Transforming Federal IT Modernization with Ivanti's Innovative Solutions

Ivanti Solutions Brief
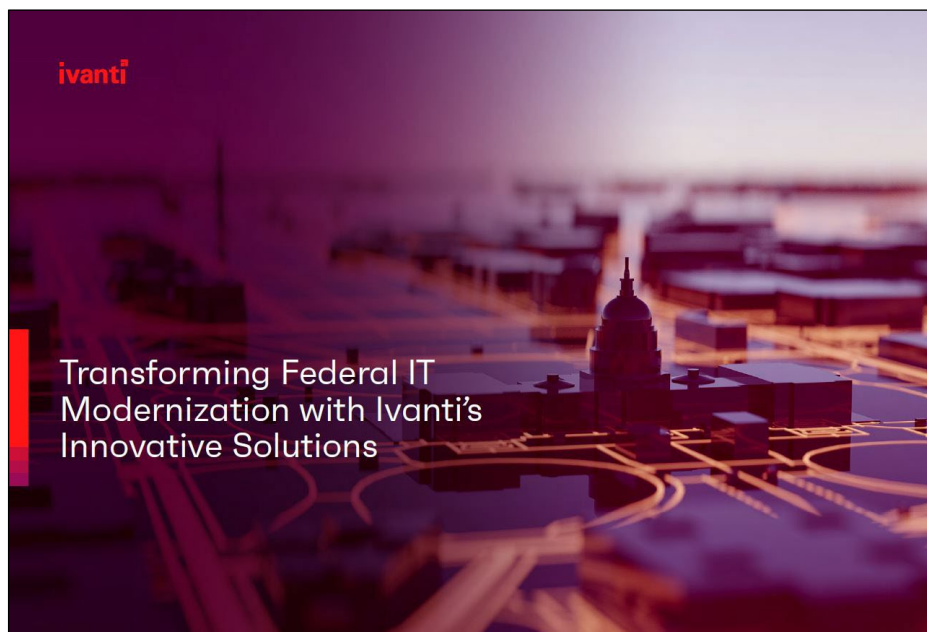
ivanti

Transforming Federal IT Modernization with Ivanti's Innovative Solutions

ivanti

Transforming Federal IT Modernization with Ivanti's Innovative Solutions

Executive Summary

The Challenge

Federal agencies are facing significant challenges due to outdated IT systems that hinder efficiency, compromise security and fail to meet public demands. Legacy hardware and software create redundancies and increase costs, making it essential for these agencies to modernize their IT infrastructure to keep pace with evolving technological needs and cybersecurity threats.

The Solution

Ivanti is a leader in federal IT transformation, offering innovative solutions for centralized IT management that ensure compatibility with existing systems while eliminating redundancies. This approach enables federal agencies to upgrade outdated infrastructure, replace legacy components and enhance cybersecurity measures. Additionally, Ivanti's integration capabilities facilitate smooth compatibility with current IT ecosystems, allowing for faster incident resolution and improved asset visibility.

The value of Ivanti

Adopting Ivanti's solutions provides federal agencies with numerous benefits, including cost savings, reduced duplicative spending and streamlined IT operations. By enhancing efficiency and compliance with security standards, agencies can redirect valuable resources towards critical areas like cybersecurity, innovation and achieving mission success. Ultimately, Ivanti empowers agencies to bolster the digital capabilities of U.S. warfighters and improve public service delivery.

The IT modernization of U.S. federal agencies and departments is showing progress, but significant challenges remain. For fiscal 2024, approximately $95 billion was budgeted for IT investments; of this, $74 billion was allocated for operations and maintenance and $21 billion for development, modernization and enhancement.

As of October 2023, federal agencies had implemented 88% of nearly 400 recommendations from the Government Accountability Office (GAO) to improve IT management and reduce duplicative efforts. Yet the need for further modernization remains critical, particularly in addressing outdated systems, legacy hardware and software and enhancing cybersecurity.

