



Reference Guide

Global Enablement Team

Updated October 2023 | Internal / Partner Use Only



Using this Guide

This guide introduces you to the basic information and language you need to know when discussing Ivanti capabilities with potential customers. Use this guide to become more familiar with Ivanti offerings, learn the main messaging for each product, and structure your own sales conversations.

The goal of this guide isn't for you to memorize facts and functions—it's a tool to help you become comfortable discussing Ivanti capabilities. Tailor each message to be meaningful and uncover pain points.

- You can use this guide to:
- Tailor your messaging and conversations
- Sell a broader set of capabilities
- Get up-to-speed as a New Hire
- Prepare for meetings and discuss Ivanti capabilities naturally and with confidence

NOTE: For a complete understanding of the license types and models for each SKU, please refer to the [Ivanti EULA](#) sections labeled "License Types" and "License Models".

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Change Log

10/24/2023	Added Secure UEM Solution Packages to the Endpoint Management IT Focus Area (a.k.a. "pillar")
10/23/2023	Updated "Ivanti User Workspace Manager" on page 22
10/20/2023	Corrected SKU entries for "Ivanti Xtraction" on page
10/16/2023	Updated SKU listings for "Ivanti Voice" on page 15 to align with current offerings
09/18/2023	Added the first Solution Package descriptions as they pertain to Enterprise Service Management
08/15/2023	Introduction of IT Focus Areas (a.k.a. "pillars"), Service Management, Endpoint Management, Security, and Platform (Neurons)
07/30/2023	Complete overhaul of Reference Guide format
06/30/2023	Updated all content for "Ivanti Neurons for Service Mapping" on page 12
05/04/2023	Merged Ivanti Mobile Threat Defense with "Ivanti Neurons for Mobile Threat Defense" on page 36 and noted the variation of on-prem (Zimperium) vs cloud (Outlook) licensing options
04/27/2023	Update to all SKU's for "Ivanti Neurons for Risk-Based Vulnerability Management" starting on page 44
04/25/2023	Added new Line of Business Product "Ivanti Neurons for Security Operations Management" on page 18
04/24/2023	Extensive enhancements of Endpoint Management SKU's
04/13/2023	Corrected Ivanti Neurons Workspace SKU on page 7
03/20/2023	Eliminated all Perpetual SKU's
03/08/2023	Removed Ivanti Browser Management – Discontinued
03/06/2023	Update the Risk-Based Management Portfolio starting on page 44
01/15/2023	Addition of Technology Acronym reference table starting on page 49
12/29/2022	Product Renaming: Ivanti Patch for Microsoft Endpoint Manager renamed to "Ivanti Patch for Configuration Manager" on page 38 Ivanti Neurons Patch for Microsoft Endpoint Manager renamed to "Ivanti Neurons Patch for Intune" on page 35
11/15/2022	Updated Product Name for Ivanti Neurons for Discovery with Service Mapping to "Ivanti Neurons for Service Mapping" on page 12
11/03/2022	Removed Ivanti Neurons Automation, replaced with "Ivanti Neurons Digital Employee eXperience (DEX) Management" on page 5
11/02/2022	Wholesale update including "Add-Ons" to "Ivanti Endpoint Manager (EPM and EPM+)" on page 30
11/01/2022	Modified licensing details and Discovery Guidance for all LOB products starting on page 16
10/31/2022	Updated "What does it Do?" and Discovery Guidance for "Ivanti Neurons Digital Assistant" on page 16
10/25/2022	Added "Ivanti Neurons for ITSM Line of Business" on page 13.

09/16/2022	Updated the Secure Access section including updates to Ivanti Neurons for Zero Trust Access, Ivanti Connect Secure, Ivanti Neurons for Secure Access, Ivanti Application Delivery Controller, and Ivanti Policy Secure (NAC) & Profiler.
06/09/2022	Added Included Features for Ivanti Neurons for Unified Endpoint Management on page 26
06/03/2022	Corrected Included Features - Moved Ivanti AppTunnel to "Included with Premium" for Ivanti Neurons for Mobile Device Management on page 28
06/01/2022	Corrected Included Features - Moved Ivanti AppConnect to "Included with Premium" for Ivanti Neurons for Mobile Device Management on page 28
05/18/2022	Added Change Log

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Intelligent Automation (Ivanti Neurons)

Key Capabilities

- Passive and Active Discovery
- Device Insight and Analytics
- Proactive Diagnostic Automation
- Digital Experience
- Artificial Intelligence (AI) / Machine Learning (ML)
- Reporting

Ivanti Neurons Digital Employee eXperience (DEX) Management

Short Description

DEX Management provides analysts a predictive measurement of the enduser experience.

Medium Description

Ivanti Neurons for Digital Experience easily complements existing Ivanti ITSM solutions helping you achieve much better outcomes. Ivanti Service Management solutions teamed with Digital Experience help IT & Service Desk teams deliver better employee experiences and business outcomes.

What Does it Do?

- Reduce Escalations by It combining discovery, automated bots, and real-time asset insights into one package to cut the complexity, long wait times, and high costs associated with most escalations
- Fix Issues before employees notice by up to 80% utilizing a squad of bots constantly looking out for potential device issues and vulnerabilities, flagging them and even resolving them for you before they cause harm in a customers environment.
- Up to 70% reduced planned and unplanned outages
- Up to 95% improved change success rate

Discovery

Guidance	Questions
Automation, Predictive Remediation, Employee Experience	<ul style="list-style-type: none">■ Tell me about your first-line analysts escalation frequency?■ How easy is it to troubleshoot an issue without escalating to IT specialists■ Do you have unreported issues and changes in your environment?■ What do you see as your best path forward to further improve your resolution rates?■ How do you reduce your costs when remediating issues?■ How are you using automation today? What is your automation plan to further improve efficiencies?

Licensing Details

Type	Description	SKU
Subscription	Bundles all the necessary elements to deliver a better Digital EXperience. Included Neurons components: <ul style="list-style-type: none">■ Platform■ Discovery■ Healing■ Workspace■ Edge Intelligence	IN-DEX-DVC-C

Ivanti Neurons for Discovery / Connectors

Short Description

Ivanti Neurons for Discovery delivers accurate and actionable asset information in minutes.

Medium Description

Ivanti Neurons for Discovery delivers accurate and actionable asset information in minutes. This provides visibility in real-time using active and passive scanning and third-party connectors.

What Does it Do?

- Determines what users and endpoints connect to the network, when they connect, and what software is installed on them
- Distributes software or provision operating systems across the enterprise to multiple platforms and devices
- Provides dashboards and reports allowing IT to proactively take action on issues and trends

Discovery

Guidance	Questions
Network Discovery, self-electing platform, passive discovery, agentless inventory connectors, normalization and reconciliation control, privilege management	<ul style="list-style-type: none">■ How do you determine what's on your network, and its security status?■ Have you been able to reconcile your data across the different discovery solutions?■ Do you know what IoT devices you have?

Licensing Details

Type	SKU
Subscription	IN-DISC-C

Connectors

Type	Description	SKU
Subscription	Provides a 360-degree view for first-line analysts.	IN-WRKSPACE

Ivanti Neurons for Healing

Short Description

Diagnose and remediate issues quickly and proactively using automation-powered bots.

Medium Description

Automation-powered bots proactively detect, diagnose, and autoremediate configuration drift, performance, and security issues, and maintain compliance for endpoints. Automation of routine tasks paves the way to creating a truly self-healing environment.

What Does it Do?

- Autonomously self-heals endpoints and edge devices
- Detects and resolves issues before they become problems
- Auto-remediates configuration drift, performance, and security issues.

Discovery

Guidance	Questions
Automation, edge devices, selfhealing, incident response, IT service delivery	<ul style="list-style-type: none">■ What is your MTTR for incident resolution today? How do you detect configuration drift?■ Do you have unreported issues and changes in your environment?■ Is your service desk operating tactically or strategically?

Licensing Details

Type	SKU
Subscription	IN-HEALING

Ivanti Neurons Workspace

Short Description

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

Medium Description

Ivanti Neurons 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.

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

Discovery

Guidance	Questions
IT service management, IT service desk, support, first-line analysts, visibility, CMDB	<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?

Licensing Details

Type	Description	SKU
Subscription	Provides a 360-degree view for first-line analysts.	IN-WKSPACE

Ivanti Neurons for Edge Intelligence

Short Description

Provides quick operational awareness, real-time inventory, and security configurations across the edge leveraging sensor-based architecture

Medium Description

Ivanti Neurons for Edge Intelligence gives IT the ability to query all edge devices using natural language processing (NLP) and get real-time intelligence across the enterprise in seconds. It provides quick operational awareness, real-time inventory, and security configurations across the edge leveraging sensor-based architecture.

What Does it Do?

-

Discovery

Guidance	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?

Licensing Details

Type	Description	SKU
Subscription	Give IT the ability to query all edge devices.	IN-EDGE-INTEL

Ivanti Xtraction

Short Description

Xtraction is a self-service, real-time reporting and dashboard solution that helps you meet your IT business intelligence needs.

Medium Description

Gain connectors that are pre-built for Ivanti tools and other common applications—ITSM, ITAM, operational security, endpoint management, and relational databases. Monitor, explore, and share critical information in real time.

What Does it Do?

- Ivanti Xtraction is a self-service, real-time reporting and dashboard solution that helps you meet your IT business intelligence needs with less effort.
- Merge your vendor tools data—including Ivanti tools—in one place.
- Power your IT decisions based on real-time, comprehensive views of your IT environment

Discovery

Guidance	Questions
Business Value Dashboard of key performance indicators	<ul style="list-style-type: none">■ Do you depend on other groups to help build your dashboards that report on key indicators?■ Can you build and modify dashboards and reports that connect to multiple databases and show key business metrics?■ Are you receiving the right level of information about your service management, security, asset, or endpoint information in real time?.

Licensing Details

Type	SKU
Subscription	Enterprise Server: XTRENTSVR-S Additional analysts (multiples of 5): XTRANALYST-5-S
Connectors: Locate specific SKUs in Salesforce. Use this SKU for a custom connector	Custom Connector: XTRCCUST-L

ENTERPRISE SERVICE MANAGEMENT

Package Offerings

ITSM – Professional

Description

Helps organizations focused on building out their core IT service management capability, ITSM Professional is the right solution package, and with it, teams can manage service delivery to achieve key outcomes

Target Audience

For the team that needs modern and best-in-class IT Service Management, Asset Management, and Discovery capability

Key Capabilities

- Service Delivery
- Incident Management
- Change Management
- Request Management
- Event Management
- Configuration Management
- Knowledge Management
- Service Level Management
- Runbook Automation
- Reporting/Dashboards
- Self Service/Omni Channel/Mobile
- IT Asset Management
- Asset Discovery
- Spend Optimization

Solution Includes

- Ivanti Neurons for ITSM (*1 analyst*)
- Ivanti Neurons for ITAM (*20,000 assets*)
- Ivanti Neurons Platform (*100 devices*)
- Ivanti Neurons for Discovery (*100 devices*)
- Ivanti Neurons for Spend Intelligence (*100 devices*)

Type	SKU
Concurrent	IN-ITSMAM-PRO-CU-C
Named ¹	IN-ITSMAM-PRO-NU-C

¹ Named license – Limits number of device to 50 per analyst

ITSM – Enterprise

Description

Helps organizations enhance cross-functional communication, reduce redundancies and promote a unified approach to service delivery, and begin moving to true Enterprise Service Management. With ITSM Enterprise, your team can manage service delivery to achieve key outcomes

Target Audience

For an organization wanting to extend the benefits of service management best practices to other departments

Key Capabilities

All the core service and asset management capabilities included in ITSM Professional, plus

- HR Service Management
- Facilities Service Management
- Project and Portfolio Management (PPM)
- Governance, Risk and Compliance (GRC)
- Security Operations Management

Solution Includes

All components of the Professional Package plus Line of Business modules:

- HR Service Management
- Program and Project Management
- Facilities Management
- Governance, Risk and Compliance
- Security Operation Management

Type	SKU
Concurrent	IN-ITSMAM-ENT-CU-C
Named ¹	IN-ITSMAM-ENT-NU-C

¹ Named license – Limits number of device to 50 per analyst

ITSM Premium

Description

ITSM Premium gives an organization the tools to broaden its shift-left strategy by including intelligent automation for proactive, preventative and automated management of incidents and requests,

Target Audience

For the business that wants to take their ITSM operations into the future with machine learning and automation thereby enhancing the employee experience

Key Capabilities

All the core service and asset management capabilities included in ITSM Professional, plus:

- AI-guided ITSM.
- Automated, proactive service management.
- Automated, preventative service management.
- Self-healing.
- Digital Experience Management (DEX)

Solution Includes

All components of the Professional Package plus

- Ivanti Neurons Workspace (100 devices)
- Ivanti Neurons for Healing (100 devices)

Type	SKU
Concurrent	IN-ITSMAM-PRE-CU-C
Named ¹	IN-ITSMAM-PRE-NU-C

¹ Named license – Limits number of device to 50 per analyst

ITSM Enterprise Premium

Description

ITSM Premium Enterprise is the most comprehensive solution for the connected, intelligent enterprise. With ITSM Premium Enterprise, your organization can manage service delivery to achieve key business outcomes

Target Audience

For the enterprise that is ready to deliver intelligent service management across the organization.

