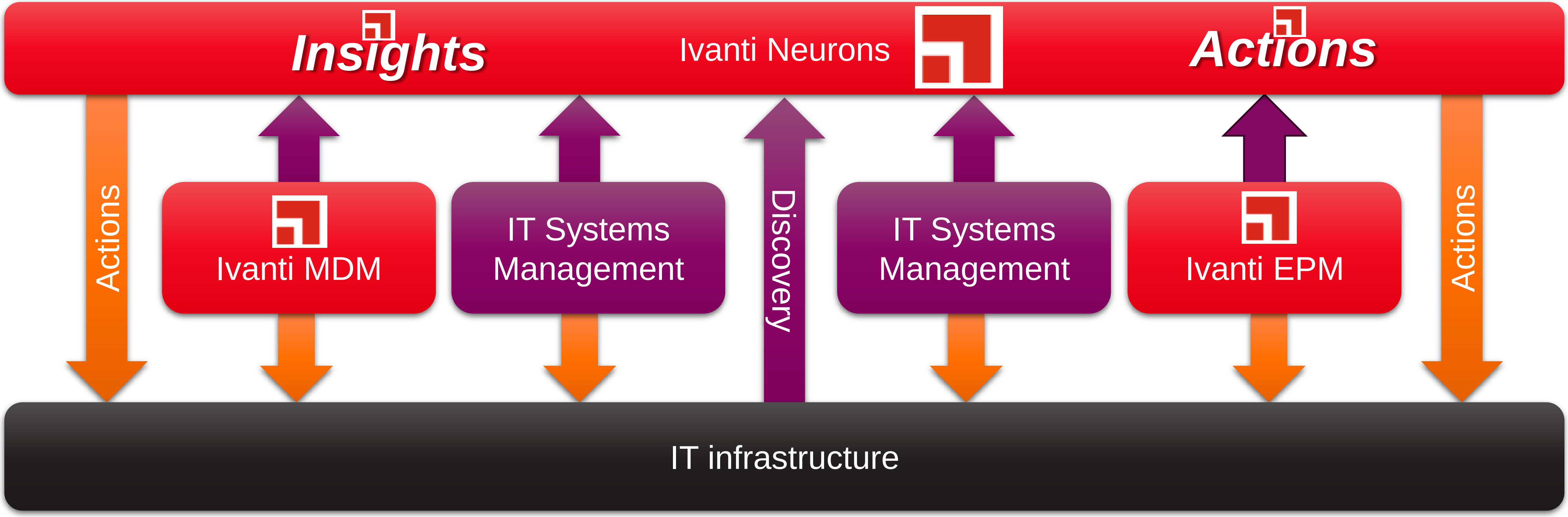
User Productivity Remediation Automation

- Battery health degradation response
- Proactive Disk space management
- Large User profile response
- Default browser detection
- Poor disk performance response
- Clear browser cache
- App crash response
- Respond to BSODs
- Respond to poor login performance
- Disk SMART health response
- High CPU response
- High Memory response

Cyber Hygiene Automation

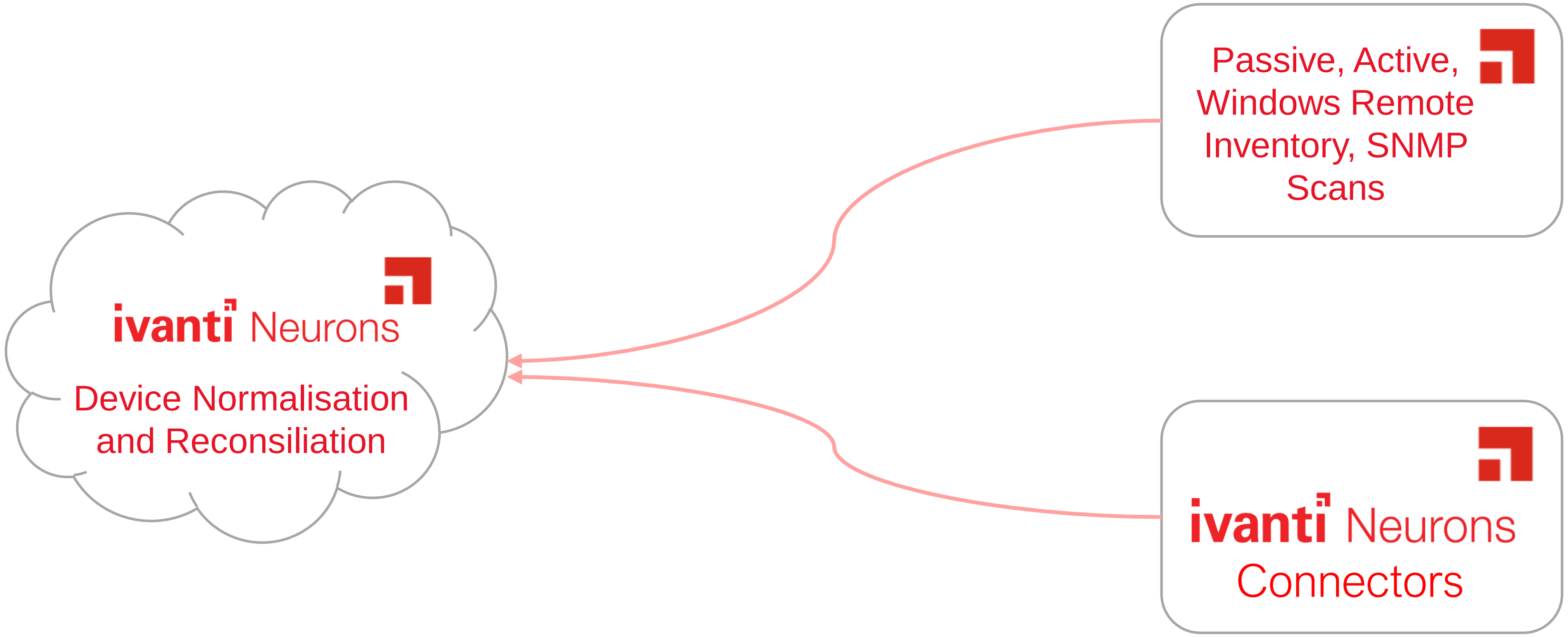
- Verifying running or stopped processes
- Verifying running or stopped services
- Verifying Installed or missing programs
- Antivirus compliance
- Uptime compliance
- UAC compliance
- Verifying Cloud storage provider usage
- Verifying disk encryption compliance
- Verifying firewall compliance
- Detecting unexpected Admin Users

How ivanti Neurons augments current IT Management



No need to replace existing management systems – augment them to improve service experience

Neurons Discovery – Visibility is key



ivanti Neurons

Device Normalisation and Reconciliation

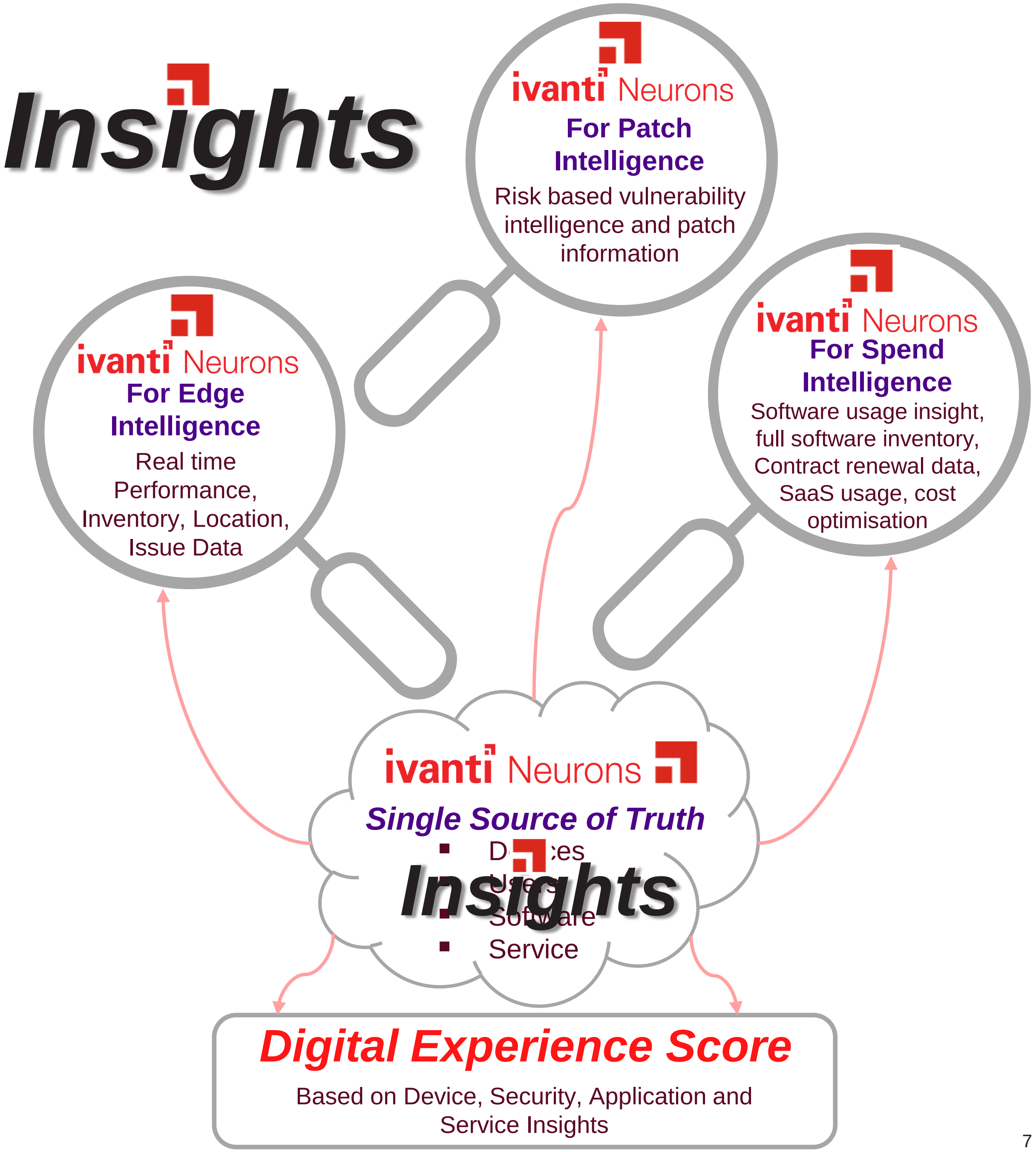
Passive, Active, Windows Remote Inventory, SNMP Scans

ivanti Neurons Connectors

- Devices
- Users
- Software
- Service

Single Source of Truth

Insights



ivanti Neurons
For Patch Intelligence
Risk based vulnerability intelligence and patch information

ivanti Neurons
For Edge Intelligence
Real time Performance, Inventory, Location, Issue Data

ivanti Neurons
For Spend Intelligence
Software usage insight, full software inventory, Contract renewal data, SaaS usage, cost optimisation

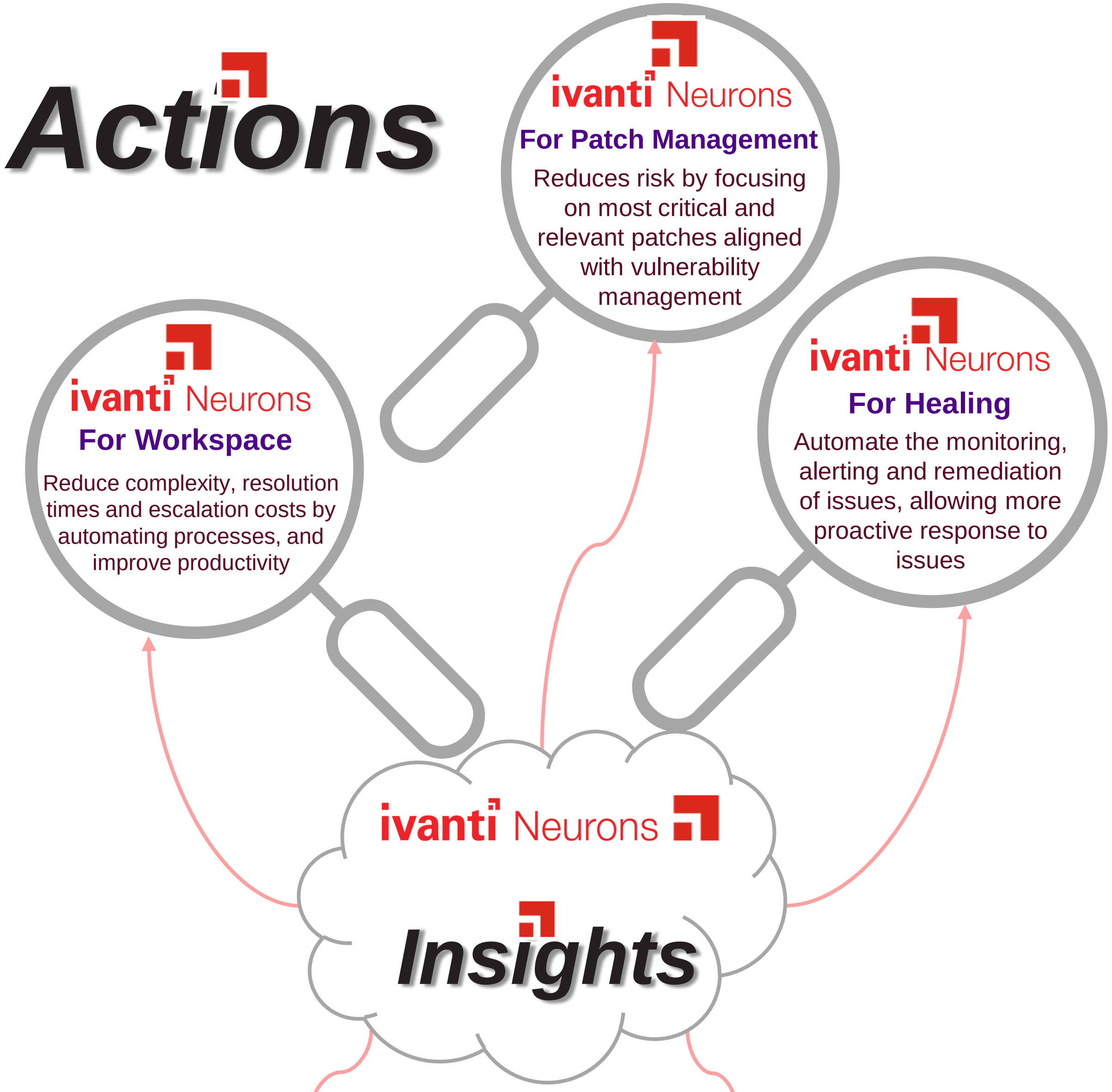
ivanti Neurons
Single Source of Truth

- Devices
- Users
- Software
- Service

Insights

Digital Experience Score

Based on Device, Security, Application and Service Insights



Actions

ivanti Neurons For Patch Management

Reduces risk by focusing on most critical and relevant patches aligned with vulnerability management

ivanti Neurons For Workspace

Reduce complexity, resolution times and escalation costs by automating processes, and improve productivity

ivanti Neurons For Healing

Automate the monitoring, alerting and remediation of issues, allowing more proactive response to issues

ivanti Neurons

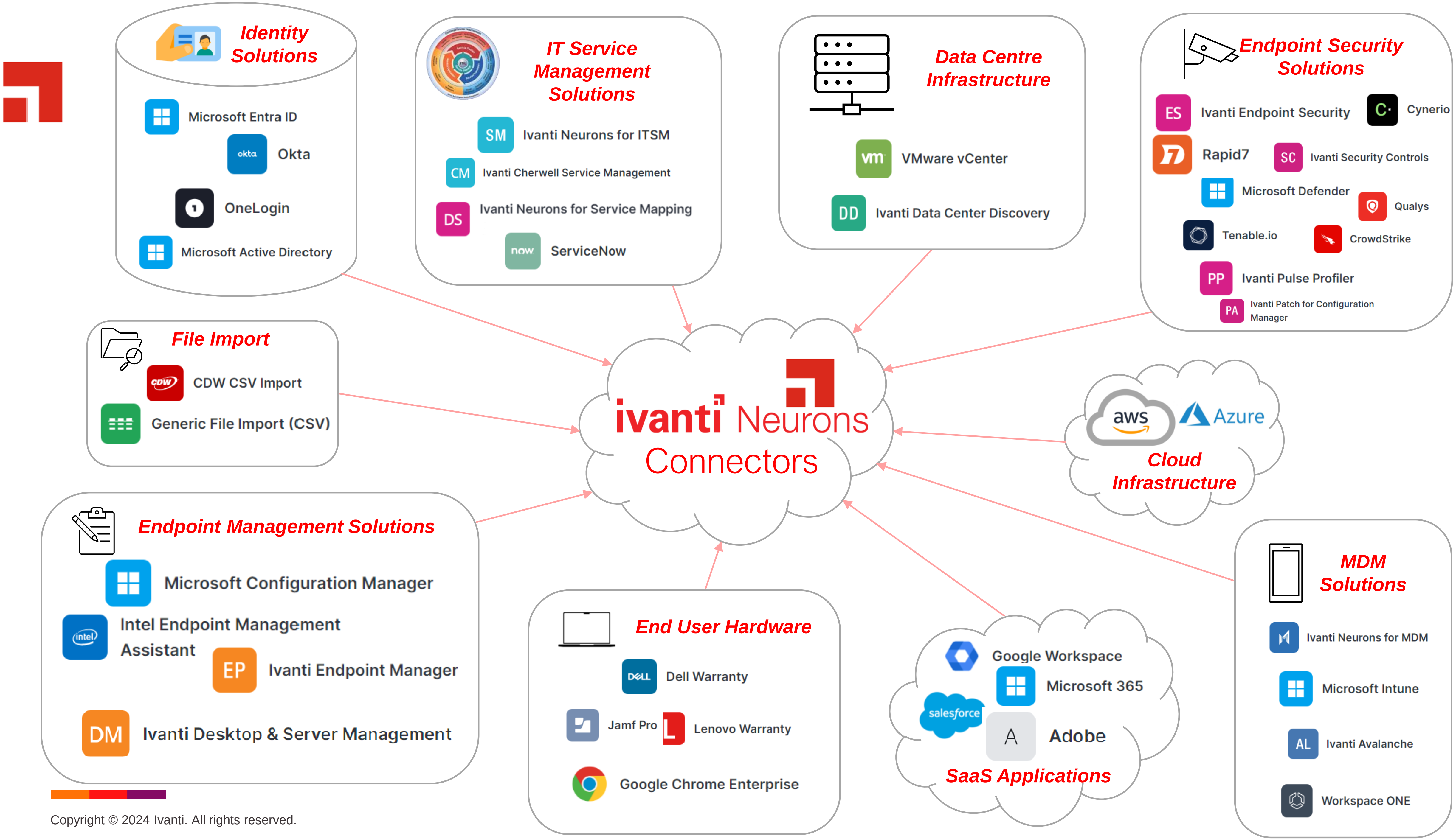
Insights

Resulting in better management, reduced hardware and software costs, reduced labour, and great digital experience for end users