Emerging technologies like artificial intelligence (AI), post-quantum encryption and the Internet of Things (IoT) have transformative potential. AI can improve decision-making and resource allocation, while post-quantum encryption protects data against future computing threats and IoT enhances operations with real-time monitoring and predictive maintenance.

Leveraging these technologies is crucial, since they will help federal agencies streamline processes, strengthen security and provide more efficient public services to meet the complex demands of modern governance.

How Ivanti supports federal agencies

Ivanti supports the mission of the U.S. federal government and Department of Defense (DoD) with innovative solutions that enhance the digital capabilities of U.S. warfighters and public services. These are built to securely operate in on-premises, disconnected and air-gapped environments. Ivanti offers FedRAMP Moderate solutions for IT service management and unified endpoint management, and we have committed to meeting DoD requirements for an Impact Level 5 cloud platform for these products.

Ivanti solutions are deployed across all DoD branches and most federal agencies. The company is in the vanguard of delivering mobility, discovery, asset and patch management while ensuring interoperability with government networks and trusted allies. Moreover, as a leader in Secure by Design software, Ivanti prioritizes security and trust in all its offerings.

$21 Billion

for development, modernization and enhancement

ivanti
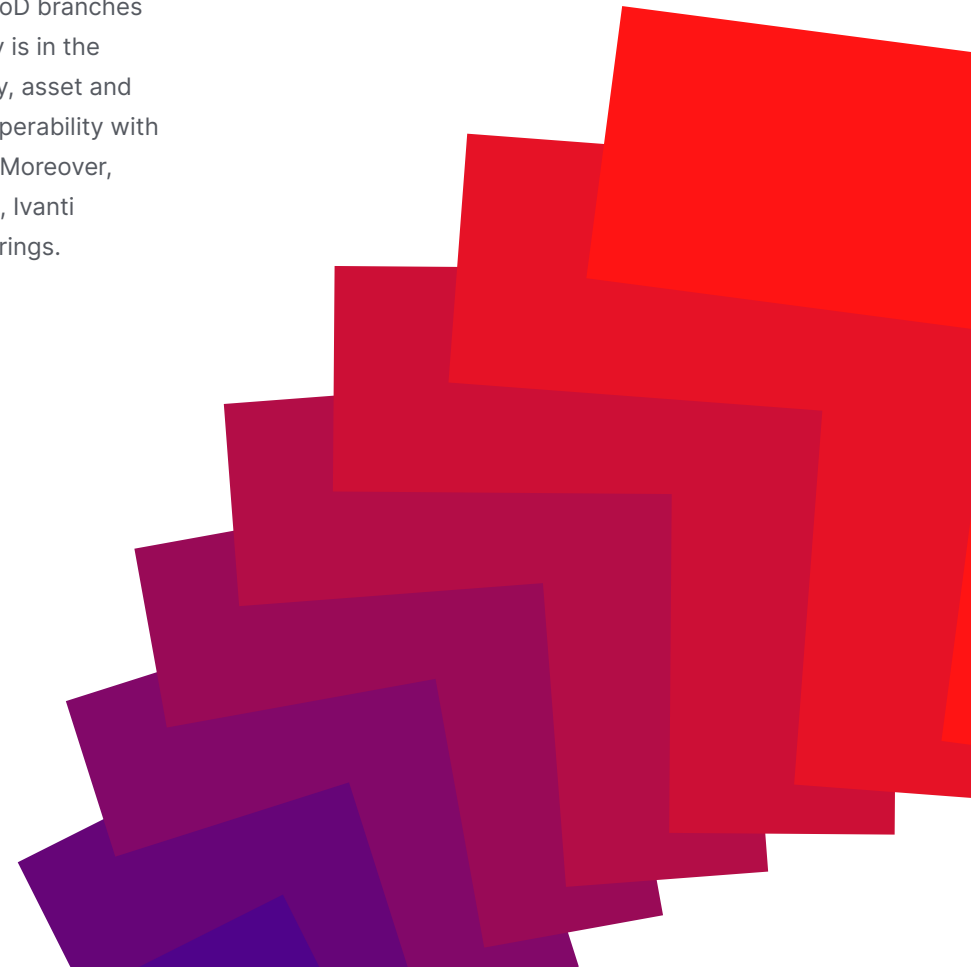
1

The federal IT modernization challenge

Federal IT modernization faces several key challenges, with legacy systems being one of the most significant. Many federal agencies rely on outdated technology that is not only costly to maintain but also incompatible with modern applications and security protocols.