Key Capabilities

- All the core service and asset management capabilities included in ITSM Professional
- All the critical strategic processes and service support for non-IT workflows provided in ITSM Enterprise
- All the intelligent automation, service delivery and digital experience management (DEX) capabilities provided in ITSM Premium

Solution Includes

All components of Enterprise Service Management

- Professional
- Premium
- Enterprise

Type	SKU
Concurrent	IN-ITSMAM-EPR-CU-C
Named ¹	IN-ITSMAM-EPR-NU-C

¹ Named license – Limits number of device to 50 per analyst

Asset Management

Key Capabilities

- Lifecycle Management
- Hardware / Software
- Cloud Services
- Contract

Ivanti Neurons for ITAM

Short Description

Ivanti Neurons for ITAM is an on-premises or cloud-based hardware asset management solution to track and report on IT assets across their lifecycle.

Medium Description

With Ivanti Neurons for ITAM you'll know what IT assets you have and where they are located so that you can optimize their use operationally and fiscally. Get everything you need for tracking and reporting on IT assets across their lifecycle in one easy-to-use solution.

What Does it Do?

- Plan ahead by knowing what IT assets need to be purchased, updated, and maintained
- Define your own workflows for asset lifecycles and management processes or leverage out-of-the-box workflows
- Eliminate systems downtime due to hardware failure through timely maintenance and replacement processes

Discovery

Guidance	Questions
Inventory, hardware, asset lifecycle, asset reporting, licensing audit	<ul style="list-style-type: none">■ Can you track your hardware assets from purchase through disposal?■ Can you provide immediate status of the software you have purchased, installed, and used?■ Do you have the ability to make informed purchasing decisions and inform management with accurate, thorough reports?

Licensing Details

Ivanti Neurons for ITAM is offered as an on-premises solution and as a cloud solution. The license model subscription based and licensed per analyst and per asset. Base packages come with: 10,000 assets, BI server, and 15 analysts.

Description	SKU	
	Cloud	On-Premise
Asset Manager base package	AM-AMC-C	AM-AMP-S1
Additional 10,000 assets	AM-AMC-ADD-10K-C	AM-AMP-ADD-10K-S1
Additional 50,000 assets	AM-AMC-ADD-50K-C	AM-AMP-ADD-50K-S1
Additional 100,000 assets	AM-AMC-ADD-100K-C	AM-AMP-ADD-100K-S1
Additional Analysts	AM-AMC-ADDLAN-C	AM-AMP-ADDLAN-S1

NOTE: The minimum contract length for cloud is 3 years

Customers can purchase additional cloud storage in the event they go over the base storage allowed with the product.

Additional Cloud Storage

Type	Description	SKU
Per GB/Year	(1,5 GB per named user / 2.0 GB per Concurrent user).	SM-ADDSTOR-C

Asset Manager is dependant on device discovery data. If a customer does not yet have a device discovery solution (e.g. Endpoint Manager) we can offer Ivanti Endpoint Discovery for endpoints and Data Center Discovery for datacenters in a perpetual or subscription model.

Endpoint Discovery

Type	SKU
Subscription per device	UEM-DISC-S

Ivanti Neurons for Spend Intelligence

Short Description

Gain insight into your software landscape and application spend

Medium Description

Obtain a detailed analysis of your software landscape and application spend within minutes, presented in engaging dashboards of your licenses, purchases, and instances so you can track your purchase history, upcoming license renewals, contract expirations, and ongoing spend more effectively.

What Does it Do?

- Tracks your purchase history, upcoming license renewals, contract expirations, and ongoing spend
- Highlight potential overspend issues and opportunities for software reclamation.
- Delivers analysis presented in engaging dashboards of your licenses, purchases, and instance

Discovery

Guidance	Questions
IT spend, IT budgets, contract renewals, software usage	<ul style="list-style-type: none">■ How do you track purchases and renewals?■ Do you have centralized visibility into spend for all of your environments (edge, on-premises, and cloud)?■ How long does it take you to prepare for contract renewals today?

Licensing Details

Type	Description	SKU
Subscription	Provides Application spend insights	IN-SPEND-INTEL.

Ivanti Neurons for Service Mapping

Short Description

Ivanti Neurons for Service Mapping gives you the ability to visualize IT service maps to quickly identify impact, risks, and root cause.

Medium Description

Ivanti Neurons for Service Mapping automatically discovers and maps the linkages between underlying data center services and applications to give you a visual representation and understanding of how business services connect and interact so that you can quickly respond unexpected changes

What Does it Do?

- Probes and sensors automatically discover thousands of physical and virtual compute, network, and storage assets in minutes.
- Dynamic generated dependency maps provide a comprehensive visualization of data center and cloud environments, a view of infrastructure relationships, application dependencies, communication flows, and service mappings related to your ITSM processes.
- Complements the Configuration Item (CI) mapping functionality in Ivanti Neurons for ITSM.
- Maintains the Configuration Management Data Base (CMDB) with configuration changes.

Discovery

Guidance	Questions
Network Discovery, self-electing platform, passive discovery, agentless inventory connectors, normalization and reconciliation control, privilege management	<ul style="list-style-type: none">■ How do you identify critical path dependencies between your business service applications and virtual platforms environment?■ What regulations apply to you that require some form of service map or communications diagram?■ What do you do to document and maintain currency of your physical and virtual compute, network, and storage interdependencies?■ What improvement in your change management process might you see if your CMDB included all your data center and cloud asset information and service mapping?■ What impact or process inefficiencies have you experienced related to outdated or incomplete data?■ Where do you store your Configuration Item (CI) information?

Licensing Details

Type	SKU
Subscription	IN-DISC-SM-C

Service Management

Key Capabilities

- Information Technology
- Line of Business

Ivanti Neurons for ITSM Line of Business

Short Description

Take advantage of modern and proven Enterprise Service Management capabilities with ITSM, ITAM, and Lines of Business capability all implemented on the same ITSM platform.

Medium Description

Ivanti Neurons for ITSM Enterprise extends ITSM to include ITAM (IT Asset Management), Facilities, HR (Human Resource Service Management), SOM (Security Operations Management), and GRC (Governance, Risk, and Compliance). Quickly deploy and configure it in the cloud or on-premises. Verified for ITIL v2011 and ITIL 4, Ivanti Neurons for ITSM Line of Business includes best practices that empower customers to improve experience management and efficiency.

What Does it Do?

- Ivanti Neurons for ITSM Line of Business enables customer to transform their service desk, support teams, and extend to other disciplines within the company including ITAM, Facilities, HR, SOM, and GRC. Optimized for cloud but also available on-premises, this fully multi-tenant solution improves day-to-day operations and helps IT teams administer world-class service management for IT as well as other business organizations throughout the enterprise

Discovery

Guidance	Questions
Service Management, Asset Management, Discovery, Non-IT Enterprise Management	<ul style="list-style-type: none">■ What kind of demands does the business place on you?■ How many people do you have maintaining your environment?■ How satisfied are you with the asset discovery and management of your current solution?■ How would hyperautomation of service management benefit your organization?■ How satisfied are you with the total cost of ownership of your current solution?

Licensing Details

The license model for the different bundles comes with a subscription model for Cloud and On-Premises, as well as a perpetual model for On-Premises installations

NOTE: The minimum contract length for cloud is three years and requires a \$25k per year minimum. The minimum license count for on-premises is 5 users

Type	SKU
Concurrent Analyst Cloud	IN-ITSME-CU-C
Named Analyst Cloud	IN-ITSME-NU-C
Concurrent Analyst Subscription On-Premises	IN-ITSME-CU-S
Named Analyst Subscription On-Premises	IN-ITSME-NU-S
Concurrent Analyst Perpetual On-Premises	IN-ITSME-CU-L
Named Analyst Perpetual On-Premises	IN-ITSME-NU-L

NOTE: See Salesforce Products for a list of Migration SKUs that will migrate customers from existing ITSM or ITSM/ITAM licensing to Ivanti Neurons for ITSM Enterprise.

Add-ons

Type	Description	SKU
Additional Cloud Storage (Cloud Only)	Allows customers to purchase additional cloud storage beyond the 1TB base storage included with the product. Sold 1TB increments.	SM-ADDSTOR1TB-C
BI reporting Service (Cloud Only)	The Business Intelligence Service enables customers to generate reports based on mirrored production data using the reporting tool of choice (not needed for Service Manager on-premises).	SM-BI-C Subscription
Additional Service Desk Bundle Sandbox (Cloud only)	Sandbox is an add-on annual subscription, requires SM-SD-CONC-C or SM-SD-FXD-C, DB limit 5GB, Number of users 50, 2 refreshes per month from PRD or STG, no migrations from SB to STG or PRD.	SM-ADDSBSD-1-C

Ivanti Neurons for ITSM

Short Description

Take advantage of modern, proven IT service management capabilities to improve IT service delivery inside IT and within other areas of the business.

Medium Description

Ivanti Neurons for ITSM delivers a proven solution for modern and effective service delivery. Quickly deploy and configure it in the cloud or on-premises. Verified for ITIL v2011 and ITIL 4, Ivanti Neurons for ITSM includes best practices that empower customers to improve service performance and efficiency.

What Does it Do?

- Ivanti Neurons for ITSM enables customers to transform their service desk and support teams into strategic business enablers.
- Optimized for the cloud but also available on-premises
- Fully multi-tenant solution improves day-to-day operations and helps IT teams administer world-class service management for IT as well as other business departments throughout the enterprise

Discovery

Guidance	Questions
Service Management, Service Desk, Change Management, Incident Management, ITIL	In-Progress (next revision)

Licensing Details

The license model for the different bundles comes with a subscription model for Cloud and On-Premises, as well as a perpetual model for On-Premises installations

NOTE: The minimum contract length for cloud is three years and requires a \$25k per year minimum.

Service Desk

Type	SKU
Concurrent Analyst SaaS	SM-SD-CONC-C
Named Analyst SaaS	SM-SD-FXD-C

Service Management (incl. Asset Manager)

Type	SKU
Concurrent Analysts SaaS	SM-SMAMCU-C1
Named Analyst SaaS	SM-SMAMNU-C1
Concurrent analyst on-premises subscription	SM-SMAMCU-S
Named analyst on-premises subscription	SM-SMAMNU-S

This Ivanti Service Management bundle above includes Ivanti Asset Manager and is licensed per analyst and the base package includes 10,000 assets for Asset manager. For additional assets, please find the SKUs in the Asset Manager reference guide.