Key Differentiator Summary

- Single Source of Truth
- Experience metrics
- Intelligent Automation
- Out-of-the-box integration

Licensing - $



ivanti Neurons Connectors

Identity Solutions

- Microsoft Entra ID
- Okta
- OneLogin
- Microsoft Active Directory

IT Service Management Solutions

- Ivanti Neurons for ITSM
- Ivanti Cherwell Service Management
- Ivanti Neurons for Service Mapping
- ServiceNow

Data Centre Infrastructure

- VMware vCenter
- Ivanti Data Center Discovery

Endpoint Security Solutions

- Ivanti Endpoint Security
- Cynerio
- Rapid7
- Ivanti Security Controls
- Microsoft Defender
- Qualys
- Tenable.io
- CrowdStrike
- Ivanti Pulse Profiler
- Ivanti Patch for Configuration Manager

File Import

- CDW CSV Import
- Generic File Import (CSV)

Cloud Infrastructure

- aws
- Azure

Endpoint Management Solutions

- Microsoft Configuration Manager
- Intel Endpoint Management Assistant
- Ivanti Endpoint Manager
- Ivanti Desktop & Server Management

End User Hardware

- Dell Warranty
- Jamf Pro
- Lenovo Warranty
- Google Chrome Enterprise

SaaS Applications

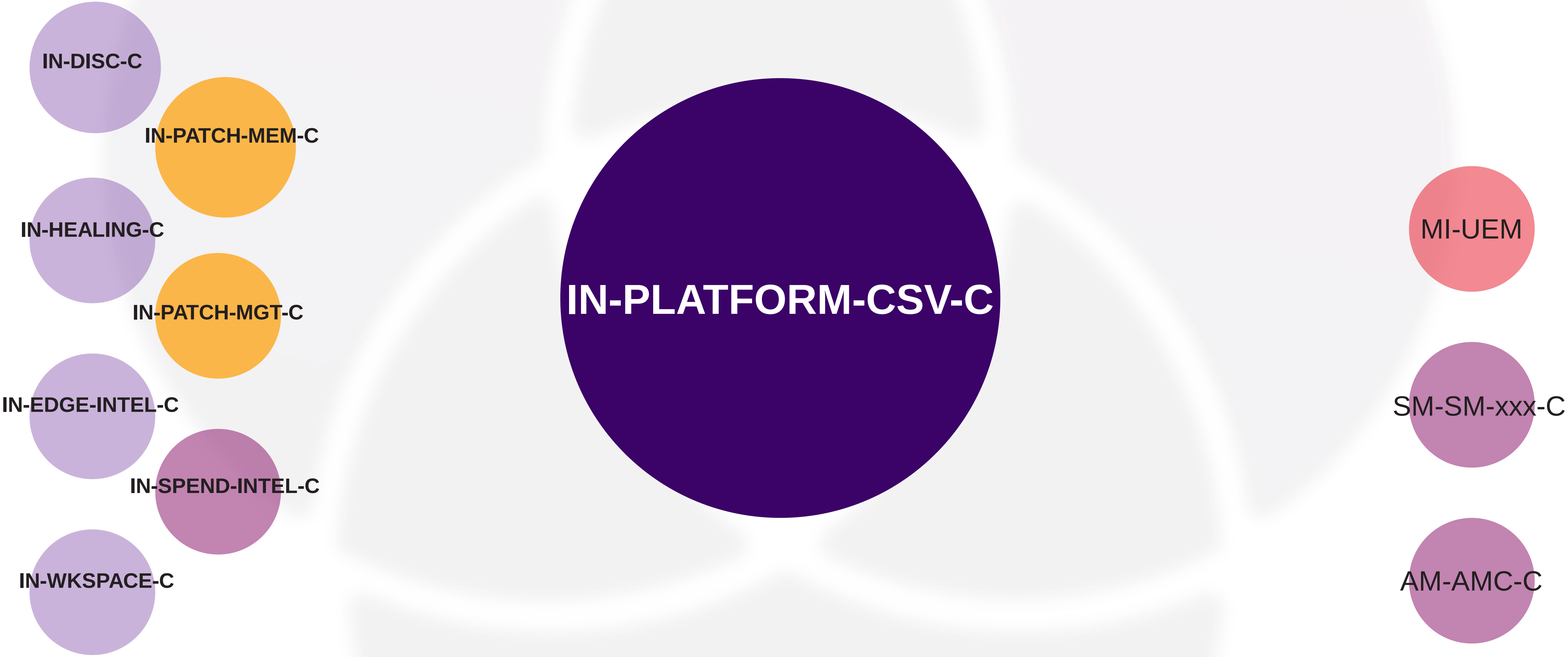
- Google Workspace
- Microsoft 365
- salesforce
- Adobe

MDM Solutions

- Ivanti Neurons for MDM
- Microsoft Intune
- Ivanti Avalanche
- Workspace ONE

ivanti Neurons

It all starts with a Base, then you add Ingredients



IN-DISC-C

IN-PATCH-MEM-C

IN-HEALING-C

IN-PATCH-MGT-C

IN-EDGE-INTEL-C

IN-SPEND-INTEL-C

IN-WKSPACE-C

IN-PLATFORM-CSV-C

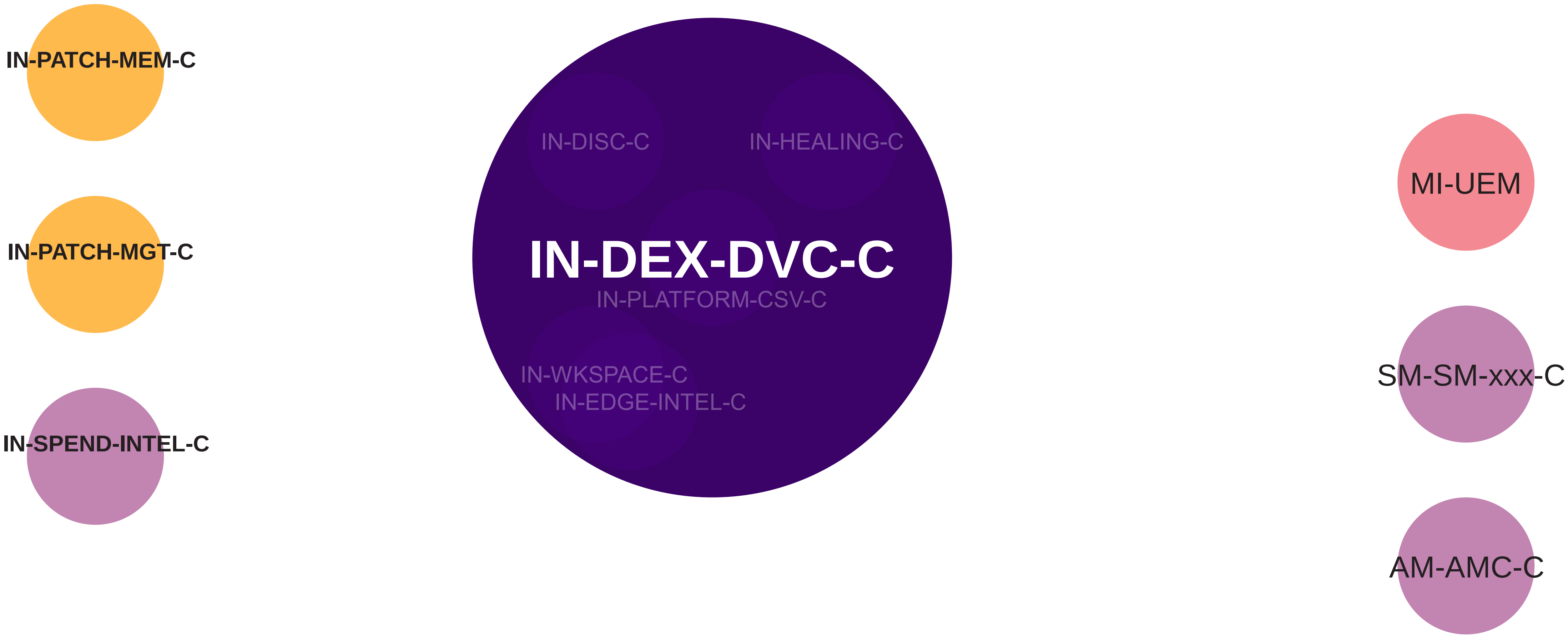
MI-UEM

SM-SM-xxx-C

AM-AMC-C

Please note - Prices are indicative and may change. Please consult your Ivanti Reseller for updated pricing.

ivanti Neurons for DEX



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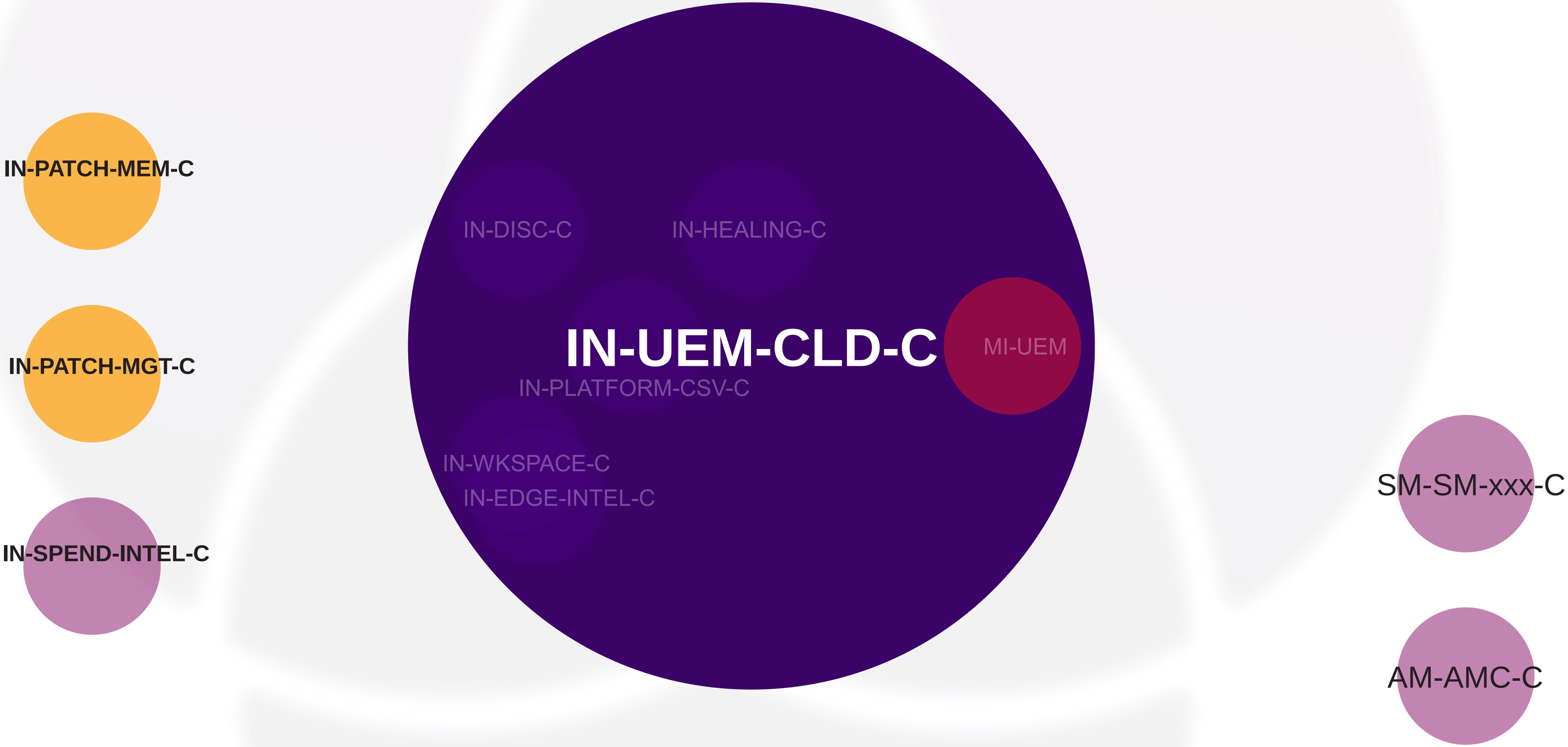
ivanti Neurons for UEM

Recipe



IN-PATCH-MEM-C

IN-PATCH-MGT-C

IN-SPEND-INTEL-C

IN-DISC-C

IN-HEALING-C

IN-UEM-CLD-C

MI-UEM

IN-PLATFORM-CSV-C

IN-WKSPACE-C

IN-EDGE-INTEL-C

SM-SM-xxx-C

AM-AMC-C

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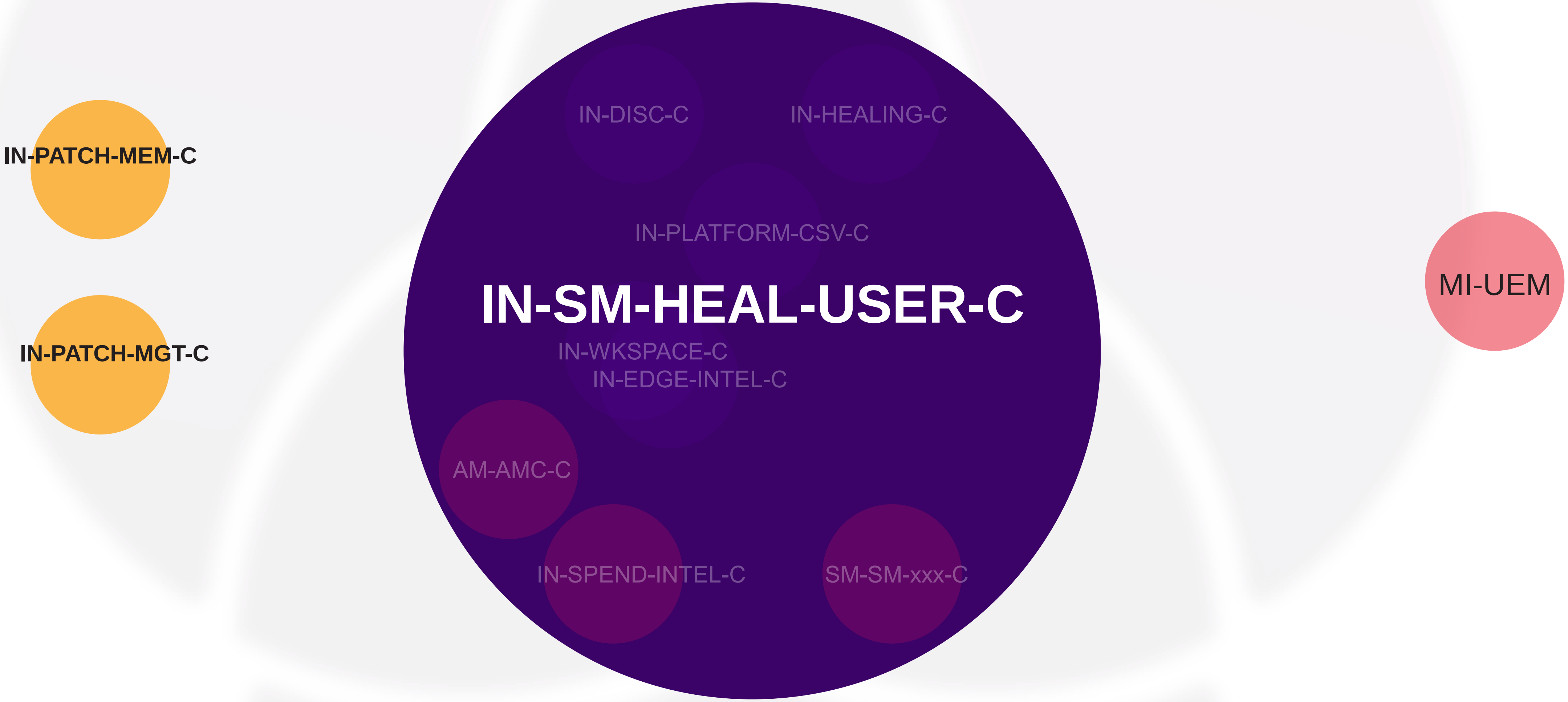
ivanti Neurons for ITSM w/Healing

Recipe



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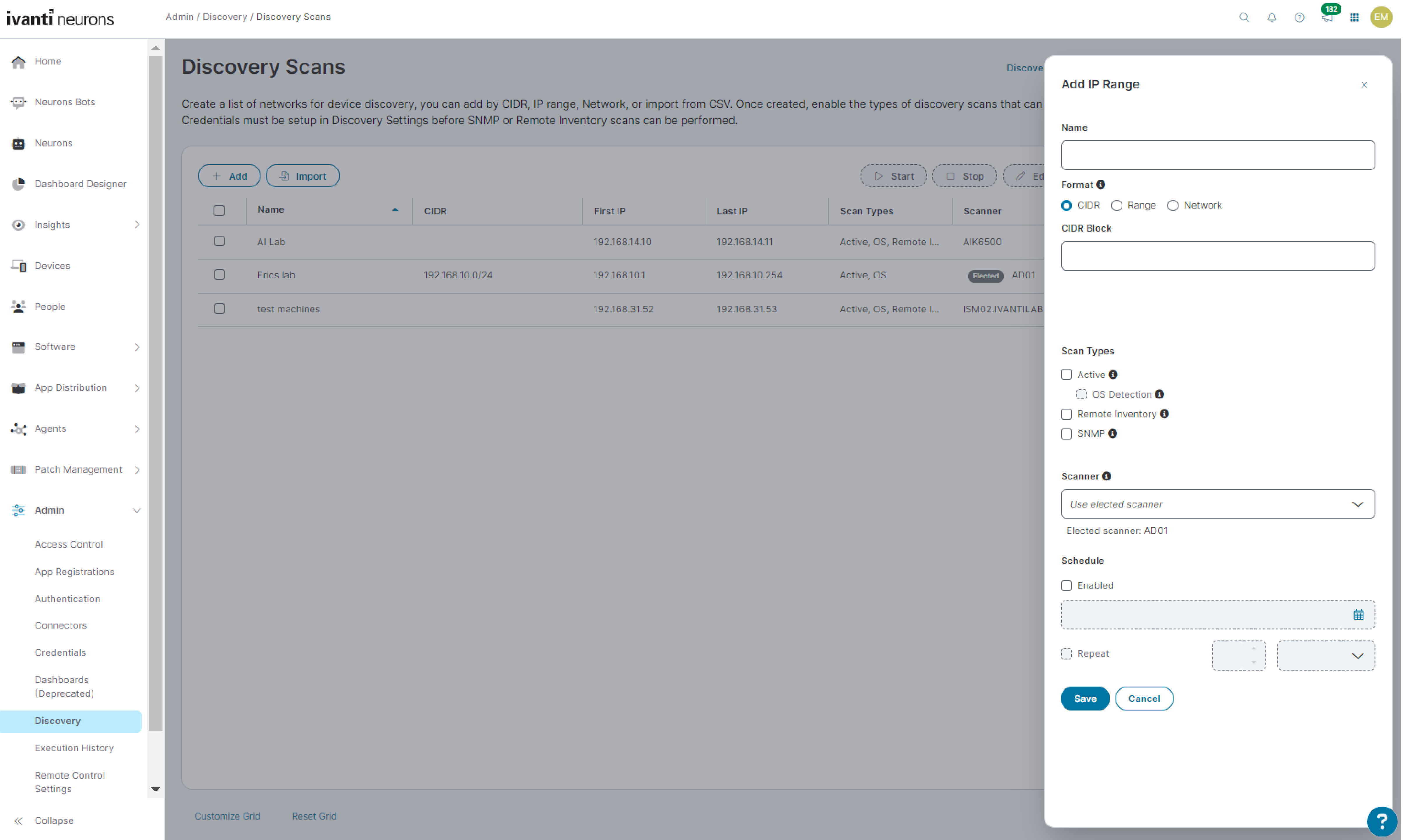


Discovery Scans

Create a list of networks for device discovery, you can add by CIDR, IP range, Network, or import from CSV. Once created, enable the types of discovery scans that can
Credentials must be setup in Discovery Settings before SNMP or Remote Inventory scans can be performed.

