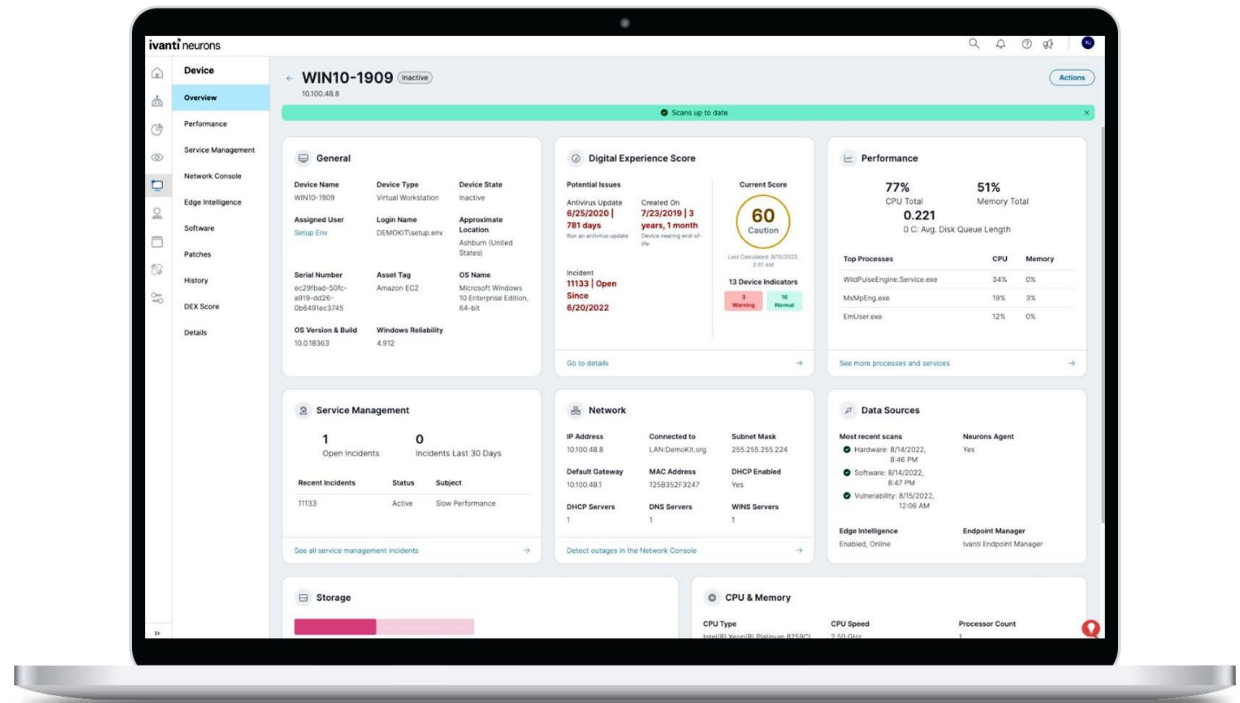


Ivanti Neurons Workspace

Ivanti Neurons Workspace offers a comprehensive, 360-degree overview of devices, users, applications and services, all in real time. This empowers first-line service desk or support analysts to tackle issues that would typically be passed on to specialists. By simplifying user and device views, it reduces complexity, wait times and the costs associated with escalations, leading to quicker resolutions and increased productivity for end users.



Traditional Support Level 1 (L1) tools

Traditional support tools are often very disruptive to the end user and require more involvement from a service desk analyst. After a device issue occurs and is reported, the analyst may require remote control of the device, and then use multiple tools like Command Prompt, Task Manager, Event Viewer, MSINFO32, Services and PowerShell to troubleshoot the problem. These tools can be disruptive, slow and inefficient, leading to lower productivity and frustrated end users and analysts alike.

Resolve issues quickly and effectively with Ivanti

Ivanti Neurons Workspace provides optimized zero-impact troubleshooting. Real-time insights and digital experience (DEX) score capabilities power visibility across users and devices, and automation-powered support tools -- including remote control and human-triggered automation bots -- help resolve issues faster.

Ivanti Neurons Workspace streamlines issue resolution and response by providing a simple yet highly effective workflow that reduces the need for escalations and improves the end-user experience.

1. Issue arises

The problem is identified and then reported by the end user. EMA research shows that, on average, users experience 3-4 digital friction issues per day that impact productivity and satisfaction, and only a fraction of these are reported to the service desk. Ivanti continuously monitors device issues and productivity degradations to proactively alert support analysts before the user even notices or reports they have an issue.