Add-ons

Type	Description	SKU
Additional Cloud Storage (Cloud Only)	Allows customers to purchase additional cloud storage beyond the 1TB base storage included with the product. Sold 1TB increments.	SM-ADDSTOR1TB-C
BI reporting Service (Cloud Only)	The Business Intelligence Service enables customers to generate reports based on mirrored production data using the reporting tool of choice (not needed for Service Manager on-premises).	SM-BI-C Subscription
Additional Service Desk Bundle Sandbox (Cloud only)	Sandbox is an add-on annual subscription, requires SM-SD-CONC-C or SM-SD-FXD-C, DB limit 5GB, Number of users 50, 2 refreshes per month from PRD or STG, no migrations from SB to STG or PRD.	SM-ADDSBSD-1-C

Ivanti Voice

Short Description

Integrate your phone system with service management to improve the calling experience for your users and agents.

Medium Description

Take advantage of a completely integrated, voice-enabled service management solution to improve service levels, caller satisfaction, and agent productivity while reducing costs and overall call volume.

What Does it Do?

- Improve every caller's experience with routing to the right agent or team
- Reduce service desk call volume with agent-less self-service options
- Reduce costs for a complete solution with integration to common IP-based phone systems

Discovery

Guidance	Questions
IT helpdesk, password resets, phone support	<ul style="list-style-type: none">■ How many calls to the service desk are about password resets?■ What process do you have in place to call users back when their ticket is resolved?■ What happens to the inbound call volume of your service desk when a network service goes down?■ How do you notify the end user community of upcoming systems maintenance?■ How often do you have to recapture caller information that should have been captured during the caller's first interaction?

Licensing Details

Ivanti Voice is an on-premises product and is licensed under an on-premises subscription model with 1-, 2-, or 3-year options, or a perpetual license model with maintenance.

Core Capabilities

Description	SKU	
	Subscription [†]	Perpetual [‡]
Supervisor License (minimum of 1)	SM-VOICE-SUP-S- x Y	SM-VOICE-SUP-L
Agent License	SM-VOICE-AGENT-S- x Y	SM-VOICE-AGENT-L

Additional Capabilities

Description	SKU	
	Subscription [†]	Perpetual [‡]
Additional Voice & Routing Port	SM-VOICE-PORT-S- x Y	SM-VOICE-PORT-L
Business User Extension	SM-VOICE-BEXT-S- x Y	SM-VOICE-BEXT-L
Additional Web Statistics license	SM-VOICE-WSU-S- x Y	SM-VOICE-WSU-L
Voice Server Backup	SM-VOICE-BU-S- x Y	SM-VOICE-BU-L
G729 Call Compression (uncommon)	SM-VOICE-G729-S- x Y	SM-VOICE-G729-L

[†] – Subscription length terms are specified by replacing the **x** in the Subscription SKU's column with either 1, 2, or 3 representing the number of term of the subscription in years. For example, for a 3-year on-premises subscription for Agent licenses, use SKU SM-VOICE-AGENT-**3**Y.

[‡] – Perpetual licensing requires special approval.

Ivanti Neurons Digital Assistant

Short Description

Digital Assistant is a cloud-based conversational AI-powered Virtual Support Agent (VSA) service

Medium Description

Ivanti Neurons Digital Assistant is a cloud-based conversational AI-powered VSA service that leverages technologies like Natural Language Processing (NLP), Machine Learning (ML), Deep Neural Learning (DNL) and Context Based Interactions.

What Does it Do?

- Brings the ease of consumer virtual assistants, such as Alexa and Google Home, into the workplace.
- Delivers a personalized user experience that maximizes employee adoption and reduces service desk call volume
- Cloud-based solution fully integrated with our overall service management workflows, designed to further optimize help desk and service desk resources and employee service engagements

Ivanti Neurons for HR

Short Description

Deliver the power of service management to the Human Resources experience

Medium Description

Ivanti Neurons for HR capabilities are integrated with the Ivanti Neurons platform and Ivanti Neurons for ITSM—so you can use the tools already in place to help your company's HR team make the move to advanced service delivery

What Does it Do?

- Streamline HR workflows with automated, intuitive tools that increase productivity.
- Gain in-depth, actionable insights using built-in analytics and reporting
- Elevate HR service delivery while lowering operational costs.
- Increase employee satisfaction and productivity with on-demand self-service assistance.
- Free up more time to focus on strategic development goals. Improve time to value with rapid innovation throughout the business

Discovery

Guidance	Questions
ITSM, Self-Service Automation, Digital Experience	<ul style="list-style-type: none">■ How much change have you seen in your ticket backlog?■ What has been the change rate of IT Service Desk calls?■ What is the Service Desk turnover rate? To what do you attribute that?

Licensing Details

Type	Description	SKU
Named User	Barista - All Content Packs	IN-DGTASST-NU-PA-C
	Barista - One Content Pack	IN-DGTASST-NU-P1-C
	Barista - Two Content Packs	IN-DGTASST-NU-P2-C
	Barista - Three Content Packs	IN-DGTASST-NU-P3-C

Fulfillment requires the completion of the [Ivanti Neurons Digital Assistant Fulfillment Form](#)

Discovery

Guidance	Questions
Employee Administration, HR Knowledge Base, Employee Self-Service, Return to Work, HR Case Management	<ul style="list-style-type: none">■ Has your current solution been able to scale with you?■ Have you or are you having any growing pains?■ Do you feel like you have everything you need for HR to do what it needs to do well?■ How do you determine if you're getting full value for your HRSM investment?■ What about configuration and customization – is this an easy process?

Licensing Details

Ivanti Neurons for HR is sold as a part of Ivanti Neurons for ITSM Enterprise. Please see SKU's for "Ivanti Neurons for ITSM Line of Business" on page 13.

Ivanti Neurons for Facilities

Short Description

Meet the needs of business operations by automating facilities workflows and projects with Ivanti Neurons for Facilities.

Medium Description

With Ivanti Neurons for Facilities, you can meet the needs of the business by automating workflows related to day-to-day work orders, work assignments, maintenance tasks, and facilities-related projects.

What Does it Do?

- Automate workflows with pre-configured tools tailored to Facilities' everyday needs
- Streamline the request process with an omni-channel self-service portal.
- Increase productivity and drive down overhead with work order management and recurring maintenance tools
- Analyze project costs, operational performance, and more with robust reporting tools
- Optimize operations from anywhere, anytime via a mobile app or web browser

Discovery

Guidance	Questions
Return to Work, Work Order Management, Access, Change Management Compliance	<ul style="list-style-type: none">■ How do you currently manage cases?■ How would you rate the maturity of your ITSM practice?■ What's the process like for an employee when they need to request something?
	ServiceNow <ul style="list-style-type: none">■ How do you determine if you're getting full value for your Facilities Service Management investment?
	Other Platform Customers <ul style="list-style-type: none">■ What processes have you wanted to adopt, but been prevented from implementing? What's holding you back? (other vendor solutions)■ Has your current solution been able to scale with you? Have you or are you having any growing pains?

Licensing Details

Ivanti Neurons for Facilities is sold as a part of Ivanti Neurons for ITSM Enterprise. Please see SKUs for "Ivanti Neurons for ITSM Line of Business" on page 13.

Ivanti Neurons for PPM

Short Description

Ivanti Neurons for PPM helps to remove the guesswork from project execution and create a predictable project delivery machine.

Medium Description

Ivanti Neurons for PPM capabilities are integrated with the Ivanti Neurons platform and Ivanti Neurons for ITSM. You can use the tools already in place to remove the guesswork from project execution and create a predictable project delivery machine that delivers results organization-wide.

What Does it Do?

- Easily capture demand, determine project value and prioritize accordingly
- Automate workflows with collaboration tools to increase productivity
- Align corporate strategy with project plans and budgets using cross-portfolio views and controls
- Right-size resources and optimize project delivery
- Analyze project costs and related factors with robust reporting tools and dashboards
- Increase time to value for rapid innovation throughout the business

Discovery

Guidance	Questions
Project and Program Management	<ul style="list-style-type: none">■ How do you currently manage projects today?■ Tell me about one of your high-priority projects. Which tasks have been completed successfully and on-time? Which parts are behind?■ How do you currently ensure that your project budget stays on track?■ How do you optimize projects according to team members' strength and skills?■ How do you currently keep track of your licenses and maintenance costs?■ Do you feel like your currently tool can help you scale and meet the needs of a growing number of users?

Licensing Details

Ivanti Neurons for Facilities is sold as a part of Ivanti Neurons for ITSM Enterprise. Please see SKUs for "Ivanti Neurons for ITSM Line of Business" on page 13..

Ivanti Neurons for Security Operations Management

Short Description

Manage and automate remediation of vulnerabilities, security events and incidents, including security operations management, incident and change management, vulnerability response and integrations.

Medium Description

Ivanti Neurons for Security Operations Management helps organizations manage threats and vulnerabilities in a unified manner from ITSM. Gain a central place to track remediation activities across Service Management, Security Operations, and Development. All events are prioritized and linked to impacted configuration items within the CMDB.

What Does it Do?

- Facilitates improved workflow for Security Events.
- Out of the Box workflow routes RVBM findings to ITSM Security Event Management based on pre-configured criteria.
- Security Event brokers the creation of Security Incidents (previously ‘Incidents’) based on an additional set of configurable criteria.
- Integrates with ADO using Ticket Sync and Sharing Connector (TSS) to route code and application-related security incidents to teams working in Azure DevOps (ADO).

Discovery

Guidance	Questions
Security Event Response Automation, DevSecOps, Verifiable Response	<ul style="list-style-type: none">■ How to manage your current security threat profile?■ What happens when a Security Event is detected within your organization?■ How much time is spent responding to Security Events?■ What’s the cost

Licensing Details

Ivanti Neurons for SOM is sold as a part of Ivanti Neurons for ITSM Enterprise. Please see SKUs for “Ivanti Neurons for ITSM Line of Business” on page 13.

Ivanti Neurons for GRC

Short Description

Centralize your policy, controls, compliance and risk management so you can automate and integrate your compliance efforts into a single system.

Medium Description

Ivanti Neurons for GRC is built on a truly codeless platform, enabling you to tailor your environment with flexible workflows, as well as drag-and-drop and real-time reporting capabilities - without the help of developers. Centralize your policy, controls, compliance and risk management so you can automate and integrate your compliance efforts into a single system.

What Does it Do?

- Centralize regulatory documentation into a single system
- Align regulatory requirements such as HIPAA, NERC-CIP, SOX, GDPR and others with security best-practice frameworks
- Manage risk proactively to minimize the chance of a security breach

Discovery

Guidance	Questions
Return to Work, Work Order Management, Access, Change Management Compliance	<ul style="list-style-type: none">■ How do you currently manage cases?■ How are you currently managing OSHA and EPA compliance?■ What's the return to work look like for your organization? How are you currently managing workspaces, social distancing protocols, health checks, etc?

Licensing Details

Ivanti Neurons for GRC can be sold with the Ivanti Neurons for ITSM Enterprise SKU if customers are implementing ITSM (Please see SKU's for "Ivanti Neurons for ITSM Line of Business" on page 13) or it can be sold standalone for customers that do NOT want to buy ITSM. The following are the standalone SKUs

Type	Description	SKU
Subscription Named Analyst	Compliance Policy and Risk Mitigation analytics – Cloud	IN-GRC-NU-C
Subscription Concurrent Analyst		IN-GRC-CU-C
Subscription Named Analyst	Compliance Policy and Risk Mitigation analytics – On-Premise	IN-GRC-NU-S
Subscription Concurrent Analyst		IN-GRC-CU-S
Perpetual Named Analyst		IN-GRC-NU-L
Perpetual Concurrent Analyst		IN-GRC-CU-L

ENDPOINT MANAGEMENT

Package Offerings

Secure UEM – Professional

Description

Provides IT Teams with an extensive set of endpoint management capabilities, IT asset discovery and AI-driven automation that delivers real-time insights, helping them detect and resolve device and IT service issues.

Target Audience

For the team that must quickly improve IT efficiencies and employee productivity

Key Capabilities

- Device Discovery & Inventory
- AI-driven healing automation
- Centralized visibility (devices, people, organizational DEX scores)
- App distribution
- Remote control
- Software Asset intelligence & Management
- Partner conditional access (Microsoft AAD and Google BeyondCorp)

Solution Includes

- Ivanti Neurons Platform
- Ivanti Neurons for DEX
- Ivanti Neurons for MDM
- Ivanti Neurons for Spend Intelligence
- Partner Conditional Access

Type	SKU
Device	IN-SUEM-C

Secure UEM – Professional Plus

Description

Extends the IT Teams extensive set of endpoint management capabilities and AI-driven automation with complete visibility to IT assets, to effectively secure access to business essential apps such as email, contacts and calendar so employees can work securely and productively.

