

# Ivanti Neurons for Digital Experience

Today's workforce requires IT organizations to provide tools that keep employees connected and productive as they Work From Everywhere. This is critical, given that 49%<sup>[i]</sup> of employees are frustrated by company-provided technology and a quarter<sup>[ii]</sup> are even considering leaving their job because of it.

As digital workplaces become increasingly complex and distributed, work interruptions are more than just annoying. They tie up IT teams and resources, as well as impact workforce productivity. IT support teams are left to react to technology issues with firefighting that cost time and money. But equipped with actionable data, automation and advancements in Artificial Intelligence IT can take a more proactive approach to IT and Security Operations to predict and even prevent issues in the first place.

What if you could ensure employees thrive in all workstyle environments by effectively measuring and proactively optimizing the digital experiences through

the devices and applications they use? With Ivanti Neurons for Digital Experience you can.

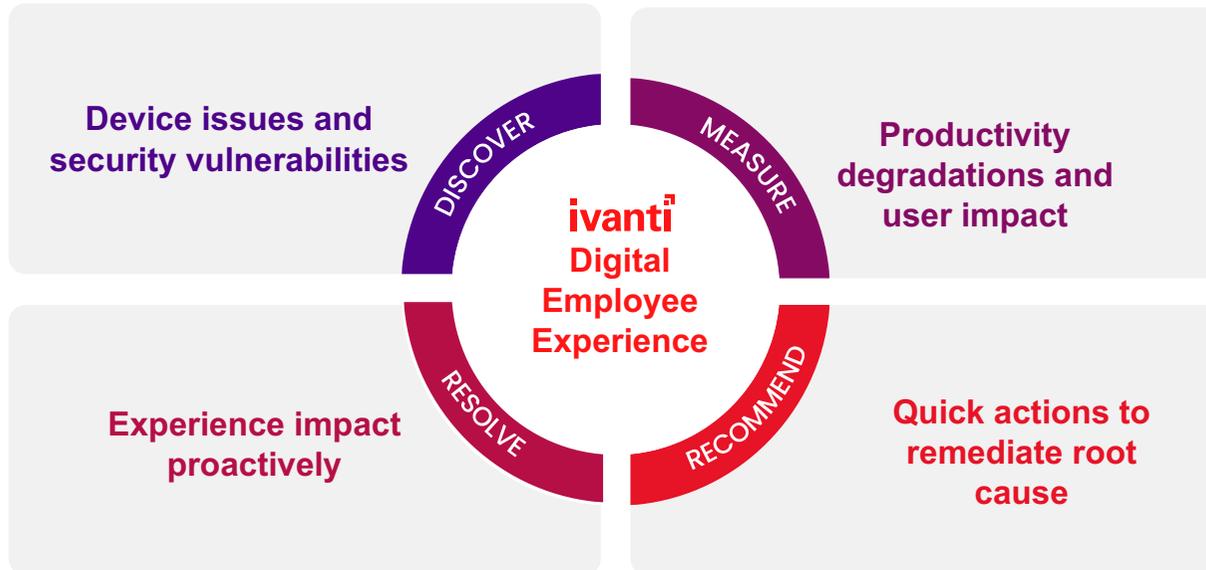
Ivanti Neurons for Digital Experience equips IT teams with the actionable insights and intelligent automation to proactively detect and resolve IT issues and security vulnerabilities and provide better digital employee experiences and business outcomes. It gives real-time contextual insights into the devices and applications employees rely on for Everywhere Work and proactively monitors health to optimize for best performance and experience. It collects technology performance and usage data from endpoints, sentiment from employees and organizational context from workplace analytics. The solution then applies machine learning and automation to provide actionable insights that drive self-healing remediation to improve IT efficiency and employee productivity.



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## Intelligent Automation to Elevate Everywhere Work

Proactively detect and remediate IT issues and security vulnerabilities before employees know they have an issue / are impacted



### Discover device issues and security vulnerabilities

Ivanti Neurons for Digital Experience provides a 360-degree view of your employees' digital experience, which comprises the health of the devices they use, the security and compliance state of those devices, and the applications users access.

The solution scans your network and provides you with actionable asset information in minutes. It uses active and passive scanning technologies and easily augments the data with third-party connectors. You get normalized hardware and software inventory data, software usage information and actionable insights about the devices accessing your network, who is using them, what applications are on them

**“The real-time, 360-degree view lets the IT team know quickly what’s in the environment, where it’s located and the status of each device. From there, analysts can drill down and take actions, many of which can be automated”**

Sanjeev Pathak, Director, Modern Workplace Technology – Endpoint Management, BCD Travel

and their usage and performance. You can then layer on operational awareness using sensor-based technology, allowing you to query all devices using natural language processing (NLP) to get real-time insights into the experience the devices are delivering. The output gives you full visibility of your IT estate and helps you identify missing or unaccounted for devices that pose significant security risks.