□	Name	CIDR	First IP	Last IP	Scan Types	Scanner
□	AI Lab		192.168.14.10	192.168.14.11	Active, OS, Remote I...	AIK6500
□	Erics lab	192.168.10.0/24	192.168.10.1	192.168.10.254	Active, OS	Elected AD01
□	test machines		192.168.31.52	192.168.31.53	Active, OS, Remote I...	ISM02.IVANTILAB

Add IP Range

Name

Format
● CIDR ○ Range ○ Network

CIDR Block

Scan Types

□ Active
□ OS Detection
□ Remote Inventory
□ SNMP

Scanner
Use elected scanner
Elected scanner: AD01

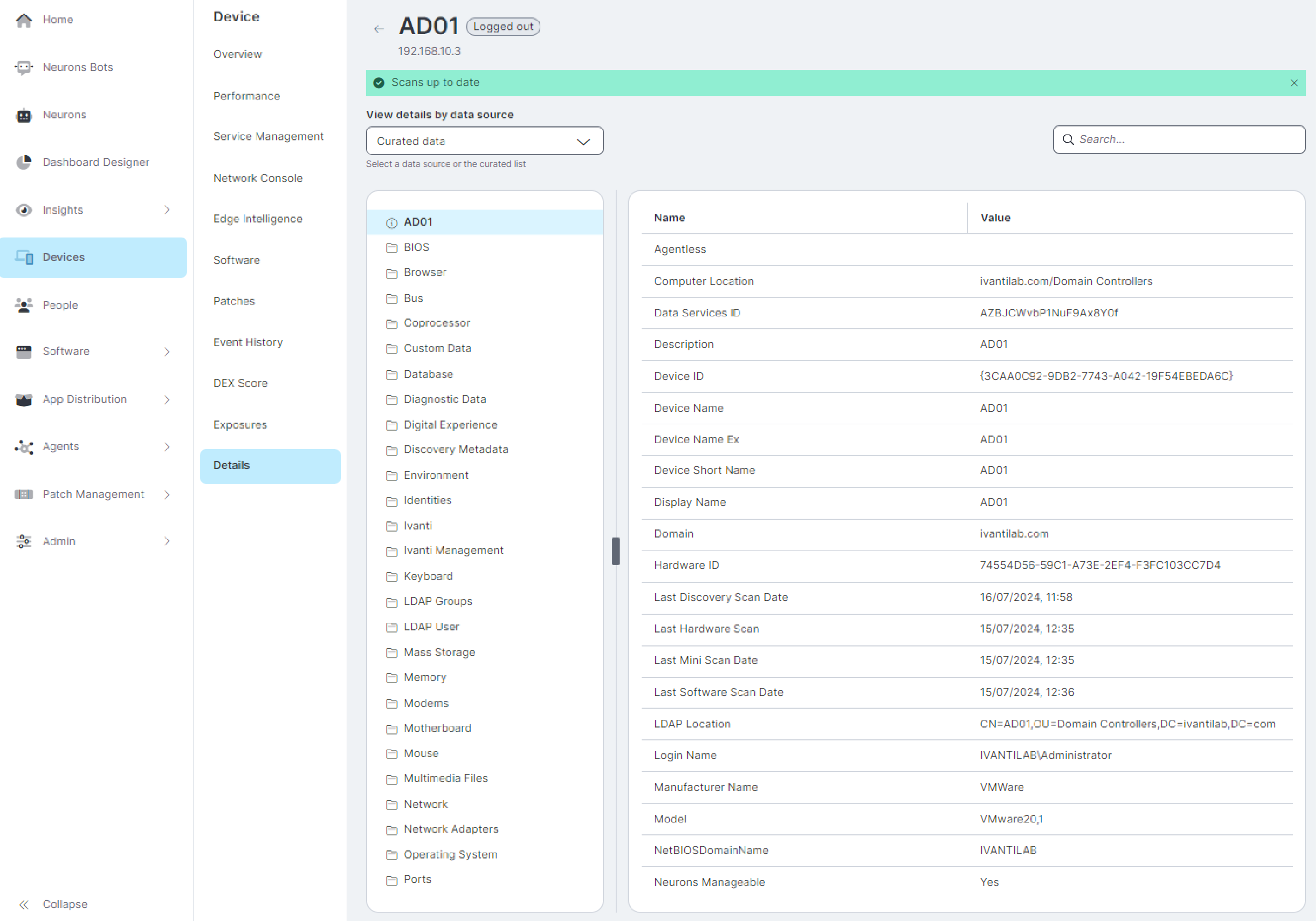
Schedule

□ Enabled

□ Repeat

Save Cancel

Device details



AD01 Logged out

192.168.10.3

Scans up to date

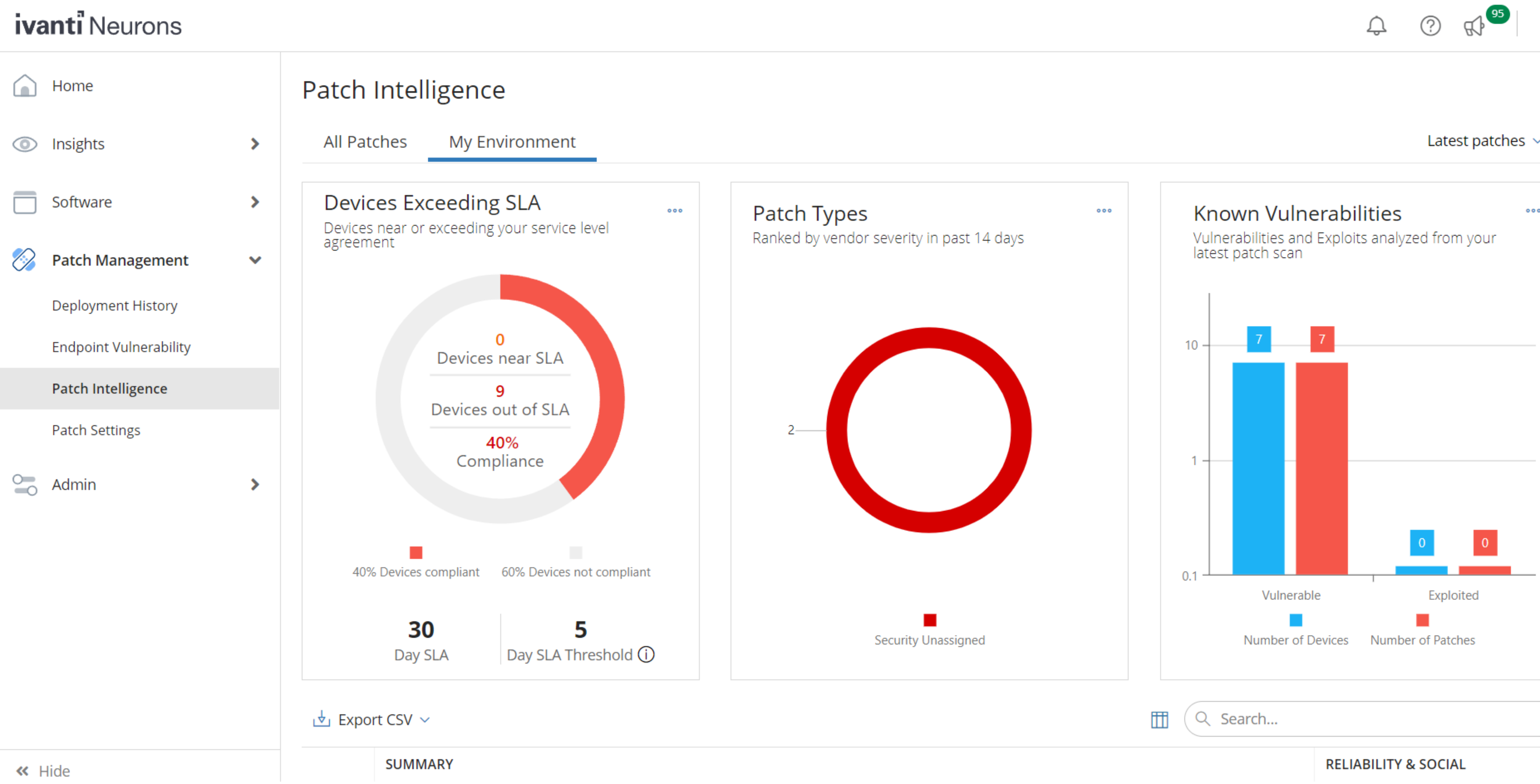
View details by data source

Curated data

Select a data source or the curated list

Search...

Name	Value
Agentless	
Computer Location	ivantilab.com/Domain Controllers
Data Services ID	AZBJCWvbP1NuF9Ax8Y0f
Description	AD01
Device ID	{3CAA0C92-9DB2-7743-A042-19F54EBEDA6C}
Device Name	AD01
Device Name Ex	AD01
Device Short Name	AD01
Display Name	AD01
Domain	ivantilab.com
Hardware ID	74554D56-59C1-A73E-2EF4-F3FC103CC7D4
Last Discovery Scan Date	16/07/2024, 11:58
Last Hardware Scan	15/07/2024, 12:35
Last Mini Scan Date	15/07/2024, 12:35
Last Software Scan Date	15/07/2024, 12:36
LDAP Location	CN=AD01,OU=Domain Controllers,DC=ivantilab,DC=com
Login Name	IVANTILAB\Administrator
Manufacturer Name	VMWare
Model	VMware20,1
NetBIOSDomainName	IVANTILAB
Neurons Manageable	Yes



Patch Intelligence

Devices Exceeding SLA

Devices near or exceeding your service level agreement

30 Day SLA

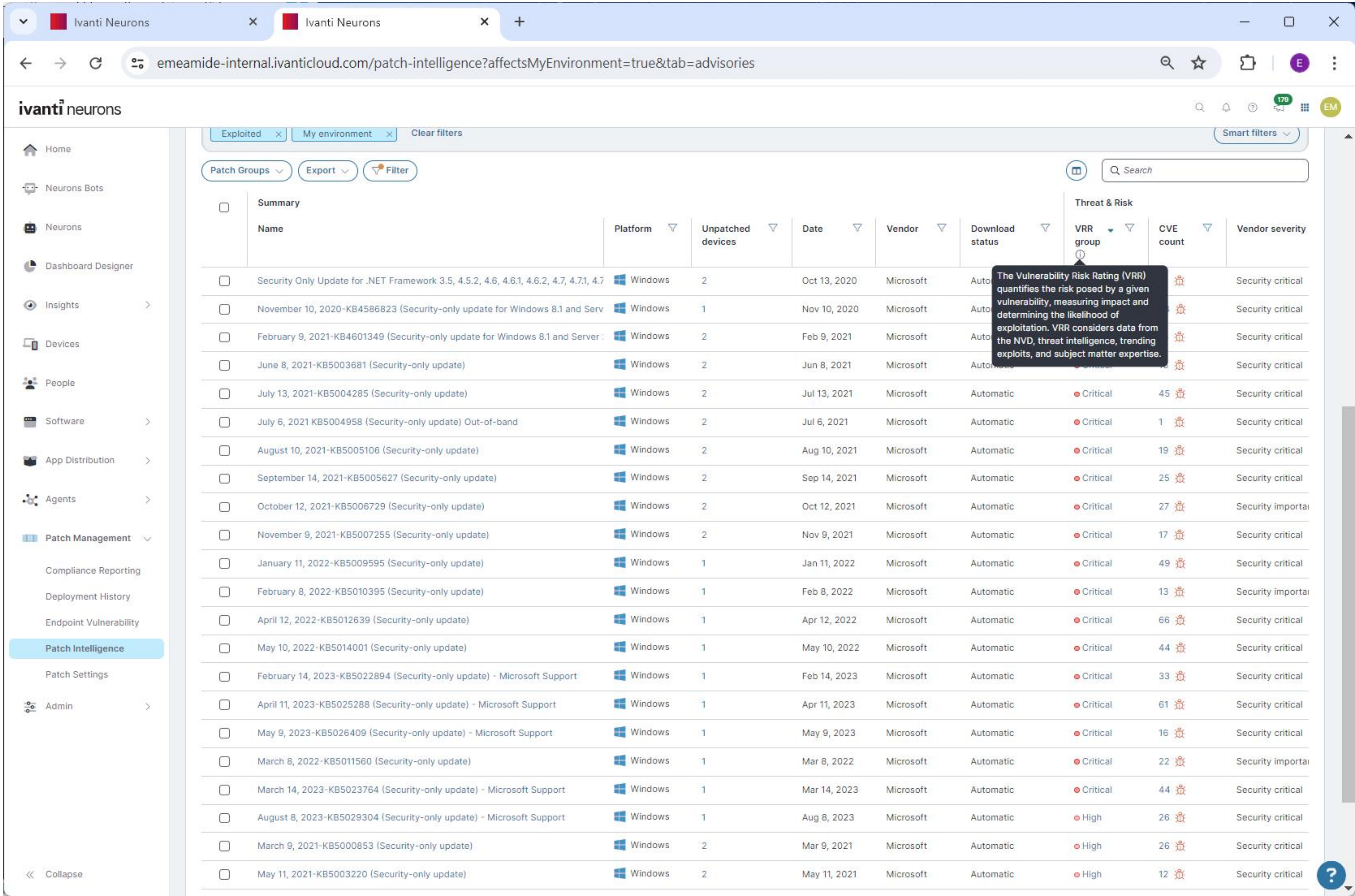
5 Day SLA Threshold

Patch Types

Ranked by vendor severity in past 14 days

Known Vulnerabilities

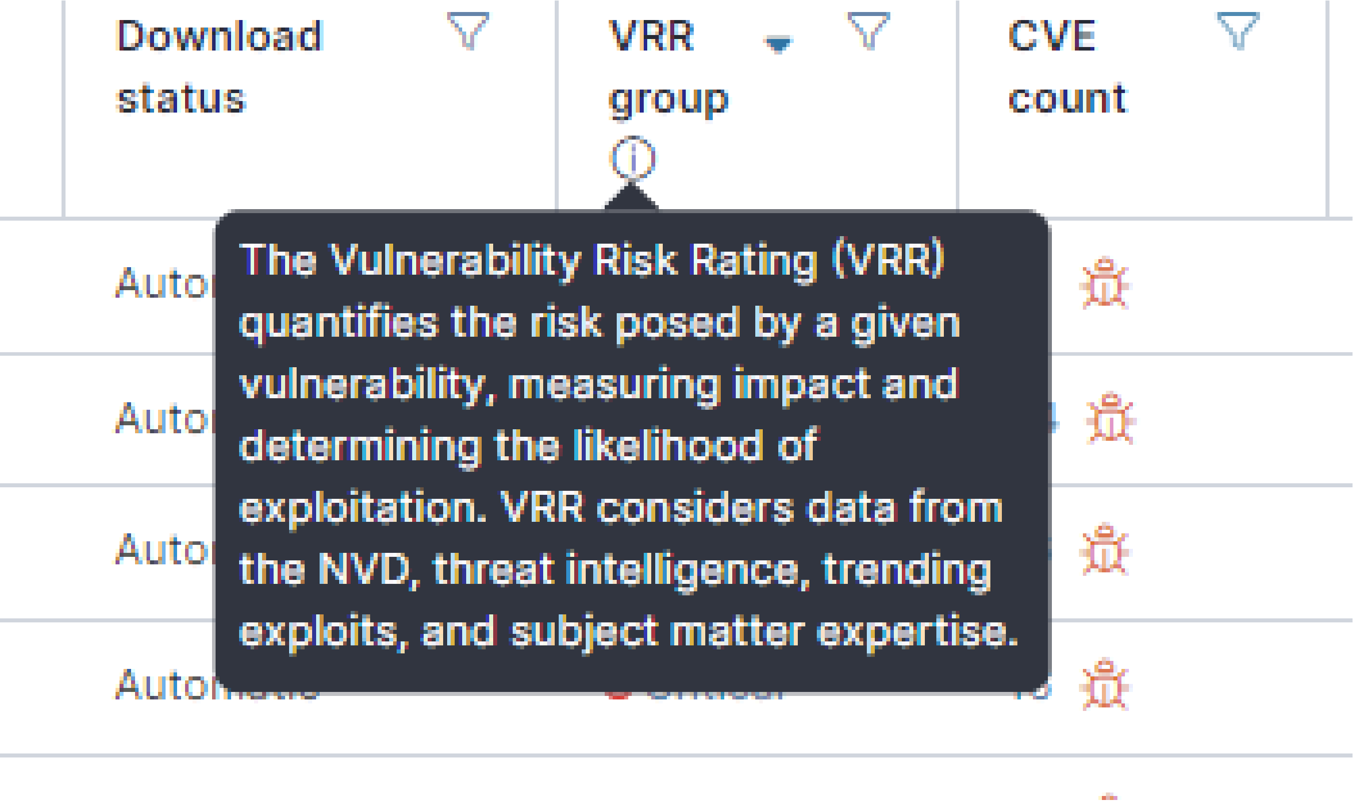
Vulnerabilities and Exploits analyzed from your latest patch scan



emeamide-internal.ivanticloud.com/patch-intelligence?affectsMyEnvironment=true&tab=advisories

□	Summary						Threat & Risk		
	Name	Platform	Unpatched devices	Date	Vendor	Download status	VRR group	CVE count	Vendor severity
□	Security Only Update for .NET Framework 3.5, 4.5.2, 4.6, 4.6.1, 4.6.2, 4.7, 4.7.1, 4.7	Windows	2	Oct 13, 2020	Microsoft	Auto			Security critical
□	November 10, 2020-KB4586823 (Security-only update for Windows 8.1 and Serv	Windows	1	Nov 10, 2020	Microsoft	Auto			Security critical
□	February 9, 2021-KB4601349 (Security-only update for Windows 8.1 and Server	Windows	2	Feb 9, 2021	Microsoft	Auto			Security critical
□	June 8, 2021-KB5003681 (Security-only update)	Windows	2	Jun 8, 2021	Microsoft	Automatic			Security critical
□	July 13, 2021-KB5004285 (Security-only update)	Windows	2	Jul 13, 2021	Microsoft	Automatic	● Critical	45	Security critical
□	July 6, 2021 KB5004958 (Security-only update) Out-of-band	Windows	2	Jul 6, 2021	Microsoft	Automatic	● Critical	1	Security critical
□	August 10, 2021-KB5005106 (Security-only update)	Windows	2	Aug 10, 2021	Microsoft	Automatic	● Critical	19	Security critical
□	September 14, 2021-KB5005627 (Security-only update)	Windows	2	Sep 14, 2021	Microsoft	Automatic	● Critical	25	Security critical
□	October 12, 2021-KB5006729 (Security-only update)	Windows	2	Oct 12, 2021	Microsoft	Automatic	● Critical	27	Security importa
□	November 9, 2021-KB5007255 (Security-only update)	Windows	2	Nov 9, 2021	Microsoft	Automatic	● Critical	17	Security critical
□	January 11, 2022-KB5009595 (Security-only update)	Windows	1	Jan 11, 2022	Microsoft	Automatic	● Critical	49	Security critical
□	February 8, 2022-KB5010395 (Security-only update)	Windows	1	Feb 8, 2022	Microsoft	Automatic	● Critical	13	Security importa
□	April 12, 2022-KB5012639 (Security-only update)	Windows	1	Apr 12, 2022	Microsoft	Automatic	● Critical	66	Security critical
□	May 10, 2022-KB5014001 (Security-only update)	Windows	1	May 10, 2022	Microsoft	Automatic	● Critical	44	Security critical
□	February 14, 2023-KB5022894 (Security-only update) - Microsoft Support	Windows	1	Feb 14, 2023	Microsoft	Automatic	● Critical	33	Security critical
□	April 11, 2023-KB5025288 (Security-only update) - Microsoft Support	Windows	1	Apr 11, 2023	Microsoft	Automatic	● Critical	61	Security critical
□	May 9, 2023-KB5026409 (Security-only update) - Microsoft Support	Windows	1	May 9, 2023	Microsoft	Automatic	● Critical	16	Security critical
□	March 8, 2022-KB5011560 (Security-only update)	Windows	1	Mar 8, 2022	Microsoft	Automatic	● Critical	22	Security importa
□	March 14, 2023-KB5023764 (Security-only update) - Microsoft Support	Windows	1	Mar 14, 2023	Microsoft	Automatic	● Critical	44	Security critical
□	August 8, 2023-KB5029304 (Security-only update) - Microsoft Support	Windows	1	Aug 8, 2023	Microsoft	Automatic	○ High	26	Security critical
□	March 9, 2021-KB5000853 (Security-only update)	Windows	2	Mar 9, 2021	Microsoft	Automatic	○ High	26	Security critical
□	May 11, 2021-KB5003220 (Security-only update)	Windows	2	May 11, 2021	Microsoft	Automatic	○ High	12	Security critical

The Vulnerability Risk Rating (VRR) quantifies the risk posed by a given vulnerability, measuring impact and determining the likelihood of exploitation. VRR considers data from the NVD, threat intelligence, trending exploits, and subject matter expertise.

