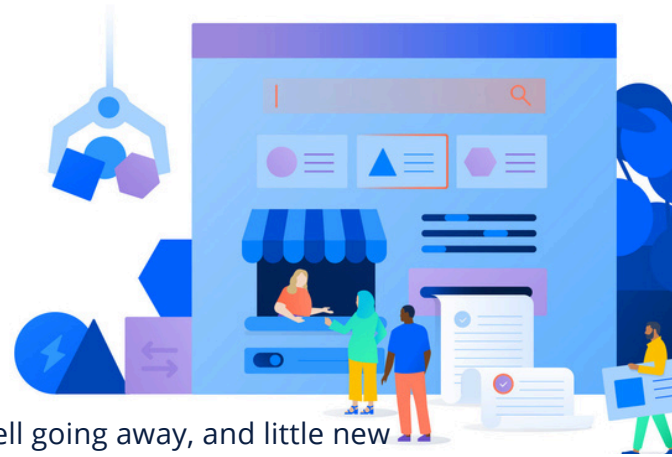


Avoid the complexity of Ivanti by switching to Jira Service Management



Looking for a modern alternative to Ivanti? With Cherwell going away, and little new development on Ivanti's outdated user interface, now is the time to look to an easier platform for your service teams: Jira Service Management. Jira Service Management offers a robust, modern alternative with a user-friendly interface that brings development, IT, and business teams together on one flexible platform to deliver high velocity service management without breaking the bank.

Six reasons to choose Jira Service Management

1 A better experience for all teams

With one, unified Jira platform, break down silos and streamline collaboration between Dev, IT, and business teams.

2 A more efficient, modern approach

Eliminate unnecessary feature bloat and use only what your team needs for a high return on investment.

3 User friendly, speedy UI

Easily customize and manage your service desk with a flexible, low code editor and drag and drop interface.

4 Fast deployment, faster ROI

Get started quickly with a robust library of templates and guides – no need for costly consultants to configure and maintain workflows.

5 Easily expand without paying more

With a federated data model, empower teams to work how they want while staying aligned with their org.

6 Unparalleled flexibility

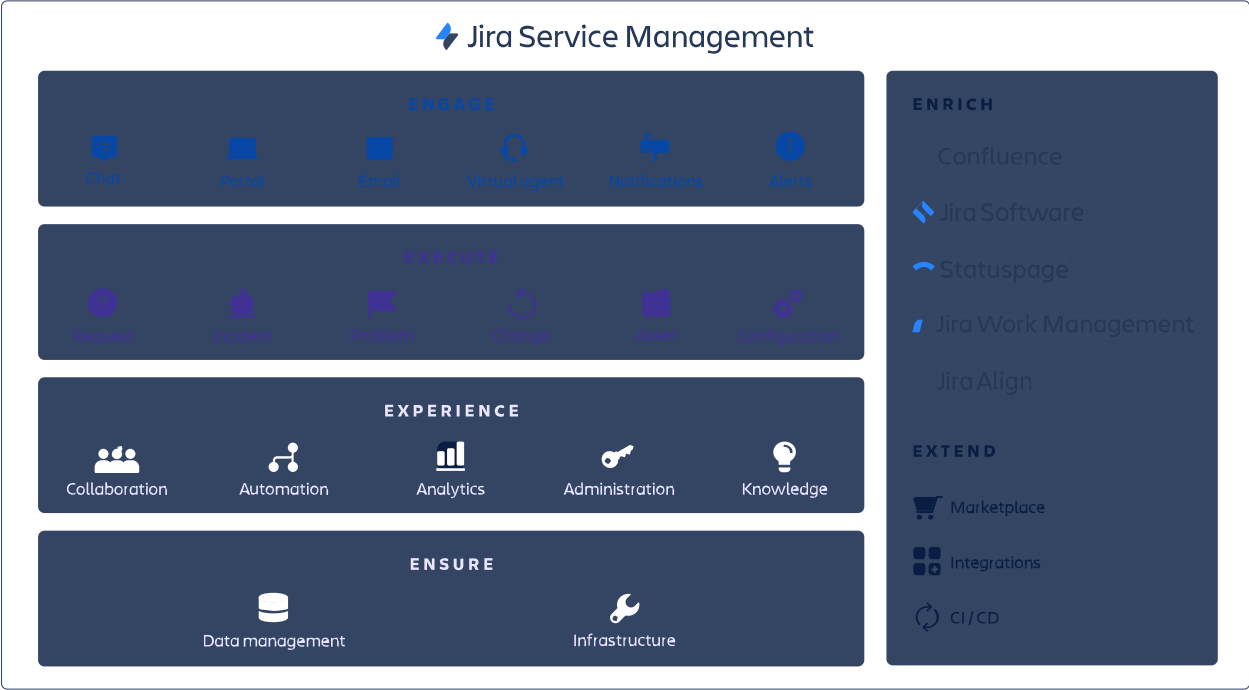
Adaptable workflows easily pivot as your team's needs change, rather than forcing rigid, overly centralized processes or one-size-fits-all approach.