## Measure productivity degradations and user impact

With the baseline in place, you can now continuously measure, score and optimize the digital employee experience. Ivanti Neurons for Digital Experience provides you with a comprehensive dashboard view into your employees' digital experience so you can understand how individual users, devices as well as your organization is doing.

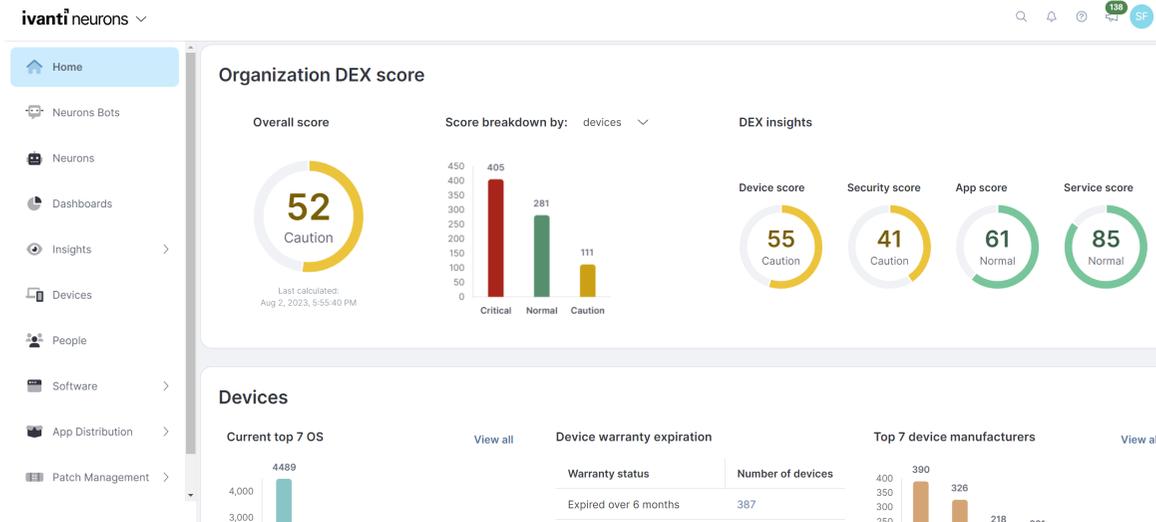
You can then drill down into the Key Performance Indicators for more informed decision making. Ivanti Neurons for Digital Experience uses AI and automation and an industry-leading hybrid model of sentiment analysis and machine learning to generate an automated Digital Experience Score (DEX Score) that quantifies the quality of employee interactions with technology.

The DEX Score is calculated using a curated range of indicators including service management, application, device and security functions and textual factors like incident subject and description, allowing Ivanti to convert latent emotion into qualitative measures. The sentiment analysis model is a deep neural network that classifies incident texts into positive, negative and neutral sentiments.

You can view the DEX Score for a specific device, for an individual user that has multiple devices or aggregate an enterprise-wide Organization score. Ivanti's scoring engine uses a data mining algorithm to generate a score between 0-100, providing a holistic view of current and potential issues. Support analysts can use these insights to identify devices that may cause employees frustration from potential digital issues.

**“With Ivanti Neurons we have seen and will continue to see significant savings in asset and warranty management, by proactively monitoring device health, such as battery performance, Ivanti Neurons gives us real-time actionable intelligence, so we can automate or make more informed decisions and keep our users productive”**

**Daniel Bolton**, Head of Technical Services,  
Kingston University



## Recommend quick actions to remediate root cause

As IT teams drill down into each indicator, Ivanti Neurons for Digital Experience recommends AI-driven automation bots that can either be configured to self-heal these issues or allow IT teams to create an incident or perform troubleshooting actions. Diagnosing and fixing latency or disk space issues, for instance, doesn't need to take long. Ivanti Neurons for Digital Experience can detect latency above the maximum defined threshold, take corrective actions and verify the results. If still unresolved, Ivanti Neurons for Digital Experience will automatically create a service desk ticket that includes diagnostics and attempted fixes. From there, support analysts can use pre-built remote capabilities and actions to troubleshoot a narrower scope of potential root causes without needing to escalate to a specialist.