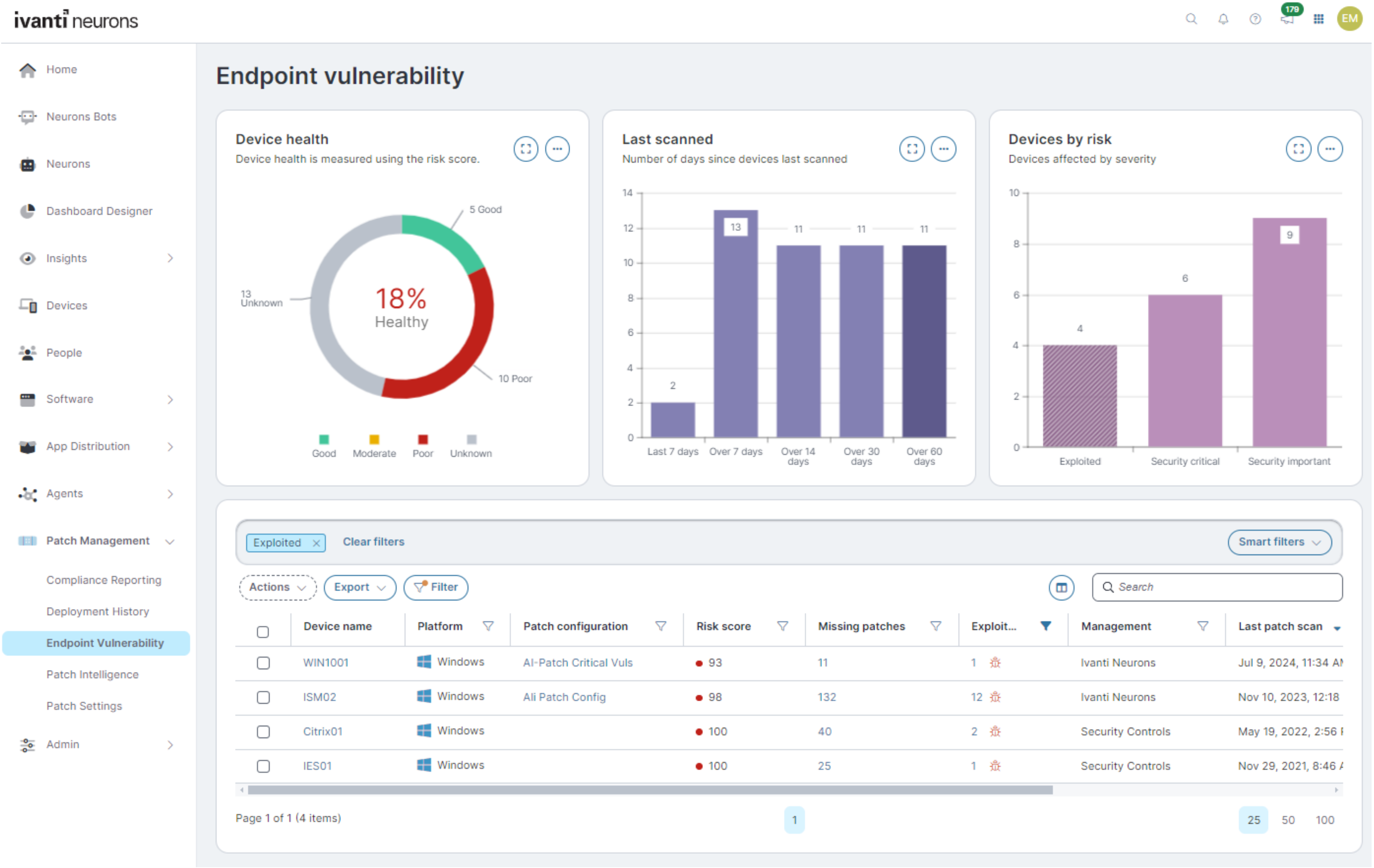


The Vulnerability Risk Rating (VRR) quantifies the risk posed by a given vulnerability, measuring impact and determining the likelihood of exploitation. VRR considers data from the NVD, threat intelligence, trending exploits, and subject matter expertise.

Ivanti Neurons for Patch Management

Ivanti Neurons for Patch Management

Evolve to a risk-based vulnerability remediation strategy. Ivanti Neurons for Patch Management is a cloud-native patch management solution built to modernize how IT organizations need to respond to security risks presented by software vulnerabilities.



☐	Device name	Platform	Patch configuration	Risk score	Missing patches	Exploit...	Management	Last patch scan
☐	WIN1001	Windows	AI-Patch Critical Vuls	● 93	11	1	Ivanti Neurons	Jul 9, 2024, 11:34 A
☐	ISM02	Windows	Ali Patch Config	● 98	132	12	Ivanti Neurons	Nov 10, 2023, 12:18
☐	Citrix01	Windows		● 100	40	2	Security Controls	May 19, 2022, 2:56
☐	IES01	Windows		● 100	25	1	Security Controls	Nov 29, 2021, 8:46

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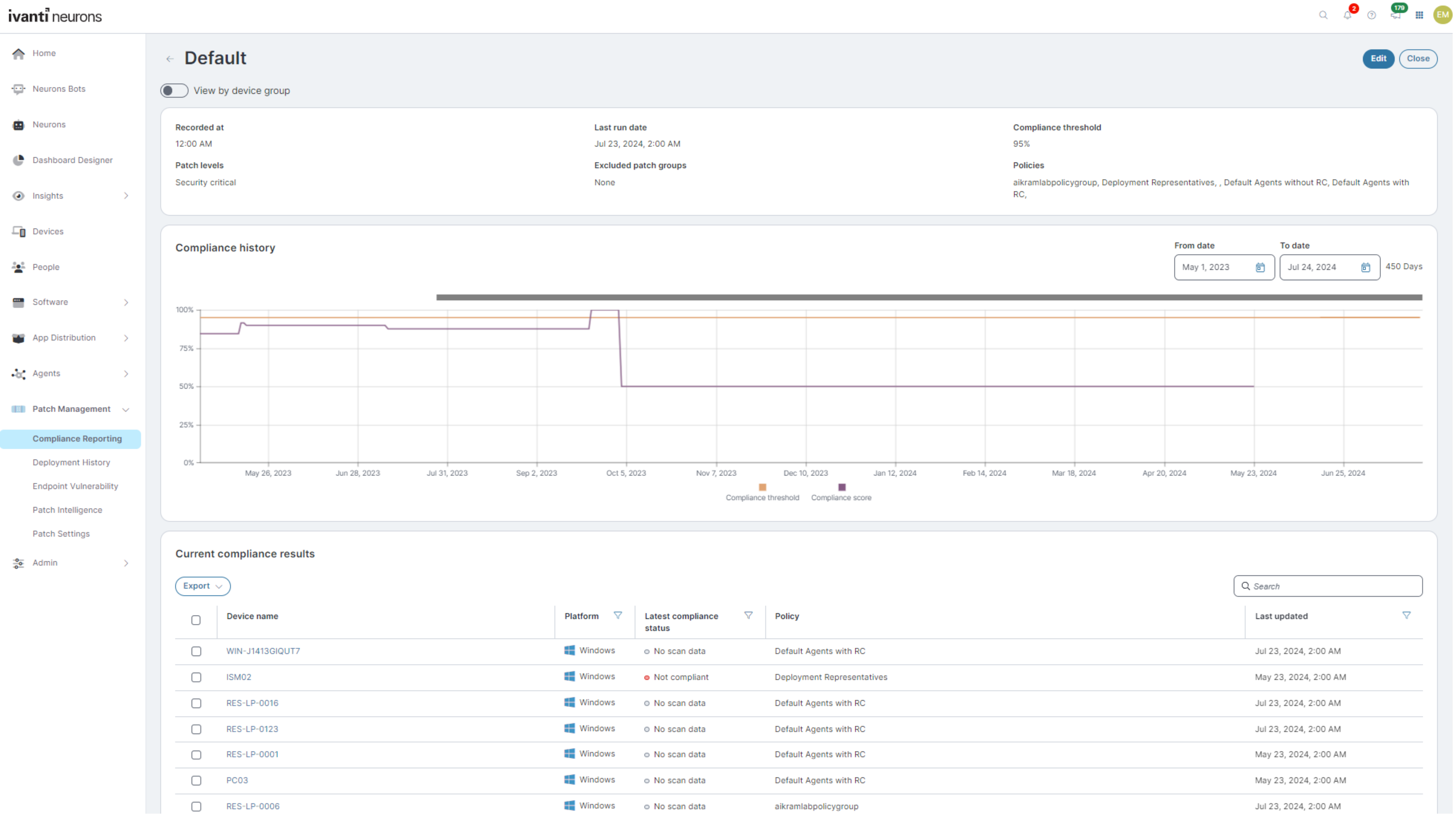
Ivanti Neurons for Patch Management



Default

○ View by device group

Recorded at
12:00 AM

Last run date
Jul 23, 2024, 2:00 AM

Compliance threshold
95%

Patch levels
Security critical

Excluded patch groups
None

Policies
aikramlabpolicygroup, Deployment Representatives, , Default Agents without RC, Default Agents with RC,

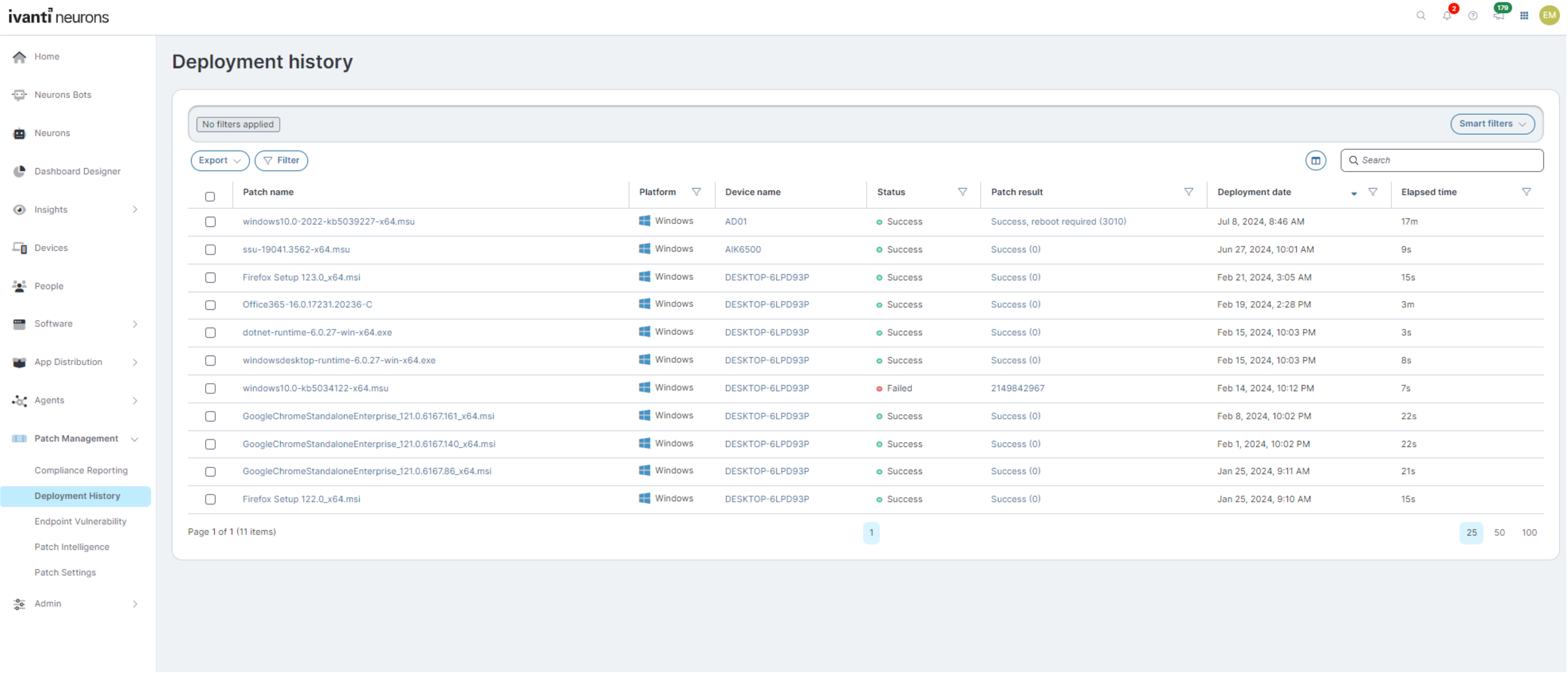
Compliance history

From date: May 1, 2023
To date: Jul 24, 2024
450 Days

Current compliance results

□	Device name	Platform	Latest compliance status	Policy	Last updated
□	WIN-J1413GIQUT7	Windows	○ No scan data	Default Agents with RC	Jul 23, 2024, 2:00 AM
□	ISM02	Windows	● Not compliant	Deployment Representatives	May 23, 2024, 2:00 AM
□	RES-LP-0016	Windows	○ No scan data	Default Agents with RC	Jul 23, 2024, 2:00 AM
□	RES-LP-0123	Windows	○ No scan data	Default Agents with RC	Jul 23, 2024, 2:00 AM
□	RES-LP-0001	Windows	○ No scan data	Default Agents with RC	May 23, 2024, 2:00 AM
□	PC03	Windows	○ No scan data	Default Agents with RC	May 23, 2024, 2:00 AM
□	RES-LP-0006	Windows	○ No scan data	aikramlabpolicygroup	Jul 23, 2024, 2:00 AM

Ivanti Neurons for Patch Management



Deployment history

□	Patch name	Platform	Device name	Status	Patch result	Deployment date	Elapsed time
□	windows10.0-2022-kb5039227-x64.msu	Windows	AD01	● Success	Success, reboot required (3010)	Jul 8, 2024, 8:46 AM	17m
□	ssu-19041.3562-x64.msu	Windows	AIK6500	● Success	Success (0)	Jun 27, 2024, 10:01 AM	9s
□	Firefox Setup 123.0_x64.msi	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Feb 21, 2024, 3:05 AM	15s
□	Office365-16.0.17231.20236-C	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Feb 19, 2024, 2:28 PM	3m
□	dotnet-runtime-6.0.27-win-x64.exe	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Feb 15, 2024, 10:03 PM	3s
□	windowsdesktop-runtime-6.0.27-win-x64.exe	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Feb 15, 2024, 10:03 PM	8s
□	windows10.0-kb5034122-x64.msu	Windows	DESKTOP-6LPD93P	● Failed	2149842967	Feb 14, 2024, 10:12 PM	7s
□	GoogleChromeStandaloneEnterprise_121.0.6167.161_x64.msi	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Feb 8, 2024, 10:02 PM	22s
□	GoogleChromeStandaloneEnterprise_121.0.6167.140_x64.msi	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Feb 1, 2024, 10:02 PM	22s
□	GoogleChromeStandaloneEnterprise_121.0.6167.86_x64.msi	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Jan 25, 2024, 9:11 AM	21s
□	Firefox Setup 122.0_x64.msi	Windows	DESKTOP-6LPD93P	● Success	Success (0)	Jan 25, 2024, 9:10 AM	15s