With Atlassian, it's easy to get started and spin up a solution.

WENDY STOCKHOLM, DIRECTOR OF BIZTECH, INVISION

Unlock high velocity service teams

Whether you're just getting started, or looking to switch to a faster, more flexible ITSM solution, Jira Service Management has all the features your team needs to deliver great service, fast on the same platform where developers and business teams already work.



Over 50,000 customers worldwide trust Jira Service Management to help them centralize and resolve service requests, respond to incidents, streamline changes, collect and maintain knowledge, manage assets and configuration items, and more.

With intuitive workflows and the ability to work autonomously, Jira Service Management unlocks high-velocity service teams across the business, not just within IT.

To top it all off, Jira Service Management is built on Atlassian's unified cloud technology platform that powers open and efficient collaboration between teams, information, and workflows across your enterprise. Give your teams a central view of their work and use integrations across the Atlassian portfolio and over 5,000 third party tools to make work flow.

“Jira Service Management has allowed us to centralize our information into one point, making it easy to perform queries or searches, or even simply run reports.

ANDREW TOOLAN
SOFTWARE ENGINEER, CANVA

Capabilities Comparison: Ivanti vs. Jira Service Management

	IVANTI	JIRA SERVICE MANAGEMENT
PRODUCT SUITE VALUE	Ivanti's product suite is most robust when every module is licensed.	Jira Service Management offers an all-inclusive platform enabling teams to spin up their own service desks at no additional cost.
CLOUD INNOVATION	<p>Ivanti carries the same challenges as other similar vendors in the space:</p> <ul style="list-style-type: none"> • Costly and time-consuming to deploy • Requires a truckload of consultants • Does not have the flexibility and the usability expected of modern IT solutions <p>Ivanti is built on legacy infrastructure with the technical debt of slow cloud adoption. Ivanti Neurons for ITSM is not architected for the cloud.</p>	<p>Atlassian was named a Leader in the 2023 Forrester Wave™: Enterprise Service Management, Q4 2023 report, with the highest score possible in the strategy category. Atlassian was also named a Leader in the 2022 Gartner Magic Quadrant Report based on the strength of the product and vision for customers' needs.</p> <p>Atlassian tools, including Jira Service Management, are built for the cloud. This allows for automatic updates (for free) without extra manual labor. In addition, Atlassian release cycles and continuous product improvements are publicly available so customers can see the product roadmap.</p>
ENDPOINT MANAGEMENT	Ivanti offers endpoint automation, allowing agents to push out new apps and other fixes. Ivanti focuses on endpoint and security management, more so than people processes.	<p>Atlassian is focused on people processes, with a mission to enable people and teams to do better work.</p> <p>Jira Service Management can co-exist alongside Ivanti offerings for customers focused on UEM.</p>
IMPLEMENTATION	Difficult to deploy and maintain without consultants.	Implement in a fraction of the time. Get faster time to value with Jira Service Management.
SERVICE REQUESTS	<p>Limited service request and incident management processes.</p> <p>With Ivanti Neurons for ITSM, customers get one service request process to use across teams, and one incident management process that they have to make work for any team using it. The rigid approach forces teams to work how Ivanti Neurons requires them too.</p>	<p>Teams work how they want with Jira Service Management.</p> <p>Jira Service Management allows teams to segment work into projects. Jira Service Management customers can build request processes to suit how they work.</p>

IVANTI

JIRA SERVICE MANAGEMENT

ASSET MANAGEMENT

Ivanti offers strong native discovery, federation of third-party data sources, and licensing analytics.

But Ivanti bundles connectors to feed the configuration management database (CMDB). To get full asset management with their ITSM, customers need to purchase:

- Neurons for ITSM
- Neurons for Asset Mgmt
- Neurons for Spend Intelligence
- Neurons for Workspaces

Assets is a Jira-native asset and configuration management tool that makes it easier for dev, IT, and business teams to plan and track assets collaboratively.

Bringing more teams onto the Jira platform unlocks customer teams' ability to deliver great service, fast.

Moving CMDB into Jira Service Management:

- Streamlines your work by having all ITSM (requests, incidents, changes, & problems) and CMDB information in one tool
- Provides more context between assets & configuration items, incidents, and changes so your Dev and Ops teams can get to the root of the issue faster and manage risks for more seamless deployments
- Reduces costs as other CMDB vendors are expensive

OFFERINGS

Customer confusion on offerings
Ivanti offers multiple "Neurons" SKUs to achieve full ITSM and Asset Mgmt.

Often overly complex features that customers don't need.

Requires complex and annual upgrades.

Jira Service Management is one flexible product. Customers sign up for one SKU: Jira Service Management.

Automatic free upgrades for Jira Service Management cloud do not require manual intervention.



At Jer-nee Consulting, we empower your digital evolution by navigating the complexities, bringing your product to life, and overcoming obstacles in your transformation journey. Amidst today's economic challenges, we optimize the cost of managing your technology solutions. Our tailored solutions are designed to fuel your success in the ever-evolving technological landscape. Begin your Jer-nee now and Transform with Confidence!

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