2. Check the user's DEX score

Evaluating the end user's DEX score helps analysts understand how serious the issue is. Ivanti Neurons Workspace uses advanced algorithms to detect anomalies, statistical models and sentiment analysis to calculate the DEX score. It analyzes historical device data to spot any deviations from the norm. The system standardizes these metrics using the average and standard deviation of past data. Additionally, a pre-trained sentiment analysis tool is used to assess the mood of employees from their open tickets.

- AI/ML based anomaly detection
- Device, Application, Security, Service & Survey domains
- AI/ML sentiment analysis

3. Real-time insights into devices

In addition to the DEX score, analysts typically need more information to effectively resolve the problem. Real-time intelligence on devices provides a comprehensive view of issues, enabling the IT team to quickly identify and address problems. Using MQTT and sensor-powered architecture, Ivanti delivers fleet-wide metrics from hundreds of data points in seconds, all without disrupting end users. This operational intelligence about device configurations, including health and security settings, helps the IT team swiftly detect security risks, configuration drifts and poorly performing devices, all of which can negatively impact user experience. The platform also collects data over time for historical analysis, giving IT teams the ability to gather real-time insights and maintain operational awareness of inventory, health and security configurations across the edge.

- Real-time operational intelligence
- MQTT and sensor powered architecture
- Return fleet-wide metrics from hundreds of data points in seconds
- Gather data over time for historical analysis



4. Zero-impact troubleshooting

After collecting the DEX score and device data, it's time to identify the root cause of the issue before taking any action on the device. Ivanti Neurons Workspace offers a zero-impact troubleshooting experience for network, processes, services, events and reputation, ensuring no disruption to the end user. Unlike traditional tools that often require disruptive processes, with Neurons Workspace service desk analysts can troubleshoot invisibly and out-of-band, using comprehensive tools to diagnose and remediate device, user account and cybersecurity hygiene issues. Analysts can resolve the issue on the call, initiate a bot or automatically get an ITSM ticket created with the details of the issue, real-time insights about the device and DEX score information automatically populated.

Remote control

After initial troubleshooting, remote control might be needed to further diagnose. If so, it's important to minimize any disruption to the end user. Ivanti Neurons Workspace offers both agent-based and agentless remote control for troubleshooting. Remote control capabilities allow IT teams to boost efficiency, ease collaboration and enhance security, ultimately leading to improved productivity and reductions in operational costs.

- Agentless or agent-based remote control to meet all of IT's needs
- Remote access to fully support Everywhere Work
- File transfer and file share
- Native chat capabilities within the UI
- Collaboration between multiple IT personnel

Initiate custom action bots

When remote control isn't needed, custom action bots can be deployed for remediation and troubleshooting against single or multiple assets. Neurons for Workspace provides rich low-code/no-code orchestration, API triggered bot and hundreds of out-of-the-box bots and stages. Bots enable multiple remedying device actions like unlocking accounts, changing group membership and resetting passwords. Check out more ways bots can help give valuable time back to IT by exploring Ivanti's bot library.

- Remediation and troubleshooting against single or multiple assets
- Rich low-code/no-code orchestration
- API-triggered bots
- Hundreds of OOTB bots and stages
- Survey module

5. Issue resolved

Using extensive zero-impact trouble-shooting, IT teams are better able to resolve issues quickly and effectively. This creates a positive impact on both the end user and IT. The end user gets a better digital experience; their issue was resolved quickly and non-invasively, allowing them to get back to working on what matters. At the same time, IT teams are able to accelerate issue resolution, decreasing the need for escalations and overall ticket volume, giving back valuable time to work on more strategic initiatives.

Ivanti value

IT teams are overburdened enough. They deserve tools that work for them, not against them. They need tools that provide accurate insight, quick action, and a simplified approach that keeps costs down. Ivanti Neurons Workspace, a foundational component to Ivanti's endpoint, DEX and ITSM solutions, provides actionable insights and a simplified approach that keeps costs down with powerful diagnostic and remediation capabilities. Automation tools help analysts cut through the complexity and cost associated with most escalations, all leading to improved productivity, positive user experiences and stronger security posture.

About Ivanti

Ivanti is an enterprise software company that provides a comprehensive IT and security cloud-based platform. Ivanti provides software solutions that scale with our customers' needs to help enable IT and Security to improve operational efficiency while reducing costs and proactively reducing security risk. The Ivanti Neurons platform is cloud-native and is designed as a foundation of unified and reusable services and tools for consistent visibility, scalability and secure solution delivery. Over 34,000 customers, including 85 of the Fortune 100, have chosen Ivanti to meet challenges head-on with its end-to-end solutions. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and we are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit [ivanti.com](https://www.ivanti.com) and follow @Golvanti.



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