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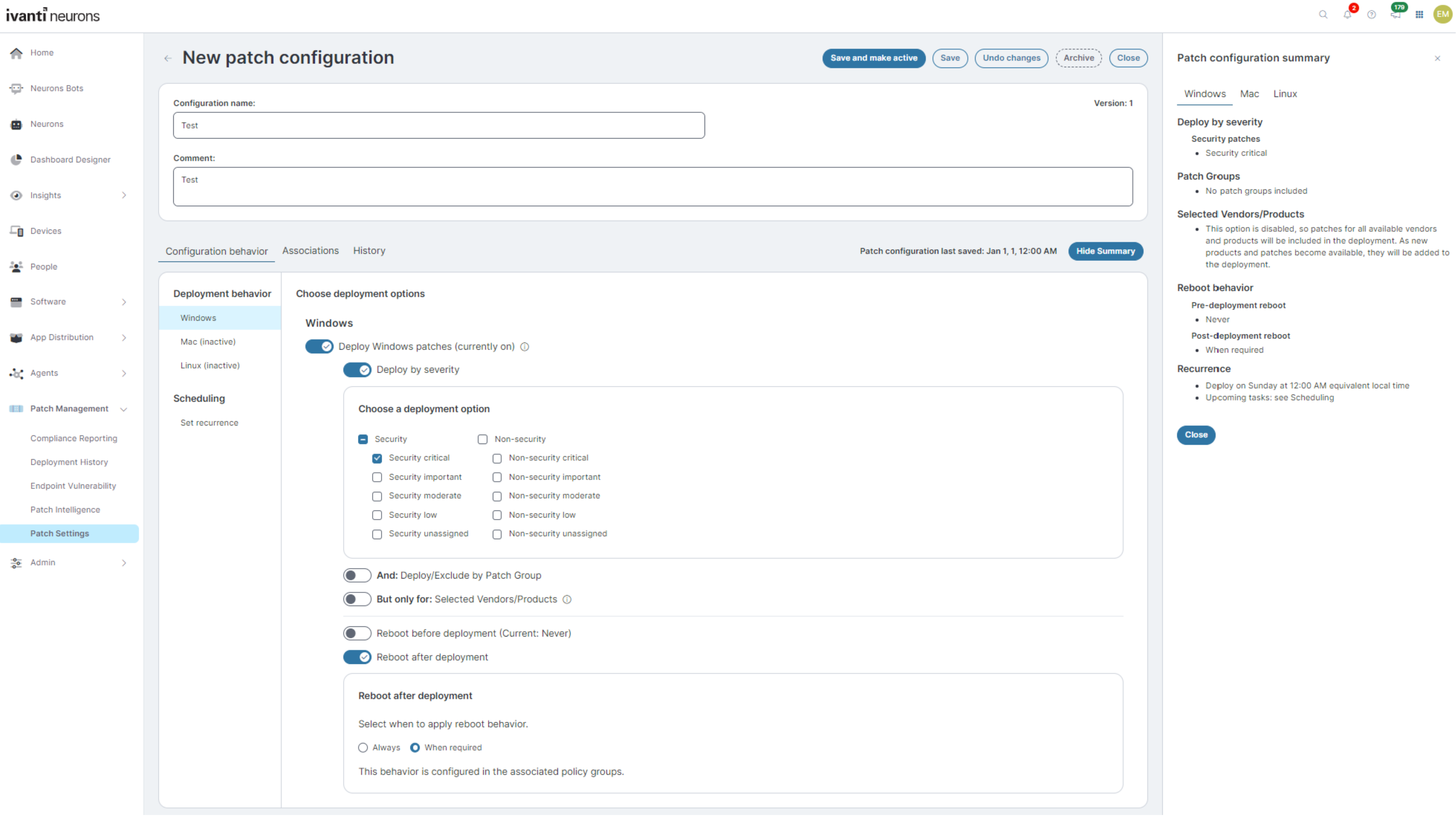
1

25 50 100

Ivanti Neurons for Patch Management



New patch configuration

Configuration name: Test

Version: 1

Comment: Test

Patch configuration last saved: Jan 1, 1, 12:00 AM

Choose deployment options

Windows

● Deploy Windows patches (currently on)

● Deploy by severity

Choose a deployment option

▣ Security	□ Non-security
☑ Security critical	□ Non-security critical
□ Security important	□ Non-security important
□ Security moderate	□ Non-security moderate
□ Security low	□ Non-security low
□ Security unassigned	□ Non-security unassigned

○ **And:** Deploy/Exclude by Patch Group

○ **But only for:** Selected Vendors/Products

○ Reboot before deployment (Current: Never)

● Reboot after deployment

Reboot after deployment

Select when to apply reboot behavior.

○ Always ● When required

This behavior is configured in the associated policy groups.

Patch configuration summary

Deploy by severity

Security patches

- Security critical

Patch Groups

- No patch groups included

Selected Vendors/Products

- This option is disabled, so patches for all available vendors and products will be included in the deployment. As new products and patches become available, they will be added to the deployment.

Reboot behavior

Pre-deployment reboot

- Never

Post-deployment reboot

- When required

Recurrence

- Deploy on Sunday at 12:00 AM equivalent local time
- Upcoming tasks: see Scheduling

Ivanti Neurons for Patch Management – Key Takeaways

Patch management

Comprehensive patch management capabilities for Windows and third-party applications.

Cloud-native solution

Start your journey from on-prem patch management to the cloud with the strength of Ivanti's patch technology.

Single pane of glass

Visibility into all endpoints, advanced vulnerability and patch insights, and full patch management capabilities in a single web interface.

Risk-based prioritization

Target the patches that remediate the riskiest vulnerabilities with insights into the risk exposure that a patch resolves – including ties to ransomware.

Active threat context

Proactively patch against the riskiest vulnerabilities in your environment with vulnerability ratings that account for real-world risks.

Patch reliability

Save time and reduce patch deployment failures with patch reliability insights from crowdsourced social sentiment data and anonymized patch deployment data.

Ivanti Neurons: Edge Intelligence

Real Time Intelligence

Operational Awareness

Real-Time Sensor

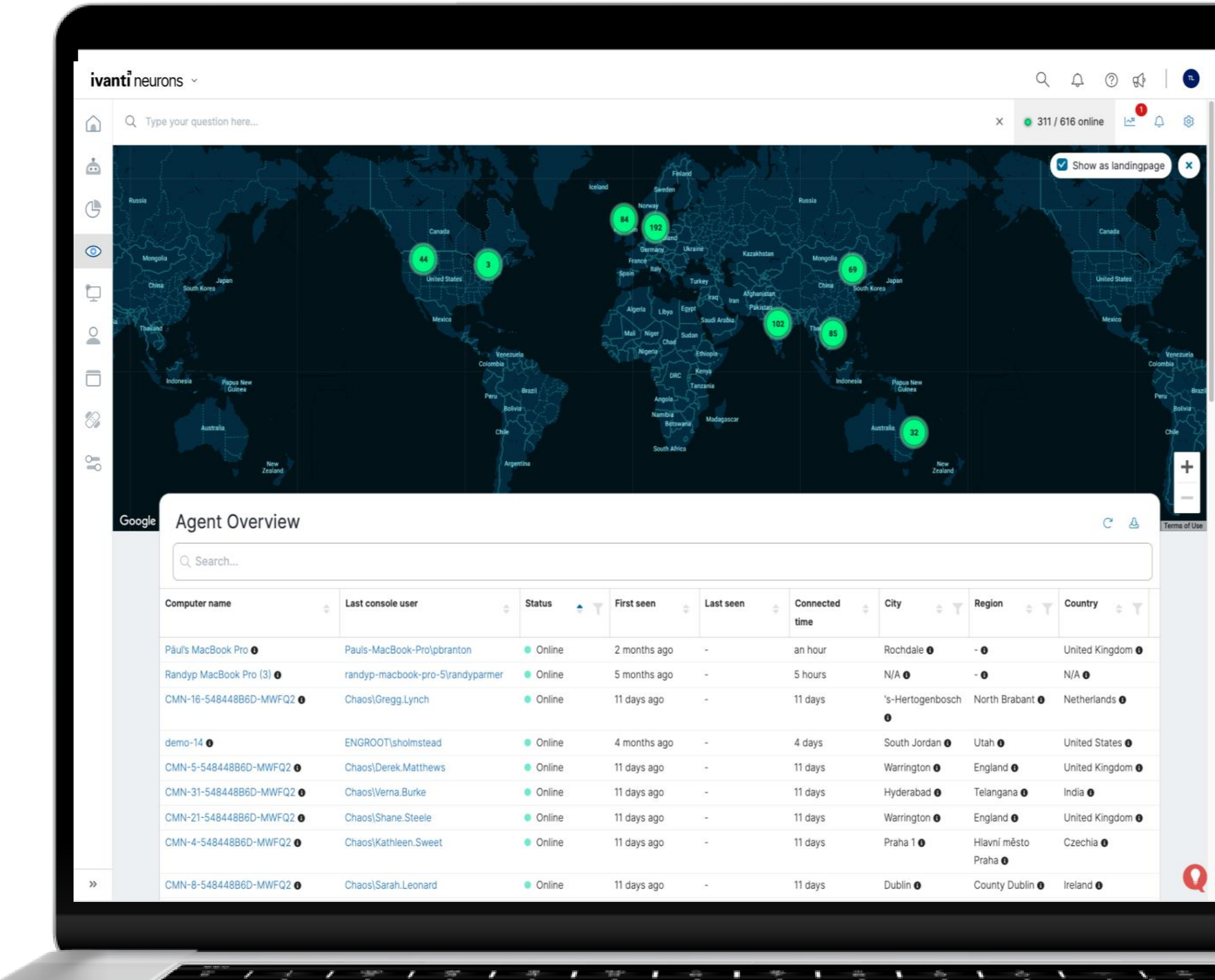
Under 15 Seconds to Query all Devices

Sensor Based

Trending

Snapshots

Visualize Current State of Devices

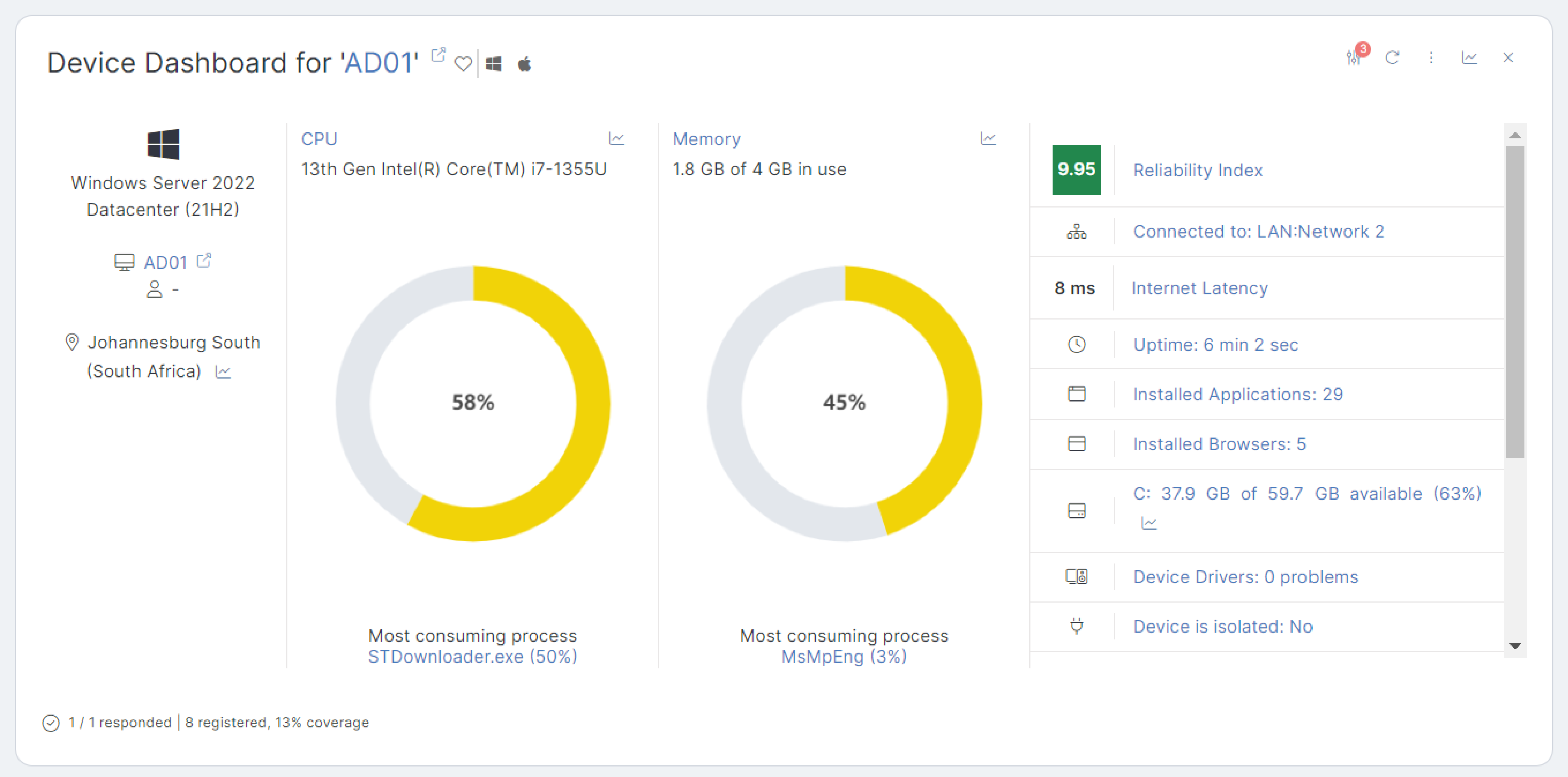


Agent Overview

Search...

Computer name	Last console user	Status	First seen	Last seen	Connected time	City	Region	Country
Päul's MacBook Pro	Pauls-MacBook-Pro\pbranton	● Online	2 months ago	-	an hour	Rochdale	-	United Kingdom
Randyp MacBook Pro (3)	randyp-macbook-pro-5\randyparmer	● Online	5 months ago	-	5 hours	N/A	-	N/A
CMN-16-548448B6D-MWFQ2	Chaos\Gregg.Lynch	● Online	11 days ago	-	11 days	's-Hertogenbosch	North Brabant	Netherlands
demo-14	ENGROOT\sholmstead	● Online	4 months ago	-	4 days	South Jordan	Utah	United States
CMN-5-548448B6D-MWFQ2	Chaos\Derek.Matthews	● Online	11 days ago	-	11 days	Warrington	England	United Kingdom
CMN-31-548448B6D-MWFQ2	Chaos\Verna.Burke	● Online	11 days ago	-	11 days	Hyderabad	Telangana	India
CMN-21-548448B6D-MWFQ2	Chaos\Shane.Steele	● Online	11 days ago	-	11 days	Warrington	England	United Kingdom
CMN-4-548448B6D-MWFQ2	Chaos\Kathleen.Sweet	● Online	11 days ago	-	11 days	Praha 1	Hlavní město Praha	Czechia
CMN-8-548448B6D-MWFQ2	Chaos\Sarah.Leonard	● Online	11 days ago	-	11 days	Dublin	County Dublin	Ireland

Edge Intelligence details



Device Dashboard for 'AD01'

Windows Server 2022 Datacenter (21H2)

AD01

-

Johannesburg South (South Africa)

Most consuming process
STDownloader.exe (50%)

Most consuming process
MsMpEng (3%)

9.95 Reliability Index

Connected to: LAN:Network 2

8 ms Internet Latency

Uptime: 6 min 2 sec

Installed Applications: 29

Installed Browsers: 5

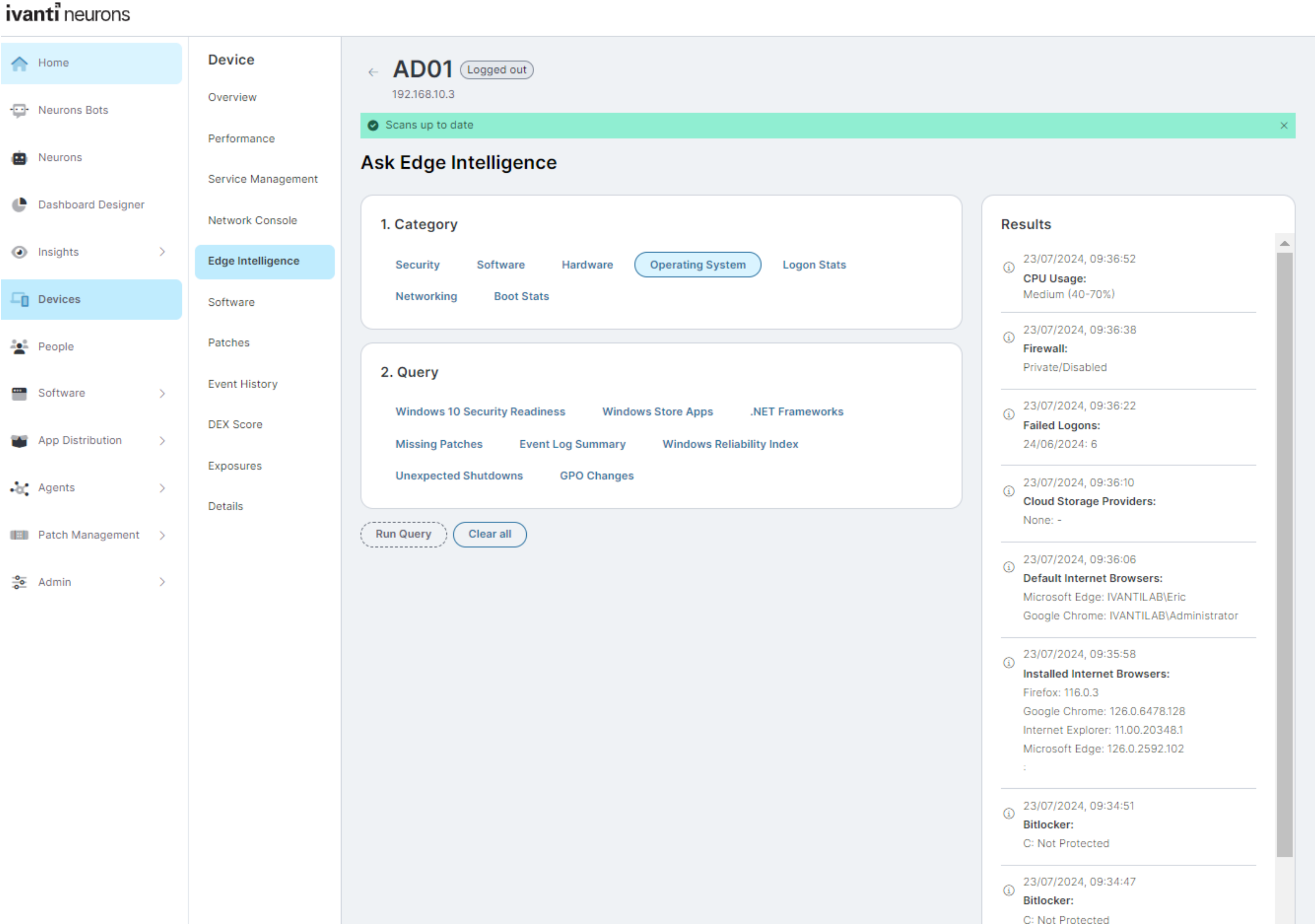
C: 37.9 GB of 59.7 GB available (63%)

Device Drivers: 0 problems

Device is isolated: No

1 / 1 responded | 8 registered, 13% coverage

Edge Intelligence details



AD01 Logged out

192.168.10.3

Scans up to date

Ask Edge Intelligence

1. Category

Security · Software · Hardware · Operating System · Logon Stats · Networking · Boot Stats

2. Query

Windows 10 Security Readiness · Windows Store Apps · .NET Frameworks · Missing Patches · Event Log Summary · Windows Reliability Index · Unexpected Shutdowns · GPO Changes

Results

23/07/2024, 09:36:52
CPU Usage:
Medium (40-70%)

23/07/2024, 09:36:38
Firewall:
Private/Disabled

23/07/2024, 09:36:22
Failed Logons:
24/06/2024: 6

23/07/2024, 09:36:10
Cloud Storage Providers:
None: -

23/07/2024, 09:36:06
Default Internet Browsers:
Microsoft Edge: IVANTILAB\Eric
Google Chrome: IVANTILAB\Administrator