Target Audience

For the team that must extend IT efficiencies with secure mobile apps and devices for remote and hybrid workers while maintaining employee productivity

Key Capabilities

All the core secure endpoint management capabilities included in Secure UEM Professional, plus

- Secure network connectivity with dynamic access control for cloud & on-prem apps
- Secure applications for mobile devices & user
- Secure communications with data loss prevention (DLP) capabilities

Solution Includes

All components of the Professional Package plus:

- Ivanti Access & Tunnel
- Productivity Applications

Type	SKU
Device	IN-SUEMP-C

Secure UEM – Premium

Description

Completes the IT Teams set of endpoint management capabilities to not only deliver intelligent automation, secure communication, data loss prevention (DLP), secure access to business essential apps, by adding full risk-based cloud delivered patch management to address device issues and security vulnerabilities before they cause harm to users and the environment, thus preserving employee work space security and productivity.

Target Audience

For the team that must secure and manage the IT infrastructure, identify and address device issues and security vulnerabilities before they cause harm to users and the environment, and manage the risk associated with unpatched devices while maintaining employee productivity

Key Capabilities

All the core secure endpoint management capabilities included in Secure UEM Professional Plus, and

- Prioritize and remediate vulnerabilities
- OS & 3rd party app patching
- Risk based cloud patch management
- Patch reliability insights
- Autonomous patch configurations

Solution Includes

All components of the Professional Plus Package and:

- Ivanti Neurons for Patch Management

Type	SKU
Device	IN-SUEMP-PATCH-C

Client Management

Key Capabilities

- Modern Device Management
- OS Provisioning
- Software Distribution
- Desktop Configuration
- User Desktop Personalization
- Data Analytics
- Secure File Sync & Access

Ivanti User Workspace Manager

Short Description

Ivanti User Workspace Manager is a suite of tools to secure, manage and optimize Windows-based physical and VDI desktops to maximise the users productivity.

Medium Description

Environment Manager is a highly-configurable desktop orchestration tool designed to enable just-in-time optimizations. Application Control is focused on security, picking up where firewalls and patch solutions stop to round-out the desktop security offering. Performance Manager optimizes CPU and memory usage to increase server density and extend hardware lifetimes.

What Does it Do?

- Reduce login times, replace and optimize GPO, desktop orchestration
- Highly configurable profile management
- Malware prevention and configurable allow/deny lists
- Reduce Windows Admin proliferation with on-demand elevation

Discovery

Guidance	Questions
End user managment, profile management, Windows migrations, performance management, application control, privilege management	<ul style="list-style-type: none">■ What is your process for restoring a corrupted users' profile?■ What solutions do you have in pla ce to meet the recommendations of the top 8 CIS controls?■ How do you coordinate multiple local admins?■ How do you manage your GPO scripts?

Licensing Details

Type	SKU
UWM Suite - Named User	DSK SUB 12 F
UWM Suite - Concurrent User	DSK SUB 12 T
Environment Manager - Named User	EM SUB 12 F
Environment Manager - Concurrent User	EM SUB 12 T
Application Control - Named User	AC SUB 12 F
Application Control	AC SUB 12 T

Ivanti Endpoint Discovery

Short Description

If a customer does not yet have a device discovery solution (e.g. Endpoint Manager) we can offer Ivanti Endpoint Discovery for endpoints and Data Center Discovery for datacenters in a perpetual or subscription model.

Medium Description

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What Does it Do?

- Determines what users and endpoints connect to the network,when they connect, and what software is installed on them
- Distributes software or provision operating systems across the enterprise to multiple platforms and devices
- Provides dashboards and reports allowing IT to proactively take action on issues and trends

Ivanti Neurons for Healthcare

Short Description

Diagnose and remediate issues quickly and proactively using automation-powered bots.

Medium Description

Automation-powered bots proactively detect, diagnose, and autoremediate configuration drift, performance, and security issues, and maintain compliance for endpoints. Automation of routine tasks paves the way to creating a truly self-healing environment.

What Does it Do?

- Autonomously self-heals endpoints and edge devices
- Detects and resolves issues before they become problems
- Auto-remediates configuration drift, performance, and security issues

Discovery

Guidance	Questions
...	■ How ...

Licensing Details

Type	Description	SKU
Subscription	Ivanti Endpoint Discovery, Includes Inventory and Data Analytics	UEM-DISC-S
Perpetual		UEM-DISC-L

Discovery

Guidance	Questions
Automation, edge devices, selfhealing, incident response, IT service delivery	<ul style="list-style-type: none">■ What is your MTTR for incident resolution today?■ How do you detect configuration drift?■ Do you have unreported issues and changes in your environment?■ Is your service desk operating tactically or strategically?

Licensing Details

Type	Description	SKU
Device	Delivers insight for healthcare-specific devices across your organization.	IN-HLTH

Ivanti Application Control

Short Description

Control applications and user privileges efficiently across your desktop and server environments.

Medium Description

With Ivanti Application Control, you can manage app execution, user privileges, and policy at a granular level automatically, and allow for optional self-elevation when exceptions occur.

What Does it Do?

- Only allow applications to run installed by a trusted user
- Raise, lower, or eliminate privileges on a per-user, application, or task basis
- Capture privilege- and application-related endpoint data to analyze how policies align with real-world business needs

Discovery

Guidance	Questions
Privilege management, application control, local administrator, whitelist/blacklist	<ul style="list-style-type: none">■ Do you have an automated way to create an application whitelist?■ Can you prevent unauthorized malware from executing?■ Can you elevate users to admin privileges temporarily to install software or perform other tasks requiring admin privileges?

Licensing Details

Type	SKU
Subscription Concurrent User	AM SUB 12 T
Subscription Named User	AM SUB 12 F
Subscription Server	AC SUB 12 SVR
Perpetual Concurrent User	AM LIC 00 T
Perpetual Named User	AM LIC 00 F
Perpetual Server	AC LIC 00 SVR

Ivanti File Director

Short Description

File Director syncs user desktop files to on-premises or cloud storage with total IT control, audit, and security.

Medium Description

Ivanti File Director provides users with an alternative to consumer cloud services. File Director lets you fully leverage existing resources and workflows to give users a simple, unified method to access and share files while maintaining the security and compliance controls IT needs.

What Does it Do?

- Control users' desktop files in on-premises, hybrid, or full cloud environments
- Leverage existing resources, such as Office 365 users' 1TB of OneDrive storage
- Simplify migration projects and break fix by providing file access from any device

Discovery

Guidance	Questions
File sync and share, shadow IT consumer file storage, DLP, desktop transformation	<ul style="list-style-type: none">■ Do users leverage Dropbox or other consumer file storage today?■ How do you ensure users' access to files after break fix, Windows migrations, or desktop transformation projects?■ Do you have the security and control you need over users' files today?

Licensing Details

Type	SKU
Subscription Named User	DN SUB 12 F
Perpetual Named User	DN LIC 00P

Ivanti Environment Manager

Short Description

Ivanti Environment Manager delivers on-demand personalization and contextual policy control for workspaces.

Medium Description

Ivanti Environment Manager enables fully personalized, consistent desktop environments without cumbersome roaming profiles or scripts, allowing IT to deliver fast, compliant, and responsive workspaces.

What Does it Do?

- Environment Manager decouples user settings and manages them separately from the desktop
- Simplify Windows 10 and physical-to-VDI migrations with user settings managed independently of the OS
- Improve logon times by eliminating the need for GPOs and logon scripts

Discovery

Guidance	Questions
Profile management, long logon times, profile corruption, desktop transformation, VDI, user workspace management, roaming profiles	<ul style="list-style-type: none">■ What is the Windows migration process at your organization?■ What are your average logon times?■ Are your user profiles often corrupted?

Licensing Details

Type	SKU
Subscription Concurrent User	EM SUB 12 F
Subscription Named User	EM SUB 12 T
Perpetual Concurrent User	EM LIC 00 F
Perpetual Named User	EM LIC 00 T

Ivanti Performance Manager

Short Description

Ensures every user is dynamically allocated enough resources for excellent workspace performance

Medium Description

Ensure every user is dynamically allocated enough CPU, memory, and disk resources to experience unsurpassed workspace performance. This IT performance management solution also makes more efficient use of system resources.

What Does it Do?

- Dynamically allocates resources for excellent workspace performance
- Throttles resource-hungry applications and processes
- Improves efficiency of system resources, enabling more users per server

Discovery

Guidance	Questions
User workspace performance, performance management, VDI performance, power usage, users per server	<ul style="list-style-type: none">■ Do users experience performance issues on their workspaces?■ How many users do you have per server on average?■ How do you keep resource-intensive applications from impacting performance?

Licensing Details

Type	SKU
Subscription Concurrent User	PM SUB 12 F
Subscription Named User	PM SUB 12 T
Perpetual Concurrent User	PM LIC 00 F
Perpetual Named User	PM LIC 00 T

Mobility Management

Key Capabilities

- Zero Trust Security
- Mobile Management and Configuration
- Secure Productivity Apps

Ivanti Neurons for Unified Endpoint Management

(Includes Ivanti Neurons for MDM Premium)

Short Description

SaaS UEM solution that includes MDM, Mobile security, and expanded management of Windows and macOS as well as mobile productivity apps

Medium Description

Ivanti Neurons for MDM enables to securely access and protect data across your everywhere workplace. Ivanti's security approach validates the device, to ensure that only authorized users, devices, apps, and services can access business resources. You realize a delightful, native user experience across any endpoint. In addition UEM premium offers access to a suite of secure productivity applications., a per app VPN and the Neurons platform

What Does it Do?

- All secure UEM capabilities
- Secure connectivity with scalable multi-OS VPN solution
- Prevent unauthorized users, devices, and applications from connecting to business services
- Secure email, browsing, and content management apps to enable remote productivity
- Includes Neurons for Workspace & Healing

Discovery

Guidance	Questions
Provisioning, BYOD, security, lifecycle management, MDM	<ul style="list-style-type: none">■ What is your BYOD policy?■ What endpoints are you currently supporting?■ What endpoint limitations do you have for contractors, knowledge workers and frontline workers accessing your corporate data?■ How do you ensure corporate data is kept separate and secure from personal data on the endpoint?

Licensing Details

Type	Description	SKU
Subscription	Ivanti Neurons for UEM Cloud – includes Ivanti Neurons Platform, Ivanti Neurons Workspace, Discovery, Healing, and Ivanti Neurons for MDM.	IN-UEM-CLD-C
		IN-UEM-CLD-PREM-C
Subscription per User	Bundle contains Ivanti Neurons Platform, Ivanti Neurons Workspace, Discovery, Healing, and Ivanti Neurons for MDM.	IN-UEM-USER-C
		IN-UEM-PREM-USER-C

Included Features

Name	Description
Ivanti Help@Work	Allow users to receiver remote assistance by sharing their screen with helpdesk staff via a single tap on IOS and Android devices.
Ivanti Sentry	In-line gateway that manages, encrypts, and secures traffic between the mobile device and back-end enterprise systems.

Features included with Premium

Name	Description
Ivanti Email +	Email+ is a cross-platform, secure PIM application for IOS and Android. Enabled via AppConnect Email+ offers a single, consistent container and experience across IOS and Android. Email+ gives IT the security controls to confidently protect all business apps and data on any company or employee-owned device, while giving users the seamless user experience they need to stay productive.
Ivanti Docs@Work	Provides reliable secure access to content on the go on any device in multiple cloud services in one central repository.
Ivanti Web@Work	Provides users secure, easy, anytime access to enterprise web resources inside or outside of the firewall without the need for a full-device VPN.
Ivanti Help@Work	Allow users to receiver remote assistance by sharing their screen with helpdesk staff via a single tap on IOS and Android devices.