Ivanti Neurons for Digital Experience helps you in the discovery, diagnostics and remediation of issues that were escalated previously to IT specialists. It combines discovery, AI-driven automation bots and real-time asset insights into a powerful package to cut the complexity, long wait times and high costs associated with most escalations. End users enjoy great experiences and gain faster, high-quality

resolutions without disrupting their activities. The solution can also use synthetic testing to simulate employee activities in applications or IT environments. Synthetic transactions emulate user responses based on collected and trended information. By modeling the environment and replicating common user actions, administrators can proactively identify performance issues before they occur, without impacting production environments or endpoint devices.

**“We don't need to interrupt an end user and their day. We're giving them a better quality of life. We pride ourselves on that as a community bank — we want to deliver that kind of community experience to employees and customers. It's what we're really hoping to accomplish for ourselves and everyone.”**

Jesse Miller, IT Specialist, Southstar Bank





## Resolve experience impact proactively

Requests to resolve usability issues with devices and applications constitute a significant portion of IT time and effort. According to EMA research<sup>[iii]</sup>, more than half of IT teams diagnose and resolve these challenges manually. Ivanti Neurons for Digital Experience utilizes intelligent data collection and analysis to drive automated action. The solution features extensive AI driven automated remediation using a no code/ low code automation platform. The bots constantly look out for potential issues, flag them and self-heal the issues. Why wait for a user to complain about a performance issue like declining battery life when bots are ready to flag those scenarios for you? Or doing routine tasks automatically, like turning a user's firewall back on if it was accidentally turned off, closing a potential security vulnerability? With this real-time intelligence into the health, security, and performance of all your devices you can proactively detect and remediate any IT issues and vulnerabilities before they cause harm in your environment. Nothing gets lost: the automatic resolutions are tracked and added to your performance metrics and satisfaction scores. You can also use the bots to check-in with users in real-time to get better feedback and context for issues and satisfaction ratings. This approach frees up IT teams to focus on providing business-focused IT improvements and introducing new services.

As a bonus, this simultaneously improves the job satisfaction rate of IT teams, as they can spend more time on interesting projects rather than firefighting routine distractions.

**“Ivanti Neurons is a game changer for us. We will have the ability to proactively create incident and then auto-remediate the issue before our employees even know there is a problem. This is how IT earns respect and how we become a proactive IT organization”**

**Technical Services Team Lead of Global Manufacturing & Distribution Facility**

## Better experiences, better outcomes

Strong digital employee experiences positively impact the entire organization and yield improved productivity, talent acquisition, retention and security benefits. In the Age of the Employee, IT, Security and Service Desk teams are increasingly tasked with delivering improved digital employee experiences. Through Ivanti Neurons for Digital Experience, IT teams gain real-time, actionable insights from the devices and applications employees use to be productive, can proactively identify potential IT and security issues, and provide automated remediation and improvements, freeing up administrators to focus on strategic initiatives instead of routine day-to-day tasks. Ivanti Neurons for Digital Experience is a SaaS offering designed for rapid time to value. It doesn't require customers to maintain infrastructure, appliances or software upgrades. You can easily extend what you already have from Ivanti or integrate your existing ecosystem to start improving your digital experience today.

With Ivanti Neurons for Digital Experience, customers can resolve up to 80% of device endpoint issues before users report them, reduce the number of vulnerable devices by up to 50%, and reduce security update deployment time by up to 88%.

Ivanti Neurons for Digital Experience (DEX) maximizes companies' ROI by injecting AI and automation throughout the employees' work journey and ensuring IT investments align with their actual preferences

and needs. As a result, Ivanti Neurons for Digital Experience enables organizations to optimize workforce productivity, attract and retain key talent, increase business agility, security, reduce operational costs, and drive success.

## About Ivanti

Ivanti elevates and secures Everywhere Work so that people and organizations can thrive. We make technology work for people, not the other way around. Today's employees use a wide range of corporate and personal devices to access IT applications and data over multiple networks to stay productive, wherever and however they work. Ivanti is the only technology company that finds, manages and protects every IT asset and endpoint in an organization. Over 40,000 customers, including 88 of the Fortune 100, have chosen Ivanti to help them deliver an excellent digital employee experience and improve IT and security team productivity and efficiency. At Ivanti, we strive to create an environment where all perspectives are heard, respected and valued and 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)

The logo for Ivanti Neurons, featuring the word "ivanti" in a bold, lowercase, sans-serif font, followed by "neurons" in a lighter, lowercase, sans-serif font. The "i" in "ivanti" has a small square above it. The text is red.A vertical bar on the right side of the page, transitioning from red at the top to orange at the bottom.

[ivanti.com/neurons](https://www.ivanti.com/neurons)

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