23/07/2024, 09:35:58
Installed Internet Browsers:
Firefox: 116.0.3
Google Chrome: 126.0.6478.128
Internet Explorer: 11.00.20348.1
Microsoft Edge: 126.0.2592.102
:

23/07/2024, 09:34:51
Bitlocker:
C: Not Protected

23/07/2024, 09:34:47
Bitlocker:
C: Not Protected

Ivanti Neurons: Spend Intelligence

Software & Cloud Usage Insights

Discovered Software Management

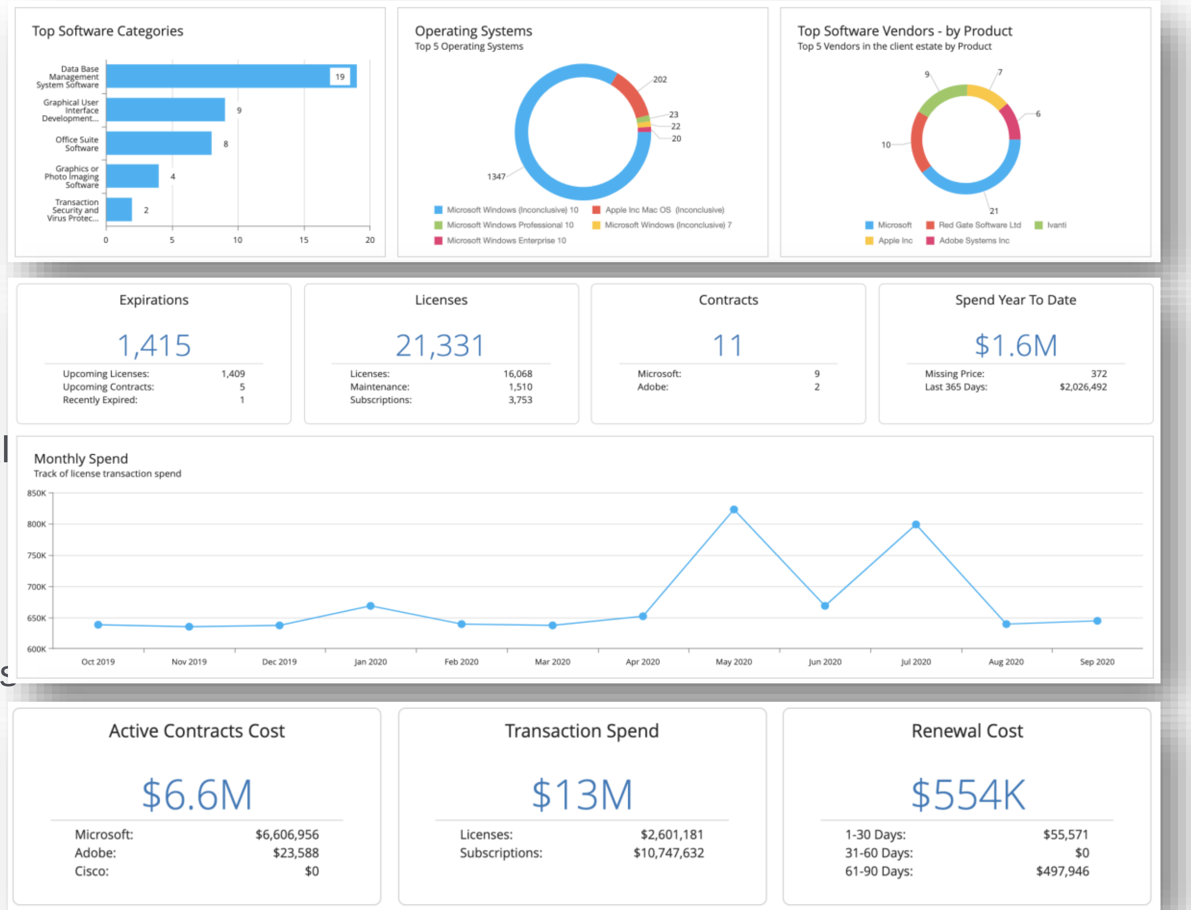
- Product Installations, Normalized against Software Library
- Installs, Usage, EOL, Prohibited, Reclamation

Software Usage & Spend Management

- Purchase imports (MLS and more)
- SKU Library
- Contract and License Spend Dashboards, Renewal
- Usage vs Purchase Comparison

SaaS

- Microsoft, Adobe, SFDC & SSO integration
- User and Usage view across any SaaS applications via SSO
- Activity & Spend on MS, Adobe & SFDC


Top Software Categories
Data Base Management System Software
Graphical User Interface Development...
Office Suite Software
Graphics or Photo Imaging Software
Transaction Security and Virus Protec...
19
9
8
4
2
0
5
10
15
20
Operating Systems
Top 5 Operating Systems
202
23
22
20
1347
Microsoft Windows (Inconclusive) 10
Apple Inc Mac OS (Inconclusive)
Microsoft Windows Professional 10
Microsoft Windows (Inconclusive) 7
Microsoft Windows Enterprise 10
Top Software Vendors - by Product
Top 5 Vendors in the client estate by Product
9
7
6
10
21
Microsoft
Red Gate Software Ltd
Ivanti
Apple Inc
Adobe Systems Inc

Expirations	
1,415	
Upcoming Licenses:	1,409
Upcoming Contracts:	5
Recently Expired:	1

Licenses	
21,331	
Licenses:	16,068
Maintenance:	1,510
Subscriptions:	3,753

Contracts	
11	
Microsoft:	9
Adobe:	2

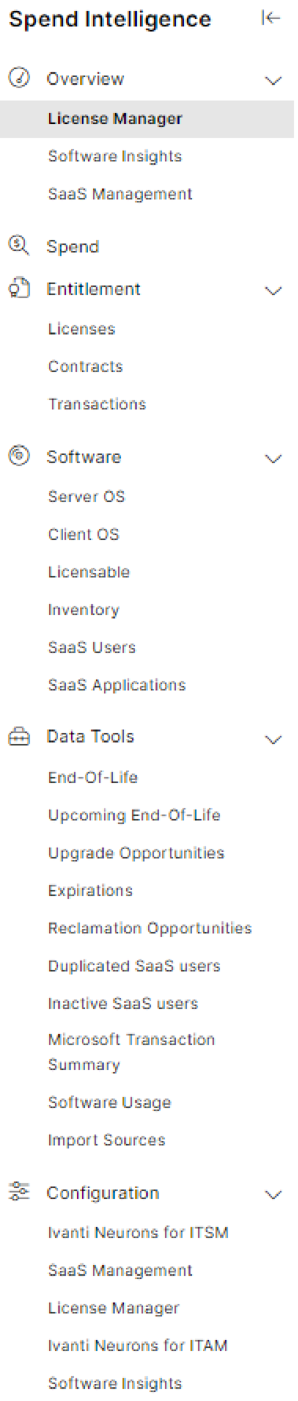
Spend Year To Date	
$1.6M	
Missing Price:	372
Last 365 Days:	$2,026,492

Monthly Spend
Track of license transaction spend
850K
800K
750K
700K
650K
600K
Oct 2019
Nov 2019
Dec 2019
Jan 2020
Feb 2020
Mar 2020
Apr 2020
May 2020
Jun 2020
Jul 2020
Aug 2020
Sep 2020

Active Contracts Cost	
$6.6M	
Microsoft:	$6,606,956
Adobe:	$23,588
Cisco:	$0

Transaction Spend	
$13M	
Licenses:	$2,601,181
Subscriptions:	$10,747,632

Renewal Cost	
$554K	
1-30 Days:	$55,571
31-60 Days:	$0
61-90 Days:	$497,946



Ivanti Neurons: Workspace

IT Analyst Workspace for a 360° view

Real-Time Data

Remote Control

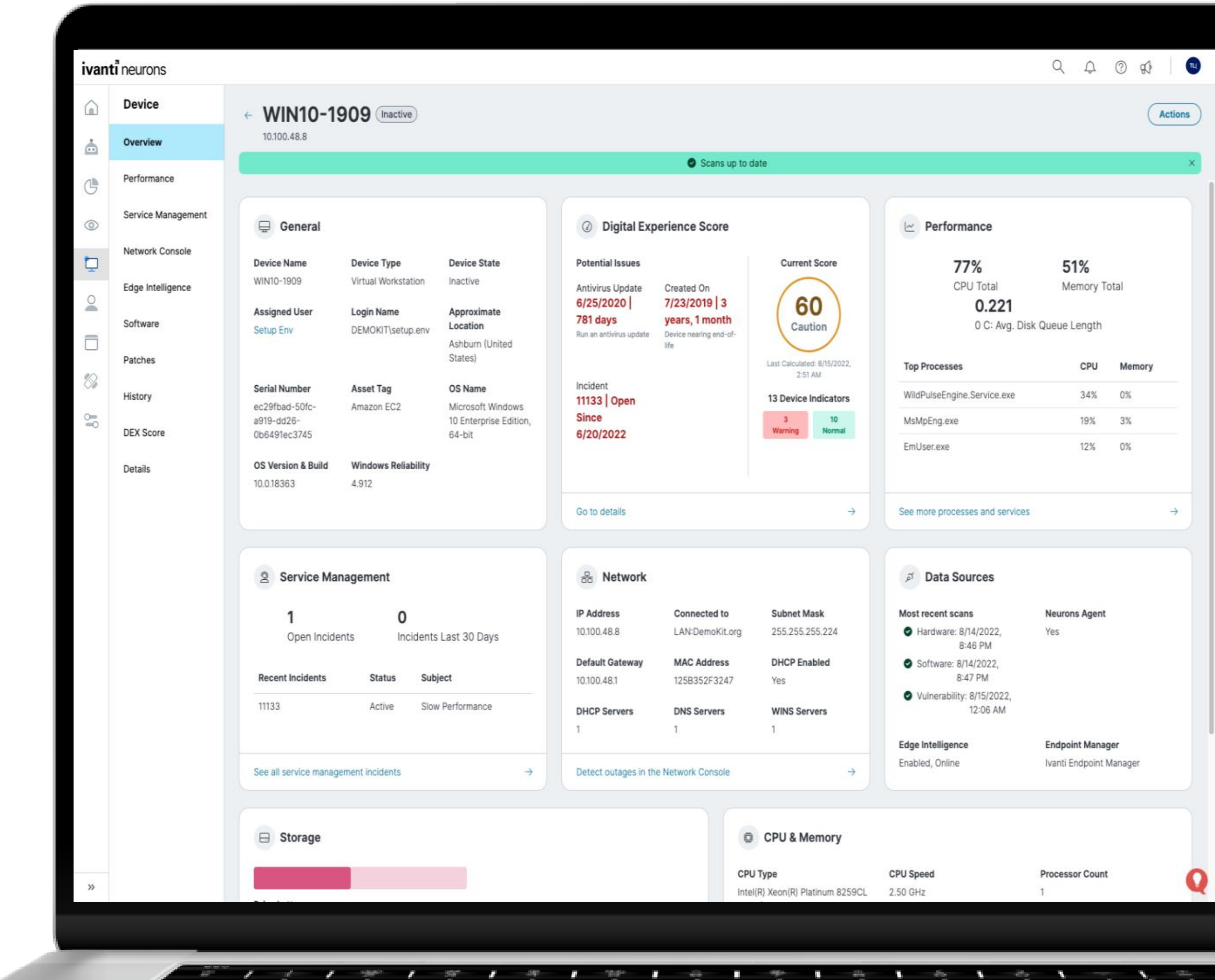
DEX Score

Password Reset

Reboot

Device Actions

Aggregated Device and People Views



WIN10-1909 Inactive
10.100.48.8

General

Device Name: WIN10-1909
Device Type: Virtual Workstation
Device State: Inactive
Assigned User: Setup Env
Login Name: DEMOKIT\setup.env
Approximate Location: Ashburn (United States)
Serial Number: ec29fbad-50fc-a919-dd26-0b6491ec3745
Asset Tag: Amazon EC2
OS Name: Microsoft Windows 10 Enterprise Edition, 64-bit
OS Version & Build: 10.0.18363
Windows Reliability: 4.912

Digital Experience Score

Potential Issues
Antivirus Update 6/25/2020 | 781 days
Run an antivirus update
Created On 7/23/2019 | 3 years, 1 month
Device nearing end-of-life
Incident 11133 | Open Since 6/20/2022

Current Score
60 Caution
Last Calculated: 8/15/2022, 2:51 AM
13 Device Indicators
3 Warning
10 Normal

Go to details →

Performance

77% CPU Total
51% Memory Total
0.221
0 C: Avg. Disk Queue Length

Top Processes	CPU	Memory
WildPulseEngine.Service.exe	34%	0%
MsMpEng.exe	19%	3%
EmUser.exe	12%	0%

See more processes and services →

Service Management

1 Open Incidents
0 Incidents Last 30 Days

Recent Incidents	Status	Subject
11133	Active	Slow Performance

See all service management incidents →

Network

IP Address: 10.100.48.8
Connected to: LAN:DemoKit.org
Subnet Mask: 255.255.255.224
Default Gateway: 10.100.48.1
MAC Address: 125B352F3247
DHCP Enabled: Yes
DHCP Servers: 1
DNS Servers: 1
WINS Servers: 1

Detect outages in the Network Console →

Data Sources

Most recent scans
- Hardware: 8/14/2022, 8:46 PM
- Software: 8/14/2022, 8:47 PM
- Vulnerability: 8/15/2022, 12:06 AM

Neurons Agent: Yes
Edge Intelligence: Enabled, Online
Endpoint Manager: Ivanti Endpoint Manager

Storage

CPU & Memory

CPU Type: Intel(R) Xeon(R) Platinum 8259CL
CPU Speed: 2.50 GHz
Processor Count: 1

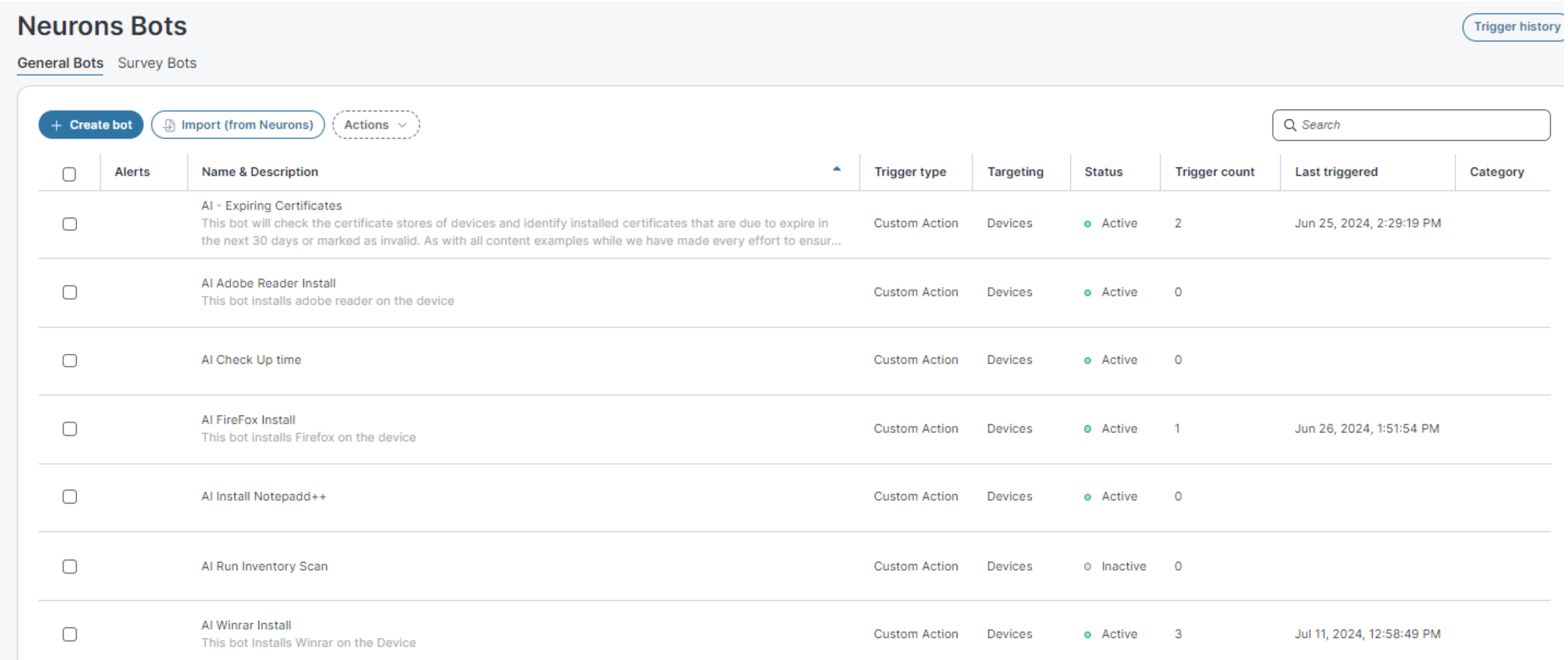
Custom Actions with Neurons Bots

Neurons Workspace provides the ability to create and use custom actions

Resolve More

Issues On the

First Call



Neurons Bots

□	Alerts	Name & Description	Trigger type	Targeting	Status	Trigger count	Last triggered	Category
□		AI - Expiring Certificates This bot will check the certificate stores of devices and identify installed certificates that are due to expire in the next 30 days or marked as invalid. As with all content examples while we have made every effort to ensur...	Custom Action	Devices	● Active	2	Jun 25, 2024, 2:29:19 PM	
□		AI Adobe Reader Install This bot installs adobe reader on the device	Custom Action	Devices	● Active	0		
□		AI Check Up time	Custom Action	Devices	● Active	0		
□		AI FireFox Install This bot installs Firefox on the device	Custom Action	Devices	● Active	1	Jun 26, 2024, 1:51:54 PM	
□		AI Install Notepadd++	Custom Action	Devices	● Active	0		
□		AI Run Inventory Scan	Custom Action	Devices	○ Inactive	0		
□		AI Winrar Install This bot Installs Winrar on the Device	Custom Action	Devices	● Active	3	Jul 11, 2024, 12:58:49 PM	