Continued next page

Name	Description
Ivanti Sentry	In-line gateway that manages, encrypts, and secures traffic between the mobile device and back-end enterprise systems.
Ivanti Tunnel	Ivanti Tunnel is a multi-OS VPN solution that allows organizations to authorize specific mobile apps to access corporate resources behind the firewall without requiring any user interaction.
Ivanti AppConnect	AppConnect creates a secure app container through either an SDK and wrapper (iOS) or a wrapper (Android). This container connects to other secure app containers through the Ivanti console and provides management capabilities like Authentication, SSO, encryption, DLP, policy control and more.
Ivanti AppTunnel	AppTunnel provides granular, per-app session security to connect each app container to the corporate network. As a result, organizations can secure traffic from enterprise apps without interfering with personal traffic, such as a user posting a family photo on social media
Ivanti Access	Ivanti Access is a cloud service which secures access to enterprise content in business cloud services such as Box, G Suite, Office 365, Dropbox, and Salesforce

Value Add-On's

Name	Description
Ivanti Neurons for Patch Management (see page 34)	SaaS solution that provides easy and complete visibility and remediation of missing patches. Includes Patch Intelligence and full patch management including remediation.
Ivanti Neurons for Patch Intelligence (see page 33)	SaaS solution that provides easy and complete visibility of missing patches. This is only visibility, no remediation.
Ivanti Mobile Threat Defense (MTD) and MTD Premium (see page 36)	Embedded mobile threat detection and remediation capabilities into our UEM apps to make deployment, detection, and remediation easier and more effective. Premium includes advanced app analytics.
Ivanti Zero Sign-On (ZSO) (see page 32)	For organizations who want to eliminate passwords to reduce the risk of data breaches
Ivanti Neurons for Spend Intelligence (see page 12)	Visibility into software spend and software installed. Risk analysis based on software installed, usage, and software EOL.

Ivanti Neurons for Mobile Device Management

Short Description

Ivanti Neurons for UEM enables users to stay productive and happy on their favorite devices by supporting a seamless and native device experience.

Medium Description

Ivanti Neurons for MDM enables users to securely access and protect data across your everywhere workplace. Ivanti's secure approach validates the device to ensure that only authorized users, devices, apps, and services can access business resources. Your users will realize a delightful, native experience across any endpoints.

What Does it Do?

- Enables provisioning of iOS, macOS, Android and Win10 devices over the air in a single console. Also supports devices such as Zebra and Oculus and more
- Automatically applies security configurations, settings, data, and apps needed on devices
- Supports BYOD and keeps users productive with minimal manual interaction

Discovery

Guidance	Questions
Provisioning, BYOD, security, lifecycle management, MDM	<ul style="list-style-type: none">■ What is your BYOD policy?■ What endpoints are you currently supporting?■ What endpoint limitations do you have for contractors, knowledge workers and frontline workers accessing your corporate data?■ How do you ensure corporate data is kept separate and secure from personal data on the endpoint?

Licensing Details

Type	Description	SKU
Subscription per User	Manage and provision users' BYOD devices	MI-UEM-U
Subscription per Device		MI-UEM-D
Subscription per User – Premium	Premium (see additional included Features below)	MI-UEMP-U
Subscription per Device – Premium		MI-UEMP-D

Included Features

Name	Description
Ivanti Help@Work	Allow users to receive remote assistance by sharing their screen with helpdesk staff via a single tap on iOS and Android devices.
Ivanti Sentry	In-line gateway that manages, encrypts, and secures traffic between the mobile device and back-end enterprise systems.

Additional Features (included with Premium)

Name	Description
Ivanti Email +	Email+ is a cross-platform, secure PIM application for iOS and Android. Enabled via AppConnect Email+ offers a single, consistent container and experience across iOS and Android. Email+ gives IT the security controls to confidently protect all business apps and data on any company or employee-owned device, while giving users the seamless user experience they need to stay productive.
Ivanti Docs@Work	Provides reliable secure access to content on the go on any device in multiple cloud services in one central repository.
Ivanti Web@Work	Provides users secure, easy, anytime access to enterprise web resources inside or outside of the firewall without the need for a full-device VPN.
Ivanti Tunnel	Ivanti Tunnel is a multi-OS VPN solution that allows organizations to authorize specific mobile apps to access corporate resources behind the firewall without requiring any user interaction.
Ivanti AppConnect	AppConnect creates a secure app container through either an SDK and wrapper (iOS) or a wrapper (Android). This container connects to other secure app containers through the Ivanti console and provides management capabilities like Authentication, SSO, encryption, DLP, policy control and more.
Ivanti AppTunnel	AppTunnel provides granular, per-app session security to connect each app container to the corporate network. As a result, organizations can secure traffic from enterprise apps without interfering with personal traffic, such as a user posting a family photo on social media
Ivanti Access	Ivanti Access is a cloud service which secures access to enterprise content in business cloud services such as Box, G Suite, Office 365, Dropbox, and Salesforce

Ivanti Endpoint Manager Mobile (EPMM)

Short Description

Ivanti Endpoint Manager Mobile is an on-premise management platform that enables users to stay productive and happy on their favorite devices by supporting a seamless and native device experience.

Medium Description

Ivanti Endpoint Manager Mobile enables users to stay productive and happy on their favorite devices by supporting a seamless and native device experience. IT can leverage a single console for multi-OS and multi-app management. Users can simply power up their devices to get all of the security configurations, settings, data, and apps they need on their devices.

What Does it Do?

- Enables provisioning of iOS, macOS, Android and Win10 devices over the air in a single console. Also supports devices such as Zebra and Oculus and more
- Automatically applies security configurations, settings, data, and apps needed on devices
- Supports BYOD and keeps users productive with minimal manual interaction

Discovery

Guidance	Questions
Provisioning, BYOD, security, lifecycle management, MDM	<ul style="list-style-type: none">■ What is your BYOD policy?■ What endpoints are you currently supporting?■ What endpoint limitations do you have for contractors, knowledge workers and frontline workers accessing your corporate data?■ How do you ensure corporate data is kept separate and secure from personal data on the endpoint?

Licensing Details

Type	Description	SKU
Subscription per User	MDM for Android and iOS, including app management, app VPN, policy management	MI-UEM-U
Subscription per Device	(formerly MobileIron Core SUEM)	MI-UEM-D
Subscription per User – Premium	Premium MDM for Android and iOS, including app management, app VPN, policy management	MI-UEMP-U
Subscription per Device – Premium	(formerly MobileIron Core SUEM) Premium	MI-UEMP-D

Included features

Name	Description
Ivanti Help@Work	Allow users to receive remote assistance by sharing their screen with helpdesk staff via a single tap on iOS and Android devices.
Ivanti Sentry	In-line gateway that manages, encrypts, and secures traffic between the mobile device and back-end enterprise systems.
Ivanti AppConnect	AppConnect creates a secure app container through either an SDK and wrapper (iOS) or a wrapper (Android). This container connects to other secure app containers through the Ivanti console and provides management capabilities like Authentication, SSO, encryption, DLP, policy control, etc.
Ivanti AppTunnel	AppTunnel provides granular, per-app session security to connect each app container to the corporate network. As a result, organizations can secure traffic from enterprise apps without interfering with personal traffic, such as a user posting a family photo on social media

Additional features (included with Premium)

Name	Description
Ivanti Email +	Email+ is a cross-platform, secure PIM application for iOS and Android. Enabled via AppConnect Email+ offers a single, consistent container and experience across iOS and Android. Email+ gives IT the security controls to confidently protect all business apps and data on any company or employee-owned device, while giving users the seamless user experience they need to stay productive.
Ivanti Docs@Work	Provides reliable secure access to content on the go on any device in multiple cloud services in one central repository.
Ivanti Web@Work	Provides users secure, easy, anytime access to enterprise web resources inside or outside of the firewall without the need for a full-device VPN.
Ivanti Tunnel	Ivanti Tunnel is a multi-OS VPN solution that allows organizations to authorize specific mobile apps to access corporate resources behind the firewall without requiring any user interaction.
Ivanti Access	Ivanti Access is a cloud service which secures access to enterprise content in business cloud services such as Box, G Suite, Office 365, Dropbox, and Salesforce

EPMM Value Add-On's

Type	Description
Ivanti MTD and MTD Premium (see page 36)	Embedded mobile threat detection and remediation capabilities. Premium includes advanced app analytics
Ivanti Zero Sign-On (ZSO) (see page 32)	Ivanti Zero Sign-On (ZSO) eliminates passwords to reduce the risk of data breaches

Ivanti Endpoint Manager (EPM and EPM+)

Short Description

Ivanti Endpoint Manager (EPM) Increases productivity and improves security. It empowers administrators to automate provisioning and software deployments, remotely control and fix user issues quickly, and discover devices and software assets.

Medium Description

Ivanti Endpoint Manager integrates the management of all end user platforms and mobile devices in a unified endpoint management experience. It provides core IT management services that are highly leveraged by other Ivanti or Ivanti partner solutions. EPM provides user profile management to improve logon times, make it easier for users to move between machines and still maintain their experience. It also automates software and OS deployments, fix user issues quickly, and track and reclaim software assets

What Does it Do?

- Discover devices and software on those devices, then normalize data for better reporting.
- Target user groups or provide an app store experience—downloads software automatically to the correct devices
- Automate OS and application patching, isolate and remediate security threats to stay secure and keep your endpoints up-to-date
- Unify Endpoint Management—Manage and secure Windows and Mac devices from one console with easy enrollment (including Windows Autopilot) and policy management
- Provide insight and take action all within role-driven workspaces with dashboards
- Enhance user experience with Ivanti Environment Manager (available with EPM+)

Discovery

Guidance	Questions
Provisioning, BYOD, security, lifecycle management, MDM	<ul style="list-style-type: none">■ What is your BYOD policy?■ What endpoints are you currently supporting?■ How do you provide business and productivity applications to users?■ What endpoint limitations do you have for contractors, knowledge workers and frontline workers accessing your corporate data?

Licensing Details (EPM)

Type	Description	SKU
Subscription On Premise per device	EPM is licensed per device (endpoint) in a subscription model. Every license allows for managing one endpoint.	LDMS-S

Licensing Details (EPM+)

Type	Description	SKU
Subscription On Premise per device	EPM is licensed per device (endpoint). Every license allows for managing one endpoint.	UEM-S

Add-ons

Type	Description	SKU
Per Virtual Appliance	Allows management of devices outside corporate network. Virtual appliance. Typically supports about 3,000 devices.	LDVCSA-S
Subscription (per device)	Data Analytics for Advanced discovery, data import using 3rd party and B2B connectors, and data normalization	LDDADTSERPAC-S
Subscription (per device)	Package Studio – Automatic package creation for hundreds of most-used applications	IPS-<X>YR-S
Subscription (per device)	Antivirus capabilities can be added through our OEM agreement with Bitdefender.	LDAV-BD-S
Subscription (per device)	“Ivanti Patch for Endpoint Manager.”	See page 38
Subscription (per device)	Ivanti Security Suite and Privilege Management Subscription Upgrade from EPM only, includes EPM patch, privilege management and security suite.	See page 39

Ivanti Incapptic Connect

Short Description

Simplifies, secures and automates the application release process

Medium Description

Ivanti incapptic Connect simplifies, secures, and automates the app release process, allowing business units to focus on changing user needs and creating innovative new apps rather than performing tedious metadata management.

What Does it Do?

- In-Progress (next revision)

Discovery

Guidance	Questions
In-Progress (next revision)	In-Progress (next revision)

Licensing Details

Type	Description	SKU
Subscription	Incapptic Basic license (up to 10 apps)	MI-INCAPPTIC-BAS
Cloud or On-Premise	Incapptic Extension package (up to 10 additional apps)	MI-INCAPPTIC-APP

Complementary Products

Description	SKU
Ivanti Neurons for MDM	See "Ivanti Neurons for Mobile Device Management" on page 28

Endpoint Security

Key Capabilities

- Identity Lifecycle Management
- Onboarding / Offboarding
- Password-less MFA
- Anti Fishing
- RB Patch Management
- Mobile Threat Defense
- Privilege Management
- Application Control
- Device Control

Ivanti Zero Sign-On (ZSO)

Short Description

Provide passwordless access to any business app or cloud service through a mobile-centric, Zero Trust framework.

