Ivanti Service Manager **Light** – A customer-centric solution, best ISM features at better cost

In Service Management, ensuring the follow-up of the employees and their equipment, controlling costs, assessing the quality of services, and measuring performance are objectives for all companies aware of their quality of service.

In this perspective, user's portal, Incident & Request Management, Knowledge Management and Reporting are the most required functionalities of Service Management.

ISM Light is a simplified version of Ivanti Service Manager powered by our company.

The solution is fully configurable according to the needs of your company and allows rapid deployment and management, at a reasonable price.

Key functionalities

ISM Light enables you to:

- Improve your customer's experience through the user's portal

- Permanently control the health of your services, and initiate actions to minimize their business impact

- Automate incident management and service requests

- Collect, analyze, store and share knowledge in order to limit or eliminate rediscovery work, improve efficiency and solve earlier problems faster

You also will have access to simplified and intuitive dashboards, for a bettistics.

KEY FUNCTIONS

- Detect and solve problems
- Identify service requests
- Gather and share knowledge

KEY BENEFITS

- Customer experience improvements
- Increase the resolution of the incidents
- Easy automation of your current service requests