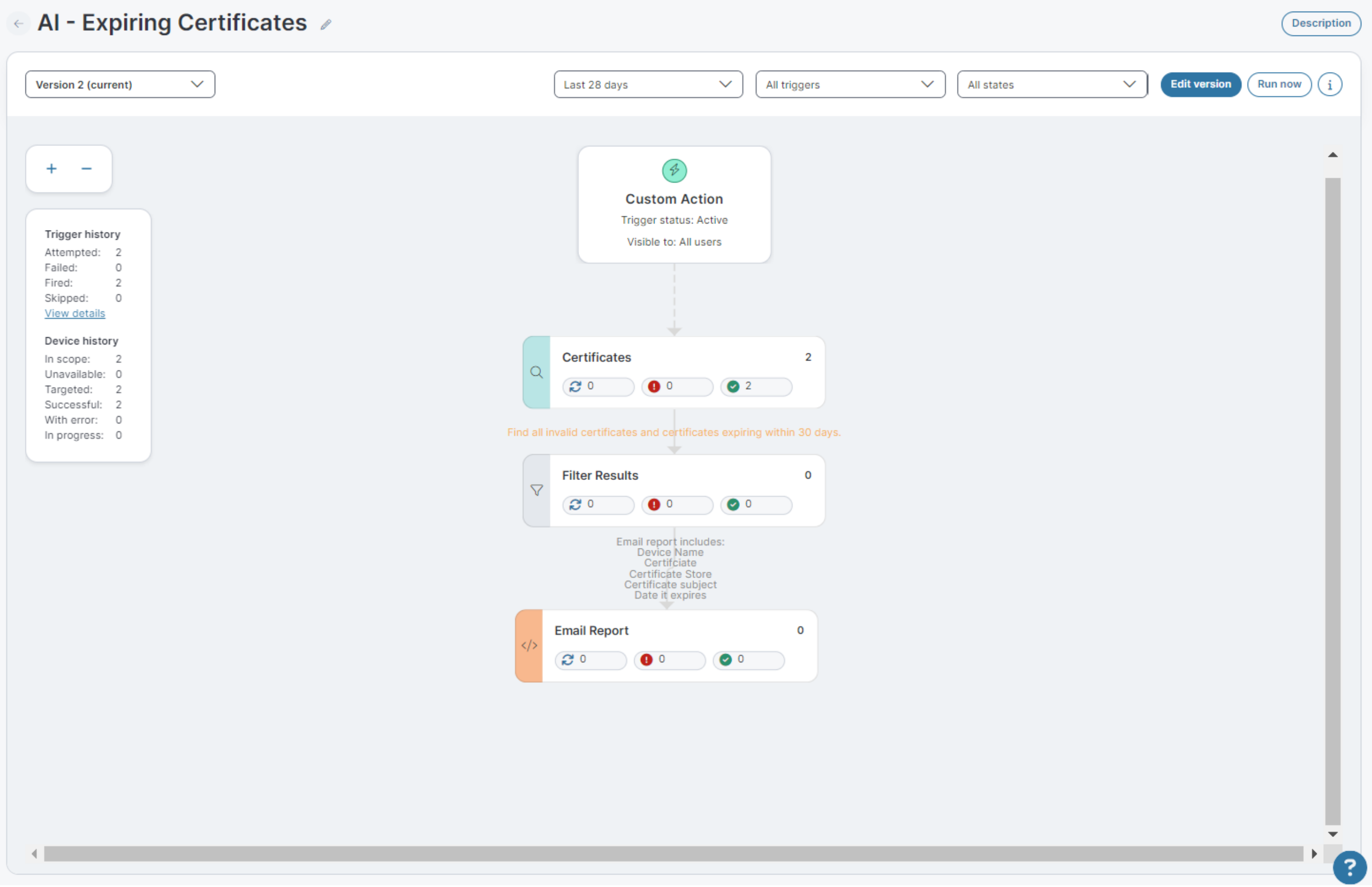
Effective Diagnosis

Automated Actions

Better Experiences

Custom Actions with Neurons Bots

Neurons Workspace provides the ability to create and use custom actions



AI - Expiring Certificates

Trigger history

Attempted:	2
Failed:	0
Fired:	2
Skipped:	0

View details

Device history

In scope:	2
Unavailable:	0
Targeted:	2
Successful:	2
With error:	0
In progress:	0

Custom Action
Trigger status: Active
Visible to: All users

Certificates 2
0 0 2

Find all invalid certificates and certificates expiring within 30 days.

Filter Results 0
0 0 0

Email report includes:
Device Name
Certifciate
Certificate Store
Certificate subject
Date it expires

Email Report 0
0 0 0

Ivanti Neurons: Healing

Automation for Productivity, Continuity, Optimization, and Compliance

Contextual

Low Code, No Code

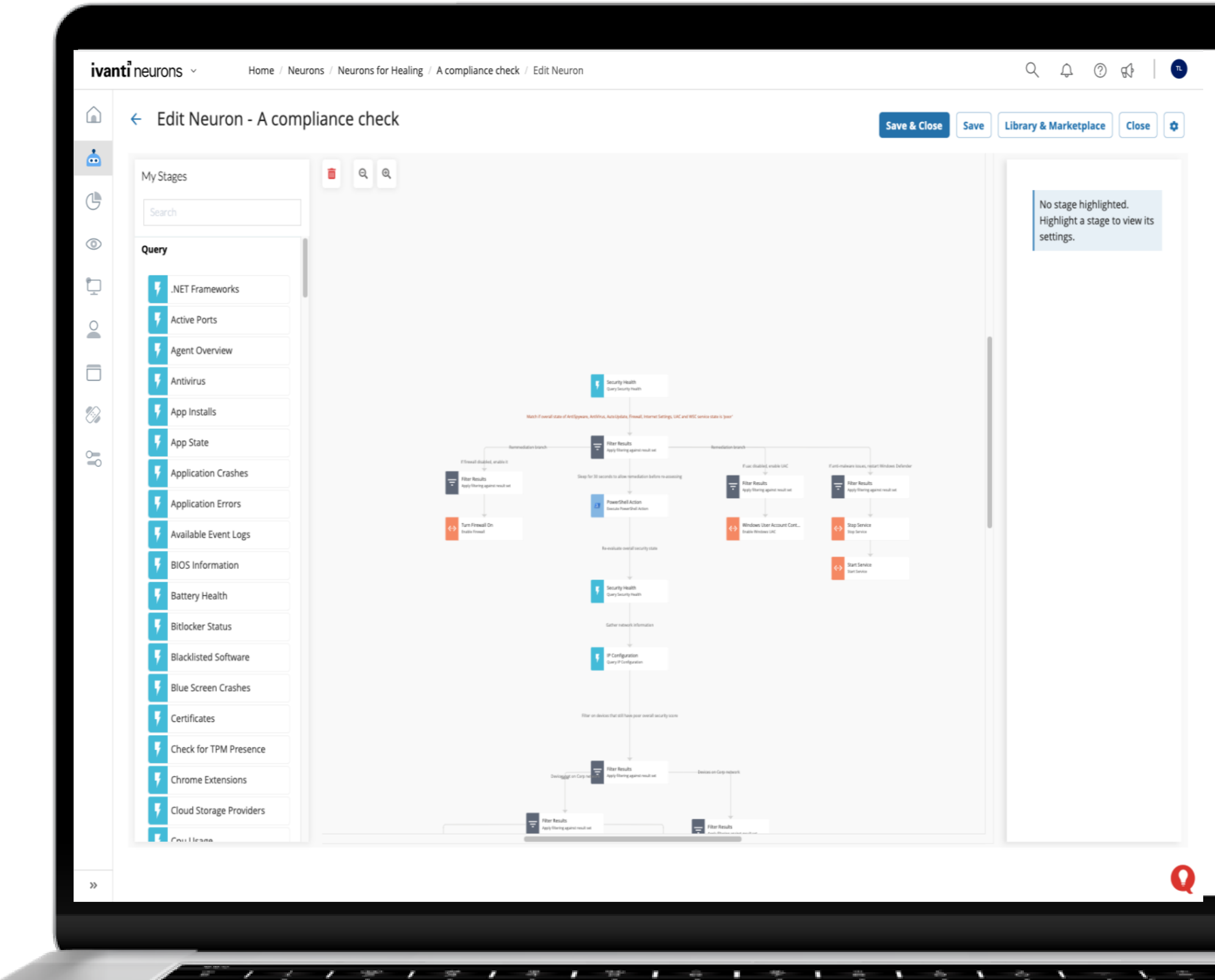
Personalized

Device Actions

API Integrations

Variable Support

Real-Time or Scheduled



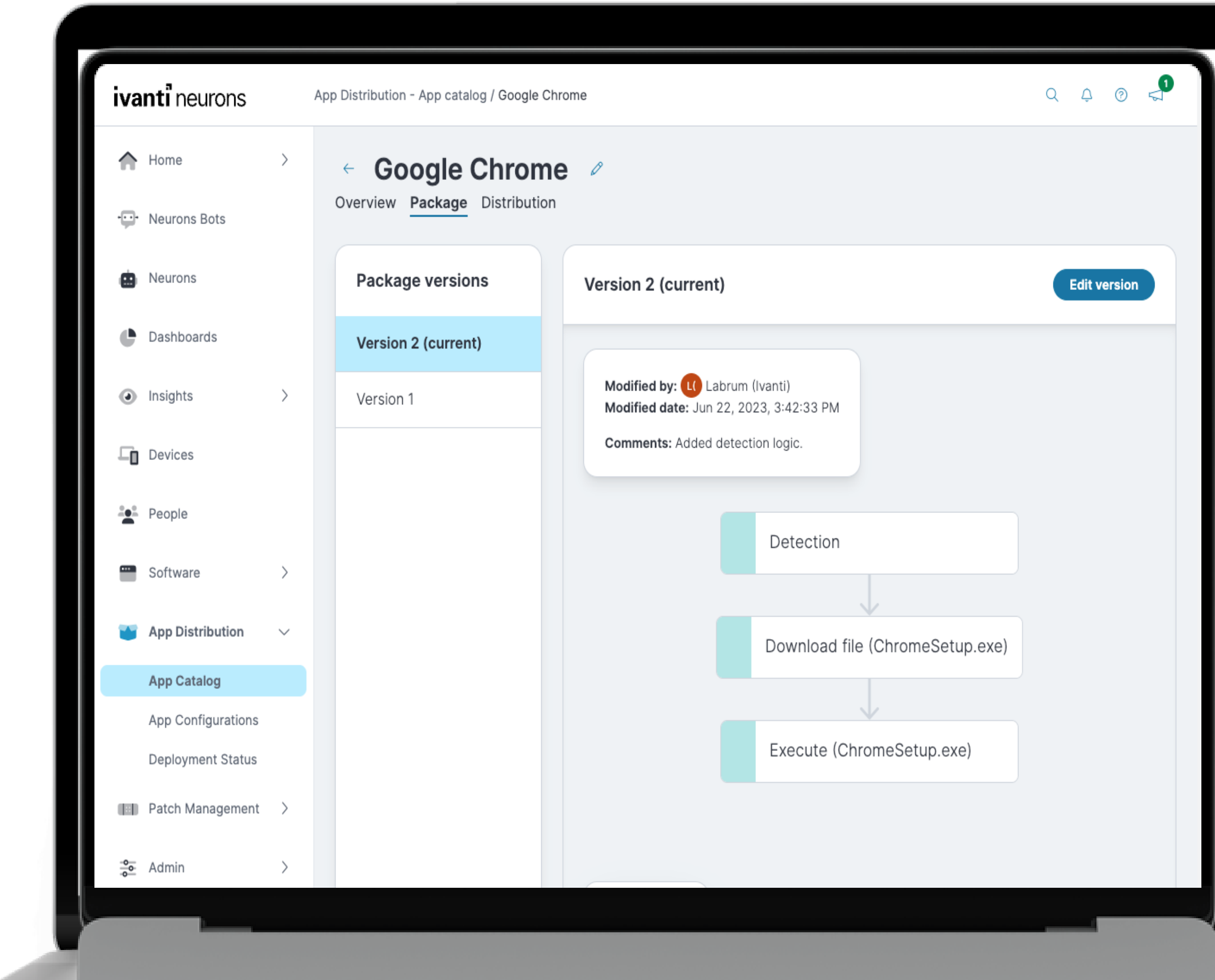
Edit Neuron - A compliance check

No stage highlighted. Highlight a stage to view its settings.

App Distribution

App Distribution from the cloud, available as part of Ivanti Neurons for Healing

- **Easily deploy applications to your users' devices**
  - Mass & 1:1 deployment
  - Custom & complex applications
  - Target groups (Neurons or AD) or individual devices
  - Workflow editor for simplified package creation
  - Version tracking
  - State management
  - Custom script support
  - In-app troubleshooting & distribution status
- **Perpetual app deployment detects and pushes the latest app packages so you can ensure your apps are always up-to-date and secure**

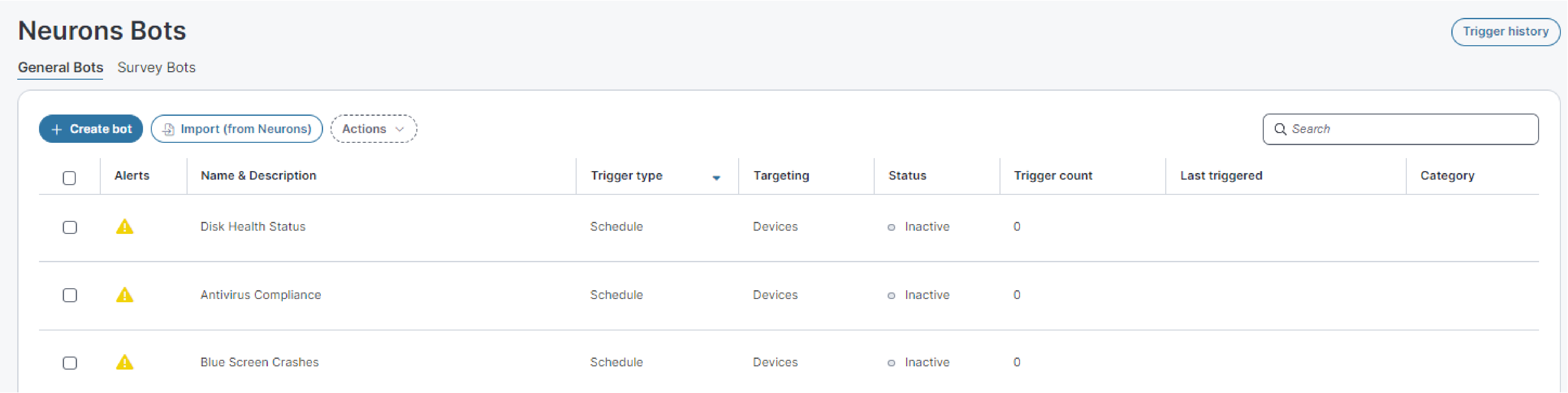


Modified by: L(Labrum (Ivanti)
Modified date: Jun 22, 2023, 3:42:33 PM

Comments: Added detection logic.

Scheduled Actions with Neurons Bots

Neurons Healing provides the ability to create and use scheduled actions



Neurons Bots

□	Alerts	Name & Description	Trigger type	Targeting	Status	Trigger count	Last triggered	Category
□	⚠	Disk Health Status	Schedule	Devices	○ Inactive	0		
□	⚠	Antivirus Compliance	Schedule	Devices	○ Inactive	0		
□	⚠	Blue Screen Crashes	Schedule	Devices	○ Inactive	0		

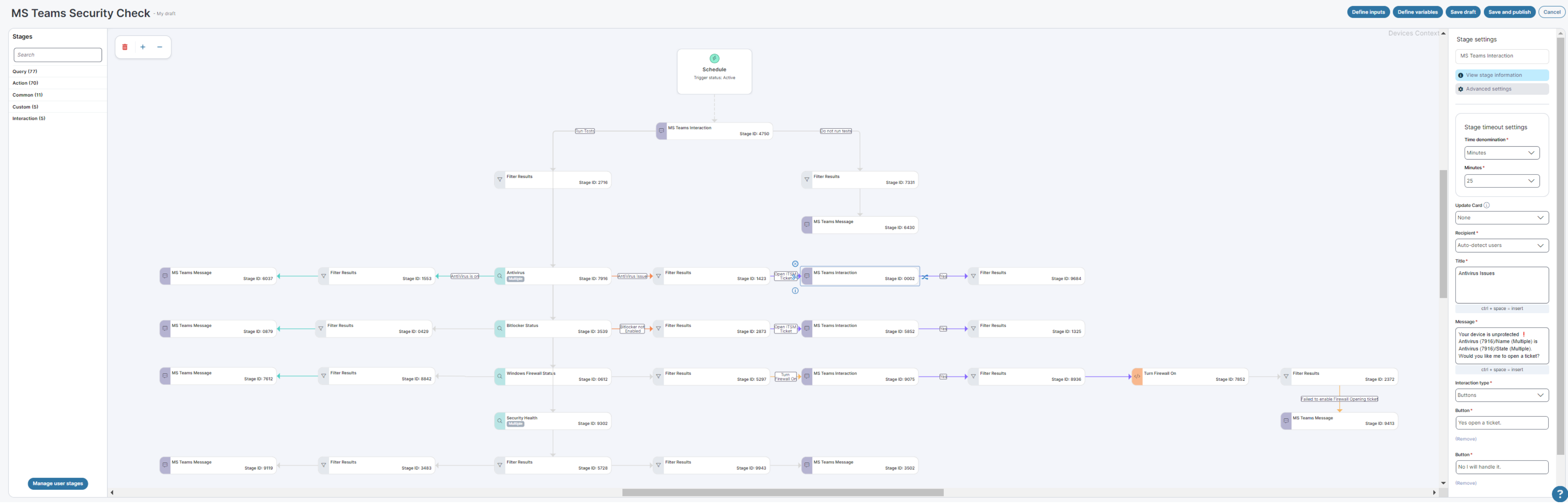
Proactive Visibility

Automated Actions

Better Experiences

Scheduled Actions with Neurons Bots

Neurons Healing provides the ability to create and use scheduled actions



MS Teams Security Check - My draft

Stages

- Query (77)
- Action (70)
- Common (11)
- Custom (5)
- Interaction (5)

Stage settings

MS Teams Interaction

Stage timeout settings

Time denomination *: Minutes

Minutes *: 25

Update Card: None

Recipient *: Auto-detect users

Title *: Antivirus Issues

Message *: Your device is unprotected ❗ Antivirus (7916)/Name (Multiple) is Antivirus (7916)/State (Multiple). Would you like me to open a ticket?