Medium Description

Provide passwordless access to any business app or cloud service – including Microsoft Office 365 – through a mobile-centric, Zero Trust framework. This delivers a consumer-like authentication experience to the enterprise with common biometrics.

What Does it Do?

- Passwordless MFA for both cloud and on-onpremesis applications.
- MFA application with support for push notifications, one time PIN, and QRcode scans.
- Integration with UEM for conditional access
- Ensure that only verified users, devices, apps, and networks can access business resources
- Delivers a consumer-like authentication experience
- Eliminates the need to memorize, enter, or reset complex passwords

Discovery

Guidance	Questions
ZSO, password management, authentication Zero Trust	<ul style="list-style-type: none">■ How are you managing passwords and user authentication?■ How many helpdesk tickets are due to account lockouts?■ How do you prevent unmanaged devices, apps, and services from connecting?■ How do you ensure universal, uniform MFA adoption?.

Licensing Details

Type	Description	SKU
Subscription per Device	Eliminate the need for passwords by making mobile devices the primary factor for user authentication.	MI-ZSOD
Subscription per User		MI-ZSOU

Ivanti Neurons for Patch Intelligence

Short Description

Patch reliability data that delivers actionable intelligence automatically..

Medium Description

Enables you to research, prioritize, and receive accurate insights in one central location to identify non-compliant systems and risks to your organization.

What Does it Do?

- Patch reliability data that delivers actionable intelligence automatically.
- Enables you to research, prioritize, and receive accurate insights in one central location.
- Identify non-compliant systems and risks to your organization

Discovery

Guidance	Questions
patching, patch management, patch intelligence	<ul style="list-style-type: none">■ What is your patching process today?■ How do you research patches before applying?■ Can you identify non-compliant (un-patched) systems easily?

Licensing Details

Type	Description	SKU
Subscription	Patch reliability data that delivers actionable intelligence automatically	IN-PATCH-INTEL

Ivanti Identity Director

Short Description

Ivanti Identity Director provides an attribute-based approach to identity management and access with automated provisioning, workflows, and self-service

Medium Description

Identity Director manages and enforces entitlements based on role, attributes¹ and context-aware policies to keep workers productive and secure. Grants access on a worker's first day with birthright entitlements; adapt rights automatically as roles change or workers leave the organization. Governs identities effectively by aggregating attributes from other systems like HR/HCM, payroll and project systems to establish a single user identity even if the user starts as users, becomes an employee and returns to a contract position

What Does it Do?

- Identity Management so IT can provision the right access to services and apps – based on identity attributes
- Auditable Compliance ensure the ability to demonstrate compliance with regulatory data-protection standards.
- Infrastructure Automation allows IT to consolidate, control, and enforce access privileges.
- Security Risk Mitigation streamlines provisioning and deprovisioning processes to eliminate human error and reduce “shadow IT.”
- User Self-Service offloads a mobile app for workers to request access and other common IT services.

Discovery

Guidance	Questions
Identity, Access, Onboarding, Provisioning, Governance	<ul style="list-style-type: none">■ How often are steps in your onboarding process missed due to manual processes?■ How long does it take before a new employee has all the resources to do her/his job?■ How long does it take to deprovision when an employee leaves or is terminated?■ How certain are you that when an individual leaves your company that their access to critical systems and information has been deactivated? How do you prove when that took place?■ Can you change access rights when a role changes?

Licensing Details

Type	Description	SKU
Perpetual	Identity Director Access per User License	IDA-P
	Identity Director Identity per User License	IDI-P
	Identity Director Full per User License	IDF-P

¹ Requires Ivanti Neurons Workspace

Ivanti Neurons for Patch Management

Short Description

Cloud-native patch management capabilities for Windows and third-party applications with the strength of Ivanti’s patch technology in Ivanti Neurons.

Medium Description

Ivanti Neurons for Patch Management provides actionable threat intelligence, patch reliability insight and device risk visibility that enables IT teams to prioritize and remediate the vulnerabilities that pose the most danger to their organization

What Does it Do?

- Proactively patch against active exploits
- Achieve faster SLAs with patch reliability and trending insight
- Transition from on-premises to cloud patch management
- Streamline patch management processes

Discovery

Guidance	Questions
In-Progress (next revision).	In-Progress (next revision)

Licensing Details

Type	Description	SKU
Subscription	Enables all of the cloud-native patch management capabilities	IN-PATCH-MGT-C

Ivanti Neurons Patch for Intune

Short Description

Ivanti Neurons Patch for Intune delivers cloud-native patch management capabilities for Windows and third-party applications with the strength of Ivanti’s patch technology in Ivanti Neurons.

Medium Description

Ivanti Neurons Patch for Intune publishes pre-tested third-party application updates from Ivanti’s Neurons cloud platform directly into Intune. This allows IT (Information Technology) teams to deploy third-party application updates alongside Microsoft OS (Operating Systems) and application updates within Intune as part of their existing application lifecycle management workflows.

What Does it Do?

- Enables Intune customers to migrate their patching workloads entirely to the cloud
- Provides actionable threat intelligence that enables IT teams to prioritize and remediate vulnerabilities
- Onboard and offboard Intune tenants in minutes
- Utilize Ivanti’s industry proven third-party patch catalog solution for secure and reliable patching
- Automated new catalog Intune imports or console notifications - according to supersedence preferences
- Easily identify failed publication transfers of new catalog releases.
- Provides a detailed history of all app update activity and current import statuses.

Discovery

Guidance	Questions
...	■ ...?

Licensing Details

Type	Description	SKU
Subscription	Enables all of the cloud-native patch management capabilities	IN-PATCH-MEM-C

Ivanti Neurons for Mobile Threat Defense

Short Description

Ivanti Neurons for Mobile Threat Defense provides cloud-based (and on-premise¹) defense against known and unknown zero-day mobile threats

Medium Description

Ivanti Neurons for Mobile Threat Defense provides comprehensive real-time mobile security with time-of-click inspection to identify and block phishing and malware attacks, while protecting against known and emerging zero-day threats.

What Does it Do?

- Defends and resolves threats targeting iOS and Android devices.
- Seamlessly enforces security configurations, settings, and data, while deploying necessary apps.
- Offers real-time visibility through time-of-click inspection, analytics, and comprehensive reports.
- Fully integrated with Ivanti UEM client, ensuring 100% user adoption for enhanced security

Discovery

Guidance	Questions
Mobile Security Posture, Threat protection, Remediation, Visibility of Corporate-owned and Employee-owned devices	<ul style="list-style-type: none">■ How do you currently secure your mobile devices against threats like phishing, smishing, and malware?■ What's been your experience with mobile security incidents or breaches in the past?■ What measures do you have in place to address emerging zero-day threats on mobile devices?■ How do you enforce compliance with security policies on both employee-owned and corporate-owned devices?■ What do you use to visualize and report on mobile threats in your organization?■ What are your top objectives for enhancing your mobile threat defense and remediation capabilities?

Licensing Details

Type	Description	SKU
Subscription per device	Ivanti Neurons for Mobile Threat Defense (OEM Lookout)	IN-MTD-USER-C
Subscription per User		IN-MTD-DVC-C
Subscription per Device	Ivanti Mobile Threat Defense (on-prem) Security with detection and remediation for mobile devices (OEM Zimperium)	MI-MTD-D
Subscription per User		MI-MTD-U
Subscription per Device	Ivanti Mobile Threat Defense – Plus (on-prem)	MI-MTDPLUS-D
Subscription per User		MI-MTDPLUS-U

¹ For customers needing an On-Premise solution, the Zimerium OEM product should be quoted.

Ivanti Security Controls

Short Description

Ivanti Security Controls simplifies patching, privilege management, and whitelisting.

Medium Description

Ivanti Security Controls simplifies security with unified and automated prevention, detection, and response techniques that target common attack vectors. It provides the security global experts agree creates the highest barriers to modern cyber attacks, including discovery, OS and application patch management, privilege management, and whitelisting.

What Does it Do?

- Detect and remediate OS and third-party app vulnerabilities
- Simplify whitelisting without constraining users
- Enforce least privilege and avoid local admins

Discovery

Guidance	Questions
Discover vulnerabilities, patching, whitelisting, privilege management, local administrators, least privilege	<ul style="list-style-type: none">■ How do you detect and remediate vulnerabilities today?■ Do you have a large number of local admins?■ Is managing whitelists time consuming today?■ How long does it take to patch your OS and applications today?

Licensing Details

Ivanti Security Controls is licensed in two modules. The modules Patch and Application Control are licensed separately. Application Control can not be sold without the patch component.

Patch Subscription *(basic license comes with 10 consoles)*

Type	SKU
Subscription Patch for Workstation	ISEC-P-WS-S1
Subscription Patch for Server	ISEC-P-SV-S1
Subscription Additional Console	ISEC-CSL-S1

Patch Content *(this offering is subscription only)*

Type	SKU
Subscription Patch Content	ISEC-P-CPCS-S1
Patch Content Windows Server2008/2008R2	ISEC-P-CP-2008-S
Patch Content Windows 7*	UEM-CP-WIN7-EOL-S

***Note:** The content subscriptions for Windows 7 and Windows Server 2008 require an extra legal agreement.

Application Control Subscription

Type	SKU
Subscription Concurrent User	ISEC-AC-CU-S1
Subscription Named User	ISEC-AC-NU-S1

Ivanti Patch for Endpoint Manager

Short Description

Evaluate, test, and apply OS and application patches automatically across an organization.

Medium Description

Patch for Endpoint Manager can swiftly detect vulnerabilities in Windows, Mac OS, Linux, and hundreds of third-party apps (Acrobat Flash/Reader, Java, Web browsers, and more) and deploy expertly pre-tested patches everywhere you need them.

What Does it Do?

- Establish and automate consistent policies for patching all of your assets
- Detect and remediate OS and third-party app vulnerabilities on various systems
- Deploy pre-tested patches patch at the right time, under the right conditions, to minimize the impact on users

Discovery

Guidance	Questions
Patch management, endpoint and application patching, vulnerability remediation, automated patching	<ul style="list-style-type: none">■ How do you deploy and track progress on patches today?■ How much time do you spend on testing and researching new patches?■ Does patching today interrupt user productivity?

Licensing

Endpoint Manager Patch can be sold as a standalone solution, or as an add-on for Endpoint Manager.

Standalone means that a customer will only use the patching component of Endpoint Manager. This can be sold as a subscription or perpetual license.

Standalone Details

Type	SKU
Subscription EPM patch for Servers	LDPM-SV-S
Subscription EPM Patch for Workstations	LDPM-WS-S

When an existing customer is already running Endpoint Manager, Patch for Endpoint Manager requires an add-on license and a subscription to license the patch content. This add-on is licensed per device.

Add-on Details

Type	SKU
Device license	DN SUB 12 F
Content Subscription	LDSS-S
Patch Content Windows Server2008/2008R2	LDSS-L-LDMS
Patch Content Windows 7*	UEM-CP-WIN7-EOL-S

**Note: The content subscriptions for Windows 7 and Windows Server 2008 require an extra legal agreement.*

Ivanti Patch for Configuration Manager

Short Description

Easily patch third-party applications from the MEM console with no additional infrastructure or training.

Medium Description

Ivanti Patch for MEM is a plug-in for MEM that automates the process of discovering and deploying your third-party app patches through the MEM console.

What Does it Do?

- Import, manage, sync, and deploy all critical patch information using the MEM console
- Reduce risk with comprehensive app patching and pre-download testing data
- Verify patch delivery using MEM reports and improve visibility with role-based dashboards

Discovery

Guidance	Questions
MEM, third-party patch management, vulnerability remediation, patch testing	<ul style="list-style-type: none">■ Do you use MEM for patching today?■ How do you update third-party software?■ Do you have challenges updating applications such as Google Chrome or Java?

Licensing Details

Type	SKU
Subscription Per Device	S-PSCCM-S

Ivanti Endpoint Security for EPM

Short Description

Gain a single, multi-layered solution to detect and prevent threats and respond swiftly to vulnerabilities and incidents.

Medium Description

Gain the multi-layered security you need without products from multiple vendors that are expensive and hard to manage. Endpoint security includes:

- Patch management
- Device control / isolation
- Ivanti Application Control

What Does it Do?

- Detect and remediate operating system and third-party application vulnerabilities
- Stop unauthorized use of devices and execution of unknown apps
- Enforce usage policies for devices and ports, while providing data encryption for removable media.

Discovery

Guidance	Questions
Patching, application control, local administrators, zero day attack, threat remediation	<ul style="list-style-type: none">■ How do you identify and remediate critical threats to your environment, both internal and external?■ Are your patch management, antivirus, and other security measures well integrated?■ How do you protect against fileless attacks.

Licensing Details

Type	SKU
Per Endpoint	EPM-SECURITY-S

Secure Access

Key Capabilities

- Zero Trust Access
- Network Access Control
- Application Control
- Remote Access

Ivanti Neurons for Zero Trust Access

Short Description

A SaaS-delivered (or cloud-based) Zero Trust secure access service that provides users access to specific applications hosted on public cloud or enterprise datacenters based on user privilege and device posture regardless of user location.

Medium Description

A SaaS-delivered Zero Trust secure access service that authenticates and authorizes user identity and device security posture for compliance before providing access to specific applications through micro-segmentation instead of allowing network-wide access. Each user is only provided access to applications they are entitled to, based on user privilege and device posture. Each session is continuously assessed for risks, and admins can create policies to define access decisions based on the real time analysis of risks. This continuous validation improves anomaly and threat detection, and provides administrators end-to-end visibility and expedited threat mitigation.

What Does it Do?

- Enables diverse users from any location to easily, directly and securely access public, private, and multi-cloud applications as well as data center resources
- Governs each access request and session via a centrally deployed and managed Secure Access Policy customizable for each application
- Identifies non-compliant, malicious, and anomalous activity with risk scoring algorithms as part of its User and Entity Behavior Analytics (UEBA) capabilities
- Makes public and private cloud services accessible to only legitimate users.

Discovery

Guidance	Questions
Zero Trust, security, compliance, trust verification, access management, UEBA	<ul style="list-style-type: none">■ How do you verify the identity of users connecting to the network?■ How do you ensure users get secure per application access rather than access to entire network?■ How do you monitor risk and trust for your user sessions in real time?■ How do you ensure a device is secure before it connects to your applications?

Licensing Details

Type	Description	SKU
Subscription	Ubiquitous secure access to data center and cloud applications	IN-ZTA-C

Ivanti Neurons for Secure Access

Short Description

Ivanti Neurons for Secure Access delivers centralized management and analytics from the cloud for Ivanti Connect Secure (ICS) VPN gateways, and provides visibility into user behavior, applications, and VPN connections. This visibility enables user risk assessment and appropriate remediation through User Entity Behavioral Analytics (UEBA)

Medium Description

Ivanti Neurons for Secure Access delivers centralized management and analytics from the cloud for Ivanti Connect Secure (ICS) VPN gateways. Its unified interface controls an entire ICS deployment, greatly reducing the time, complexity and risks of managing multi-node VPN deployments. Risky or anomalous user behavior is addressed with automated remediation while collated gateway logs and customizable reports deliver actionable insights. Neurons for Secure Access minimizes overhead and maintains a secure environment to maximize the value of your VPN.

What Does it Do?

- Provides centralized cloud-based management for legacy and new ICS as well as NZTA environments by leveraging a cloud-based management approach
- Supports a Hybrid IT model (on-prem, cloud, and edge)
- Features actionable user risk assessment through User Entity Behavioral Analytics (UEBA), where attributes for every active session are monitored and assessed for risky, suspicious or anomalous user behavior and assigned a risk score.
- Helps customers ease into the SASE/SSE and Zero Trust transformation journey

Discovery

Guidance	Questions
Central Management, Hybrid Zero Trust, Cloud-delivered, VPN + ZTA, UEBA	<ul style="list-style-type: none">■ How do you manage your ICS estate with multiple gateways in multiple locations?■ How would a single cloud-based management platform do to help you manage your hybrid environment?■ Would you like to have a single pane reporting, visibility and analytics across your ICS and NZTA installations

Licensing Details

Type	Description	SKU
Subscription	Central cloud-based management platform for ICS and NZTA	IN-NSA-ADD

Ivanti Connect Secure (VPN)

Short Description

Ivanti Connect Secure provides a seamless, cost-effective, SSL VPN solution for remote and mobile users from any web-enabled device to corporate resources — anytime, anywhere.

Medium Description

Secure Access to remote and mobile users from any web enabled device to corporate resources—anytime, anywhere. Dynamically enable appropriate network and security services on users’ endpoints, improving both security and end user experience.

Ivanti Connect Secure provides dynamic access management capabilities and comprehensive single sign-on (SSO) features along with complete end-to-end security, including endpoint client, device, data, and server layered security controls. .

Solution includes Ivanti Connect Secure Software running on Ivanti Security Appliance Series (Hardware: ISA 8000 & ISA 6000 & Virtual appliances: ISA4000-V, ISA6000-v & ISA8000-v) and Ivanti Secure Access Client on Endpoints.

What Does it Do?

- Secure Access from any device to apps and services in the cloud and data center
- Limit users’ access to specific applications and ensure corporate security policies are met
- Configure centralized remote access policies that blend VDI with other applications
- Assess device posture prior to allowing access and continuously monitor the endpoint for any posture change and take appropriate remediation actions
- Support client-less access, HTML5 Access, L3 VPN and many more features and connectivity options

Discovery

Guidance	Questions
Access management, SSO, VPN, BYOD, remote work	<ul style="list-style-type: none">■ How does remote employees access the private apps and data they need?■ How do you ensure non-compliant devices can't connect to the network?■ How much time does your helpdesk spend responding to remote access/VPN issues?■ How do consultants access your corporate applications?

Licensing Details

Software

Type	Description	SKU
Perpetual	Secure and compliant access from any device to multi-cloud and data center	ICS-ADD
Subscription		ICS-SVC

Appliances

Type	Description	SKU
Physical	Secure and compliant access from any device to multi-cloud and data center	ISA8000, ISA6000
Virtual		ISA8000

Ivanti Application Delivery Controller (vADC)

Short Description

Deliver reliable applications with predictable performance and strong multilayered security.

Medium Description

Deliver reliable applications with predictable performance and strong multi-layered security. More than just a software load balancer, the Virtual Application Delivery Controller (vADC) drives more transactions, even at peak load conditions, ensuring continuous uptime and real-time security monitoring of application traffic. .

What Does it Do?

- Deliveries reliable applications with predictable performance and strong multi-layered security, even in hybrid environments.
- Applies policies for global and local routing, application optimization and service-level monitoring
- Automates the licensing, management and metering of your application delivery services.
- Accelerate, optimize, and secure your application

Discovery

Guidance	Questions
Application Delivery, Application Delivery Controller, load balancing	<ul style="list-style-type: none">■ Do you have an application delivery controller today?■ How do you load balance traffic today hybrid environments?■ Do you experience any performance challenges when delivering applications today

Licensing Details

Type	Description	SKU
Appliance	Deliver secure, agile, responsive applications	BR-ADC

Ivanti Policy Secure (NAC) & Profiler

Short Description

Provides comprehensive visibility with security enforcement to control managed, unknown, and IoT devices connecting locally or remotely to the network.

Medium Description

A context-aware policy engine that applies granular policies for monitoring, reporting, and access enforcement based on user, role, device, location, time, network, and application. Applies Zero Trust principles to manage network access by validating the user, a device's security posture and connects the device with least privilege access policy.

What Does it Do?

- Continuously enforces foundational security policies and controls network access for managed and unmanaged endpoints
- Provides Centralized visibility and policy management for all endpoints
- Assesses endpoint security posture before granting access

Discovery

Guidance	Questions
Visibility, Policy Management, Endpoint Compliance, BYOD/ Mobility, Guest Access, IoT, Network Access Control (NAC), Zero Trust Access	<ul style="list-style-type: none">■ How do you enforce least privilege for users connecting to the network today?■ How do you manage network access today based on user role or device class?■ Are you continuously assessing security posture for devices attempting to access yours network

Licensing Details

Type	Description	SKU
Appliance	Detect and protect industrial sites with secure-access and behavioral analytics	POLSEC

Risk-Based Vulnerability Management

Key Capabilities

- Risk-Based Prioritization
- Threat Aggregation
- Responsive Automation
- Vulnerability Intelligence

Ivanti Neurons for Risk-Based Vulnerability Management

Short Description

Ivanti Neurons for RBVM enables the prioritization of vulnerabilities that pose the most risk to an organization to better protect against ransomware and other cyber threats.

Medium Description

Ivanti Neurons for RBVM continuously correlates an organization’s infrastructure with internal and external vulnerability data, threat intelligence, human pen test findings and business asset criticality to measure risk, provide early warning of weaponization, predict attacks and prioritize remediation activities.

What Does it Do?

- Determines the risk posed by a vulnerability with numerical risk scores that consider intrinsic attributes and real-world threat context.
- Delivers a quantified view of an organization’s risk profile via a proprietary scoring methodology.
- Provides insights on vulnerabilities – like which ones are tied to ransomware – via threat intelligence.
- Automates a wide range of common manual tasks.
- Offers visual query and risk discovery capabilities across assets and infrastructure via dashboards.

Discovery

Guidance	Questions
Risk-Based Vulnerability Management, Risk Scoring, Remediation Prioritization, Automation, Security Reporting	<ul style="list-style-type: none">■ What does your vulnerability management process look like■ How do you track and assess your ransomware exposure?■ How do you remediate vulnerabilities associated with ransomware?■ What scanners are you using? How often do you scan?■ How does your team prioritize addressing known vulnerabilities?■ What does your SLA attainment look like??

Licensing Details

Type	Description	SKU
Subscription	Ivanti Neurons for Risk-Based Vulnerability Management - Host	IN-RBVM-HOST-C

Related / Complementary Products

Type	Description	SKU
Subscription	Ivanti Neurons for Application Security Orchestration & Correlation	See page 45
Subscription	Ivanti Neurons for Vulnerability Knowledge Base	See page 46
Subscription	Ivanti Neurons for Patch Intelligence	See page 33
Subscription	Ivanti Neurons for Patch Management	See page 34

Ivanti Neurons for Application Security Orchestration & Correlation

Short Description

Ivanti Neurons for ASOC delivers a risk-based approach to vulnerability management for application stacks.

Medium Description

Ivanti Neurons for ASOC allows for fast, informed decisions to be made on where to direct development to fix vulnerabilities and weaknesses to improve the security of internal and customer-facing applications

What Does it Do?

- Provides full-stack visibility of application risk exposure from development to production.
- Determine the risk posed by a vulnerability or weakness with numerical risk scores that consider intrinsic attributes and real-world threat context.
- Delivers a quantified view of an organization's risk profile via a proprietary scoring methodology.
- Provides insights on vulnerabilities and weaknesses – like which are tied to ransomware – via threat intelligence.
- Reduces a range of manual tasks with automation capabilities.
- Offers visual query and risk discovery capabilities across assets via dashboards.

Discovery

Guidance	Questions
Application Security, Risk-Based Vulnerability Management, Risk Scoring, Remediation Prioritization, Automation, Security Reporting, SAST, DAST, OSS, Container	<ul style="list-style-type: none">■ What is your application scan cadence?■ How often are you scanning your applications?■ How many applications are you scanning?■ How are you prioritizing vulnerabilities in your application stack?