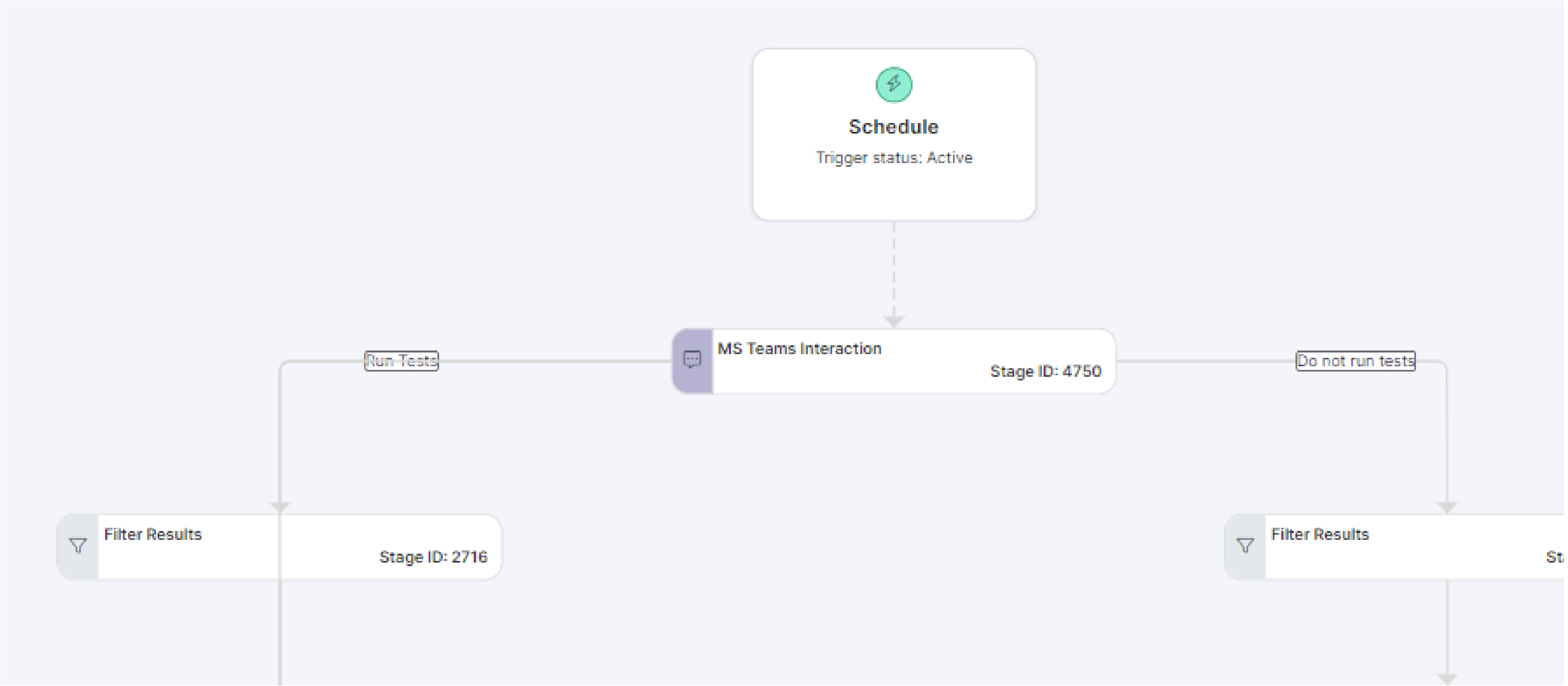
Interaction type *: Buttons

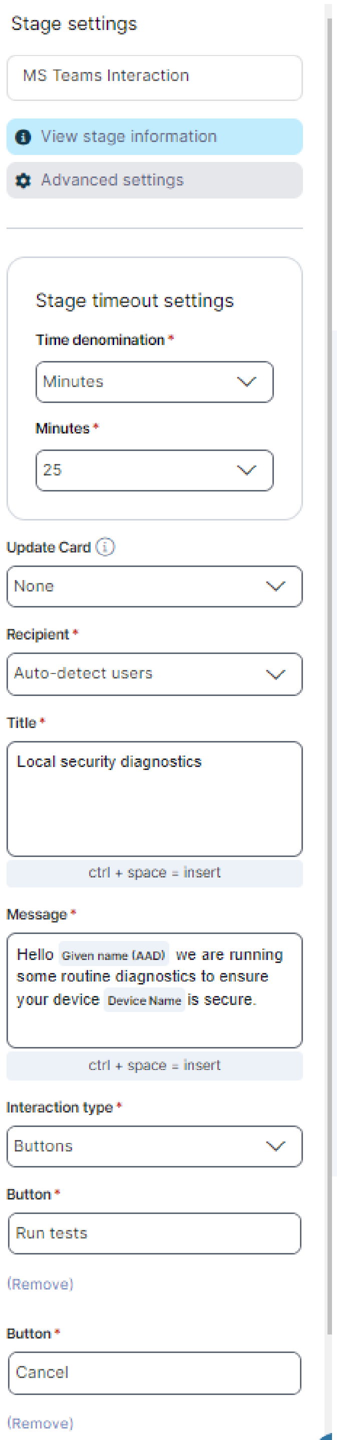
Button *: Yes open a ticket.

Button *: No I will handle it.

Scheduled Actions with Neurons Bots

Neurons Healing provides the ability to create and use scheduled actions




Stage settings

MS Teams Interaction

Stage timeout settings

Time denomination *: Minutes

Minutes *: 25

Update Card: None

Recipient *: Auto-detect users

Title *: Local security diagnostics

ctrl + space = insert

Message *: Hello Given name (AAD) we are running some routine diagnostics to ensure your device Device Name is secure.

ctrl + space = insert

Interaction type *: Buttons

Button *: Run tests

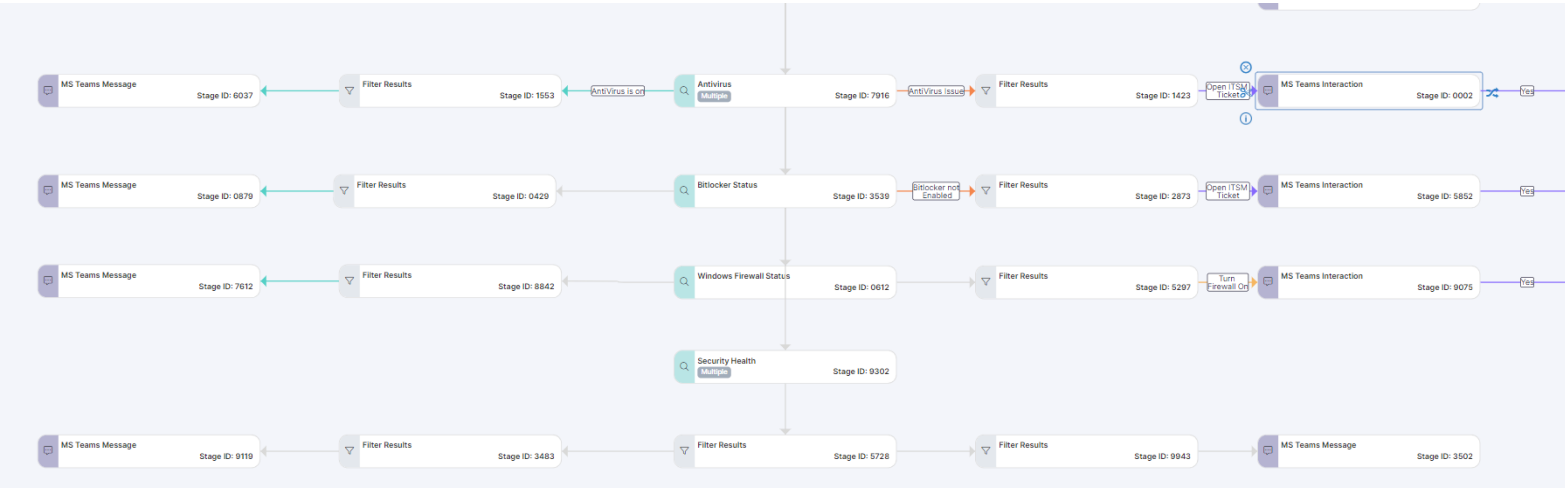
(Remove)

Button *: Cancel

(Remove)

Scheduled Actions with Neurons Bots

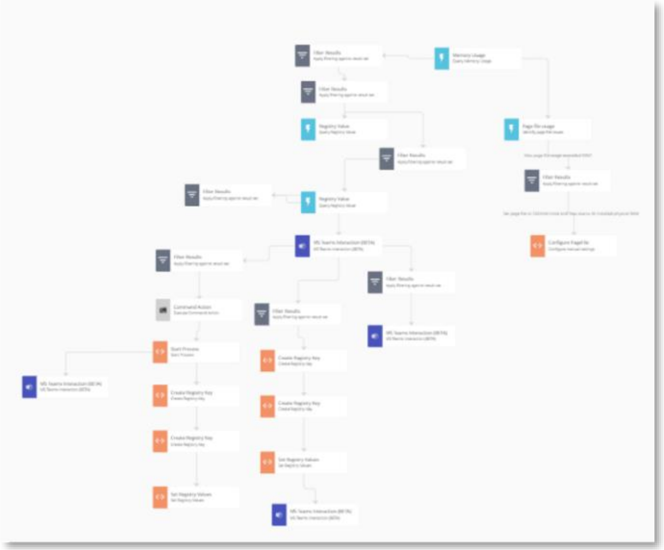
Neurons Healing provides the ability to create and use scheduled actions


MS Teams Message Stage ID: 6037
Filter Results Stage ID: 1553
AntiVirus is on
Antivirus Multiple Stage ID: 7916
AntiVirus Issue
Filter Results Stage ID: 1423
Open ITSM Ticket
MS Teams Interaction Stage ID: 0002
Yes
MS Teams Message Stage ID: 0879
Filter Results Stage ID: 0429
Bitlocker Status Stage ID: 3539
Bitlocker not Enabled
Filter Results Stage ID: 2873
Open ITSM Ticket
MS Teams Interaction Stage ID: 5852
Yes
MS Teams Message Stage ID: 7612
Filter Results Stage ID: 8842
Windows Firewall Status Stage ID: 0612
Filter Results Stage ID: 5297
Turn Firewall On
MS Teams Interaction Stage ID: 9075
Yes
Security Health Multiple Stage ID: 9302
MS Teams Message Stage ID: 9119
Filter Results Stage ID: 3483
Filter Results Stage ID: 5728
Filter Results Stage ID: 9943
MS Teams Message Stage ID: 3502

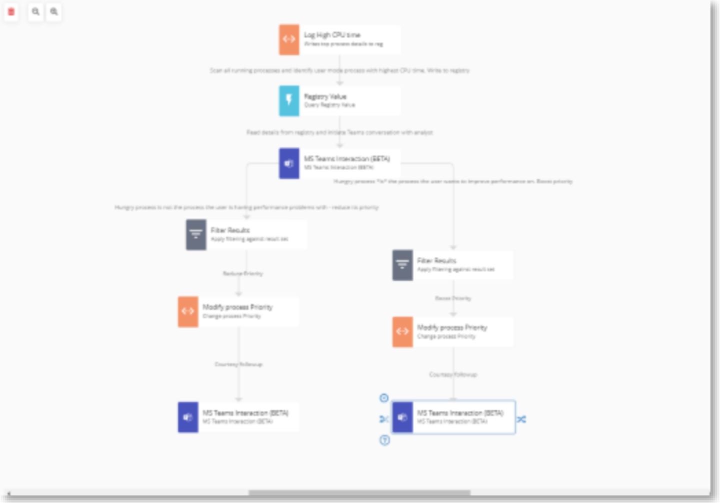
Neurons Bots Monitor and Remediate the Digital Experience

Examples out of the box Neurons Bots

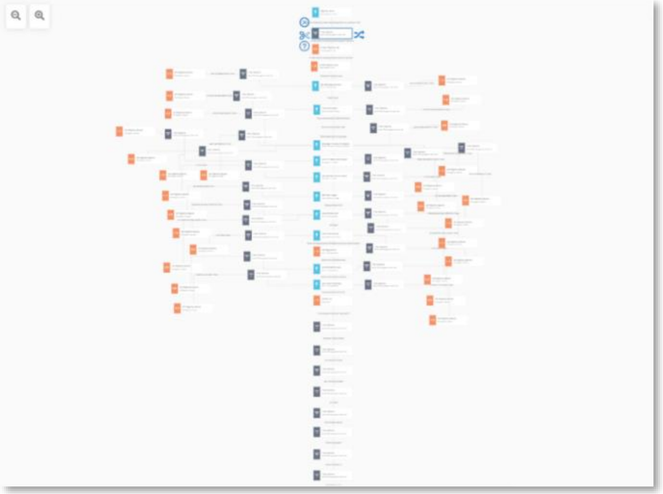
Security & Policy Compliance



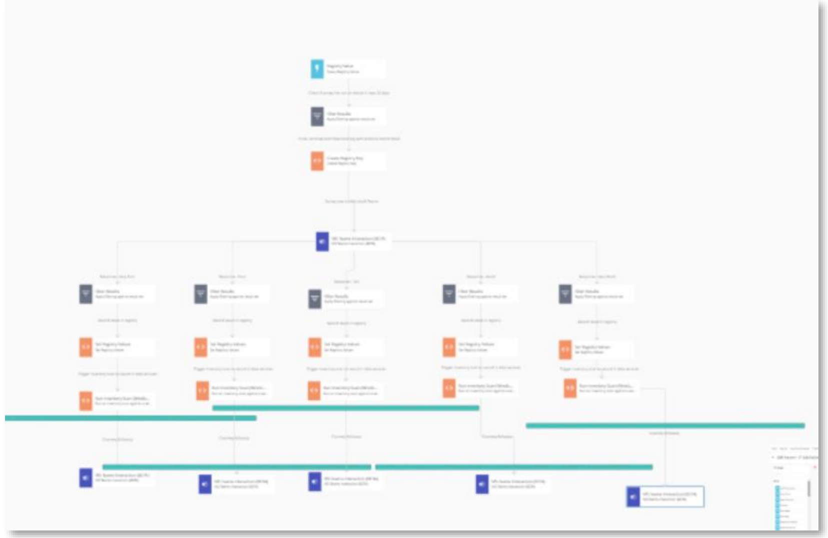
Interactive CPU troubleshooter


Log High CPU time
Writes top process details to reg
Scan all running processes and identify user mode process with highest CPU time. Write to registry
Registry Value
Query Registry Value
Read details from registry and initiate Teams conversation with analyst
MS Teams Interaction (BETA)
MS Teams Interaction (BETA)
Hungry process "is" the process the user wants to improve performance on. Boost priority
Hungry process is not the process the user is having performance problems with - reduce its priority
Filter Results
Apply filtering against result set
Filter Results
Apply filtering against result set
Reduce Priority
Boost Priority
Modify process Priority
Change process Priority
Modify process Priority
Change process Priority
Courtesy followup
Courtesy followup
MS Teams Interaction (BETA)
MS Teams Interaction (BETA)
MS Teams Interaction (BETA)
MS Teams Interaction (BETA)

Windows 11 upgrade readiness checker

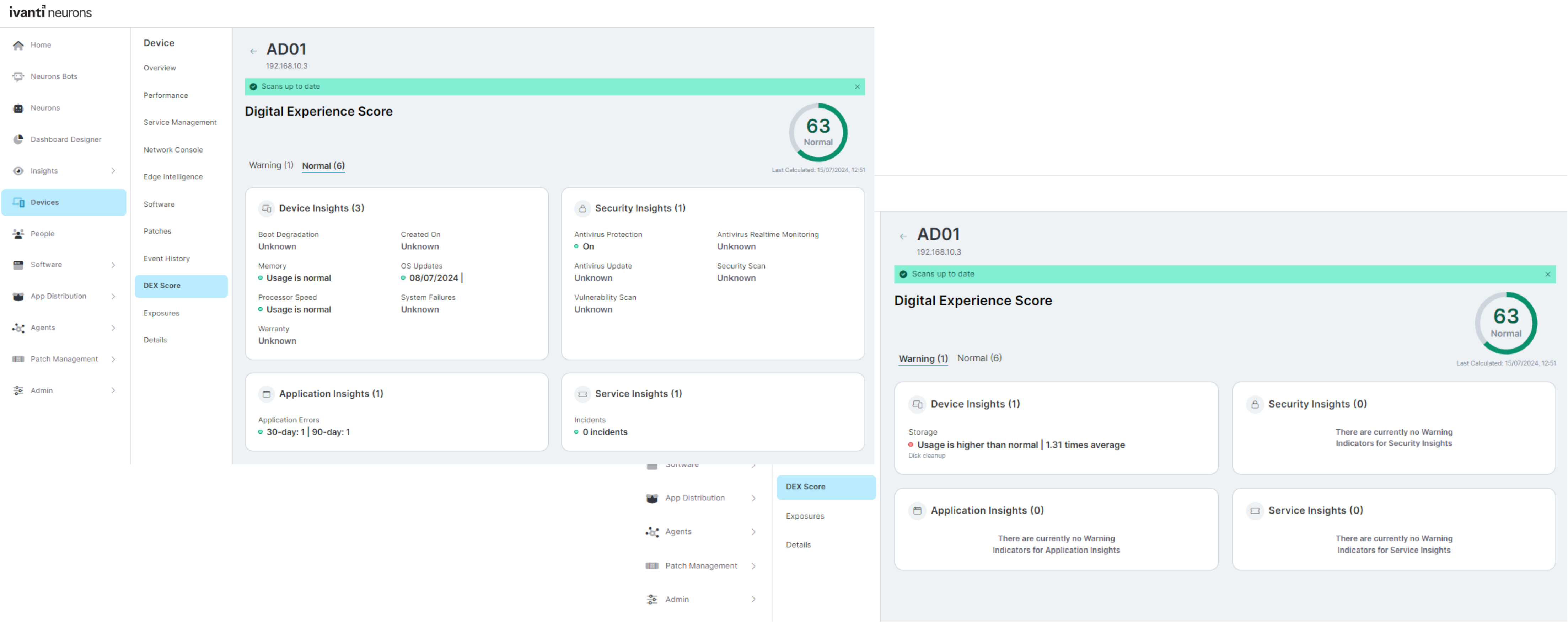


User device satisfaction survey (DEX)



Digital Experience Management Score

The convergence of ITSM, UEM and Cyber Security is the Digital Experience.



AD01
192.168.10.3

Scans up to date ×

Digital Experience Score

63 Normal

Warning (1) Normal (6)

Last Calculated: 15/07/2024, 12:51

Device Insights (3)

Boot Degradation: Unknown
Created On: Unknown
Memory: Usage is normal
OS Updates: 08/07/2024 |
Processor Speed: Usage is normal
System Failures: Unknown
Warranty: Unknown

Security Insights (1)

Antivirus Protection: On
Antivirus Realtime Monitoring: Unknown
Antivirus Update: Unknown
Security Scan: Unknown
Vulnerability Scan: Unknown

Application Insights (1)

Application Errors: 30-day: 1 | 90-day: 1

Service Insights (1)

Incidents: 0 incidents

AD01
192.168.10.3

Scans up to date ×

Digital Experience Score

63 Normal

Warning (1) Normal (6)

Last Calculated: 15/07/2024, 12:51

Device Insights (1)

Storage: Usage is higher than normal | 1.31 times average
Disk cleanup

Security Insights (0)

There are currently no Warning Indicators for Security Insights

Application Insights (0)

There are currently no Warning Indicators for Application Insights

Service Insights (0)

There are currently no Warning Indicators for Service Insights

Optimal Digital Experience driven by contextual, insight-driven Automation and Self-Healing.

Metrics & Algorithm Used to Calculate DEX Score

Machine Learning algorithms to produce a combined metric of holistic Digital Experience.

Cover Broad Aspects of IT & Digital Experience

METRICS USED

Device

- Device Age
- Battery
- CPU
- Memory
- Storage
- OS Update Install Date
- Boot Degradation
- System Failures

Service Mgmt

- Mean-Time-to-Resolution
- Incident Sentiment
- User Survey
- Priority and Urgency

Security

- Antivirus
- Firewall
- User Access Control
- Patch Status

Application

- Application Errors

METHOD USED

Anomaly Detection
Unsupervised Machine Learning model using historic device data to identify deviation from norm

Statistical Model
Mean and standard deviation of historic device data are used in standardizing metrics into scores

Sentiment Analysis
Pre-trained sentiment analysis service is applied to ongoing tickets to gauge sentiment of employees

Thank you

ivanti