Licensing Details

Type	Description	SKU
Subscription	Ivanti Neurons for Application Security Orchestration & Correlation for x, select from DAST, SAST, CONTAINER, IMAGE, or OSS	IN-ASOC-<x>-C

Related / Complementary Products

Type	Description	SKU
Subscription	Ivanti RBVM for Risk-Based Vulnerability Managemen	See page 44
Subscription	Ivanti Neurons for Vulnerability Knowledge Base	See page 46
Subscription	Ivanti Neurons for Patch Intelligence	See page 33
Subscription	Ivanti Neurons for Patch Management	See page 34

Ivanti Neurons for Vulnerability Knowledge Base

Short Description

Ivanti Neurons for Vulnerability Knowledge Base (VULN KB) arms security experts with authoritative and immediate vulnerability threat intelligence plus risk-based scoring of vulnerabilities based on real-world threat information.

Medium Description

Ivanti Neurons for VULN KB expedites vulnerability assessments and prioritization by providing access to near-real-time vulnerability threat intelligence so organizations can quickly pivot to planning mitigation and remediation strategies. It includes detailed information on all vulnerabilities (CVEs) and weaknesses (CWEs), not just those detected by an organization’s scanners

What Does it Do?

- Delivers a wide view of cyber risk with vulnerability findings ingested from over 100 independent sources plus manual findings from research and pen testing teams.
- Provides near-real-time visualizations on vulnerabilities and weaknesses, including their threat context, to improve vulnerability management processes.
- Surfaces detailed information on all known vulnerabilities in the Ivanti database, plus all associated threat data, such as trending, ransomware, exploits and more.
- Provides visibility to a full list of available software weaknesses as defined by MITRE plus detailed information on each.
- Determine the risk posed by a vulnerability with numerical risk scores that consider its intrinsic attributes plus its real-world threat context

Discovery

Guidance	Questions
Vulnerability Intelligence, Threat Intelligence, Risk Scoring	<ul style="list-style-type: none">■ What kind of security expertise does your organization employ (e.g. threat hunters, pen testers or red teamers)?■ How do your security experts gain access to authoritative intelligence on vulnerabilities and weaknesses beyond those detected by your scanners?

Licensing Details

Type	Description	SKU
Subscription	Ivanti Neurons for Vulnerability Knowledge Base – incremental licensing by employee	IN-VULNKB

NOTE: Ivanti Neurons for VULN KB is also available for sale to OEM partners looking to improve the vulnerability and threat intelligence in their security products (e.g., vulnerability scanners, EDR/XDR tools, patch management products)

Related / Complementary Products

Type	Description	SKU
Subscription	Ivanti Neurons RBVM for Risk-Based Vulnerability Management	See page 44
Subscription	Ivanti Neurons for Application Security Orchestration & Correlation	See page 45
Subscription	Ivanti Neurons for Patch Intelligence	See page 33
Subscription	Ivanti Neurons for Patch Management	See page 34

Product Name Mapping

Product Name (acronym)	Previous Name (acronym)
Ivanti Neurons for Discovery	N/A
Ivanti Neurons for Service Mapping	Ivanti Neurons for Discovery with Service Mapping
Ivanti Neurons for Healing	N/A
Ivanti Neurons Workspace	N/A
Ivanti Neurons For Edge Intelligence	N/A
Ivanti Xtraction (XT)	N/A
Ivanti Neurons for ITSM	Ivanti Service Manager (SM)
Ivanti Neurons for ITAM	Ivanti Asset Manager (AM)
Ivanti Voice (VO)	IP Communication Manager (IPCM)
Cherwell Service Management	N/A
Cherwell Asset Management	N/A
Ivanti Neurons for Facilities	N/A
Ivanti Neurons for GRC	N/A
Ivanti Neurons for HR	N/A
Ivanti Neurons for PPM	N/A
Ivanti Neurons for SOM	N/A
Ivanti Neurons Digital Assistant	N/A
Ivanti User Workspace Manager (UWM)	N/A
Ivanti Application Control	N/A
Ivanti Performance Manager (PM)	N/A
Ivanti Environment Manager (EM)	Ivanti Profile Manager
Ivanti File Director (FD)	N/A
Ivanti Browser Management	N/A
Ivanti License Optimizer (LO)	Concorde (ILO)
Ivanti Optimizer for SAP (OP) <i>(no longer sold)</i>	Expansion or Appspan Security
Ivanti Neurons for MDM	MobileIron Cloud
Ivanti Endpoint Manager (EPM, EP)	N/A
Ivanti Endpoint Manager Mobile (EPMM)	MobileIron Core
Ivanti Incapptic Connect	Incapptic Connect
Ivanti AppStation	MobileIron AppStation

Product Name (acronym)	Previous Name (acronym)
Ivanti Email+	MobileIron Email+
Ivanti Docs@Work	MobileIron Docs@Work
Ivanti Web@Work	MobileIron Web@Work
Ivanti Help@Work	MobileIron Help@Work
Ivanti Go	MobileIron Go
Ivanti Mobile@Work	MobileIron Mobile@Work
Ivanti Mobile Threat Defense (MTD)	MobileIron Threat Defense (MTD)
Ivanti Neurons for Zero Trust (nZTA)	Pulse ZTA
Ivanti Neurons for Patch Intelligence	N/A
Ivanti Connect Secure (ICS)	Pulse Connect Secure (PCS)
Ivanti Network Access Control (NAC)	Pulse Policy Secure (PPS)
Ivanti Neurons for Secure Access (nSA)	New product as of October 2021
Ivanti Virtual Application Delivery Controller (vADC)-Traffic Manager, Service Director, Web Application Firewall	Pulse Virtual Application Delivery Controller
Ivanti Neurons Patch for Intune	Ivanti Neurons Patch for MEM
Ivanti Patch for Configuration Manager	Ivanti Patch for MEM
Ivanti Patch for Endpoint Manager (PE)	N/A
Ivanti Endpoint Security for Endpoint Manager	N/A
Ivanti Security Controls (SC)	N/A
Ivanti Zero Sign-On (ZSO)	MobileIron Zero Sign-On
Ivanti Neurons for Risk-Based Vulnerability Management	RiskSense Risk-Based Vulnerability Management (RBVM)
Ivanti RBVM for Applications	RiskSense Application Security Orchestration and Threat-Correlation (ASOC)
Ivanti Vulnerability Intelligence	RiskSense Vulnerability Knowledge Base (Vul KB)
Ivanti Sentry	MobileIron Sentry
Ivanti Tunnel	MobileIron Tunnel
Ivanti AppConnect	MobileIron AppConnect
Ivanti AppTunnel	MobileIron AppTunnel
Ivanti Access	MobileIron Access

Product Name (acronym)	Previous Name (acronym)
Ivanti Neurons for Spend Intelligence	N/A
Ivanti Neurons for Healthcare	N/A
Ivanti Automation	RES automation
Ivanti Identity Director (ID)	N/A
Ivanti Service Desk	Landesk Service Desk
Ivanti Desktop & Server Management (DSM)	N/A
Ivanti Device Control (DC)	Ivanti Device and Application Control
Ivanti Workspace Control	RES Workspace Manager
Ivanti Endpoint Security (ES)	Heat Endpoint Management and Security Suite
Ivanti Password Director (PD)	N/A
Goldmine	N/A
(Heat Classic)	N/A
(ITSM v6/7)	Heat ITSM v6/7
(Livetime)	N/A

Technology Acronyms

A

API – Application Program Interface
ASP – Active Server Pages, ASP.NET, etc.
AWS – Amazon Web Services

B

BGP – Border Gateway Protocol
BYOD – Bring Your Own Device

C

CAL – Client Access License
CASB – Cloud Access Security Broker
CI – Configuration Item
CIFS – Common Internet File System
CISA – Cybersecurity and Infrastructure Security Agency (*U.S. Government*)
CISSP – Certified Information Systems Security Professional
CMDB – Configuration Management Database
CPQ – Configure-Price-Quote
CSA – Cloud Services Appliance
CSEP – Client Self-Electing Platform
CTI – Computer Telephony Integration
CVE – Common Vulnerabilities and Exposures
CVSS – Common Vulnerability Scoring System

D

DAST – Dynamic Application Security Testing
DDOS – Distributed Denial of Service
DNS – Domain Name System
DOR – Definition of Ready

DRaaS – Disaster Recovery as a Service
DSL – Definitive Software Library

E

EA – Enterprise Agreement
EEA – European Economic Area
ELA – Enterprise License Agreement
ELP – Effective License Position
EMM – Enterprise Mobility Management
ERP – Enterprise Resource Planning
ESD – Enterprise Service Desk
ESM – Enterprise Service Management
ETL – Extract, Transfer, Load
EULA – End-User Licensing Agreement

F

FDFR – File Director Fast Ring
FedRAMP – Federal Risk and Authorization Management Program
FISMA – Federal Information Security Modernization Act

G

GDPR – General Data Protection Regulation
GSA – General Services Administration (*U.S. Government*)
GUI – Graphical User Interface
GUID – Globally-Unique Identifier (*a.k.a., UUID*)

H

HAM – Hardware Asset Management
HDI – Help Desk Institute

HIPS – Host (*or Host-based*) Intrusion Protection System

I

IDoT – Identity of Things
IE – Internet Explorer
IoT – Internet of Things
IRT – Initial Response Time
ISO – International Organization for Standardization
ITAM – Information Technology Asset Management
ITIL – Information Technology Infrastructure Library
ITSM – Information Technology Service Management

J-K

L

L10N – Localization
LOB – Line of Business

M

MAM – Mobile Application Management
MBSDK – Message-Based Software Development Kit
MC – UWM Management Center
MDM – Master Data Management (*Note: Avoid use because of confusion with Mobile Device Management*)
MFA – Multi-Factor Authentication
MPLS – Multi-Protocol Label Switching
MQ – Magic Quadrant (Gartner)
MSP – Managed Service Provider
MSRP – Manufacturer's Suggested Retail Price

MSSP – Managed Security Service Provider

N

NCCoE – National Cybersecurity Center of Excellence (*U.S. Government*)
NCSAM – National Cyber Security Awareness Month
NDA – Non-Disclosure Agreement
NFR – Non-Functional Requirements
NIST – National Institute of Standards and Technology
NIST SP – NIST Special Publication
NPS – Net Promoter Score
NVD – U.S. National Vulnerability Database

O

OEM – Original Equipment Manufacturer
OLA – Operational-Level Agreement
OS – Operating System
OSI – Operating System Instance
OSS – Operating System Security

P

PCI DSS – Payment Card Industry - Data Security Standard
PII – Personally Identifiable Information
PMO – Project Management Office
PRT – Processing (*or Prioritization*) Response Time
PVU – Processor Value Unit
PXE – Preboot Execution Environment

Q

QA – Quality Assurance

QC – Quality Control

R

RBA – Role-Based Administration

RBAC – Role-Based Access Control

RBVM – Risk-Based Vulnerability Management

RCA – Root-Cause Analysis

RPO – Recovery Point Objective

RTO – Recovery Time Objective

S

SaaS – Software-as-a-Service

SAM – Software Asset Management

SAML – Security Assertion Markup Language

SAST – Static Application Security Testing

SCCM – System Center Configuration Manager (Microsoft)

SDK – Software Development Kit

SFTP – SSH File Transfer Protocol

SIEM – Security Information and Event Management

SIG – Standardized Information Gathering

SKU – Stock Keeping Unit

SLA – Service-Level Agreement

SLAM – Software License Asset Management

SOC – Security Operations Center

SQL – Structured Query Language

SSL – Secure Socket Layer

SSO – Single Sign-On

STEM – Science, Technology, Engineering and Math

SWG – Secure Web Gateway

T

TLA – Three Letter Acronym

TOI – Transfer of Information

TRM – Technical Resource Manager

TRO – Technical Refresh Opportunity

U

UAT – User Acceptance Testing

UCS – Unified Computer System

UIT – Unified IT

UNSPSC – United Nations Standard Products and Services Code

UUID – Universally Unique Identifier (a.k.a., GUID)

UX – User Experience

V

VDI – Virtual Desktop Infrastructure

VOC – Voice of the Customer

VoIP – Voice-over Internet Protocol

VRR – Vulnerability Risk Rating

VSTM – Visual Studio Team Services

W

X

XDD – Extended Device Discovery

Y

Z

ZTA – Zero Trust Access