Legacy systems often lack the flexibility to integrate with newer technologies, resulting in inefficiencies and heightened vulnerability to cyber threats. Updating or replacing these systems can be complex and time-consuming, requiring careful planning and execution to prevent disruptions in mission-critical operations.

Nation-state cyberattacks and exploits of known and zero-day vulnerabilities also pose serious dangers that can only be met by modernizing federal IT infrastructure. As cyber threats grow more sophisticated, federal agencies must continually adapt their security measures to protect sensitive data and maintain public trust. This demands advanced technological solutions and a robust cybersecurity strategy that includes rapid patching, operating system updates, employee training and incident response planning.

The rising frequency and severity of cyber threats underscore the need for federal agencies to adopt innovative security measures to effectively address vulnerabilities, manage asset inventories, mitigate risks and ensure the resilience of their IT systems.

Budget constraints complicate efforts to modernize federal IT. Limited funding and a shortage of trained personnel hinder agencies from adopting and implementing new technologies and infrastructure improvements. This leads to continued reliance on outdated systems and a reactive approach to IT management rather than a proactive one.

To address these challenges, federal agencies must explore advanced and innovative solutions such as cloud computing, artificial intelligence and automation. These technologies offer cost-effective ways to enhance efficiency and security. By leveraging them, agencies can modernize their IT infrastructure, improve service delivery, better meet mission requirements and address public needs more effectively.

Legacy systems often lack the flexibility to integrate with newer technologies, resulting in inefficiencies and heightened vulnerability to cyber threats.

Ivanti is a leader in Secure by Design software, emphasizing security and trust in all its offerings.

② Ivanti's innovative solutions for IT modernization

Emerging technologies such as artificial intelligence (AI), post-quantum encryption, government-certified cloud deployments and the Internet of Things (IoT) offer transformative potential. AI can enhance analytical-based decision-making and optimize resource allocation; post-quantum encryption is critical for protecting data, and IoT can revolutionize operations through real-time monitoring and predictive analytics and maintenance. By embracing these technologies, Ivanti provides federal agencies with paths to streamline processes, improve security and deliver more efficient services to the public.

For example, Ivanti is committed to supporting the mission of the U.S. Federal Government and the U.S. Department of Defense (DoD) by providing innovative solutions that enhance the digital presence and operational capabilities of U.S. warfighters and citizen-facing services. Ivanti's solutions are designed to securely support on-premises, disconnected and air-gapped environments. Ivanti offers FedRAMP Moderate solutions for IT service management and unified endpoint management, and we have committed to meeting DoD requirements for an Impact Level 5 cloud platform for these products.

Ivanti's solutions are currently deployed in programs across every branch of the DoD and in support of most federal agencies. We are at the forefront of supporting mobility, discovery, asset and patch management, and ensuring interoperability with other solutions on government networks and with trusted allies. Ivanti is also a leader in Secure by Design software, emphasizing security and trust in all of its offerings.

ivanti

③

The federal IT modernization challenge

Ivanti's solutions stand out in the market due to their comprehensive integration capabilities, flexibility in deployment scenarios and focus on enhancing end-user experience and productivity.

Comprehensive integration capabilities

Ivanti's solutions are designed to seamlessly integrate with existing IT infrastructure, ensuring compatibility with a wide range of systems and applications. This allows federal agencies to leverage their current investments while modernizing their IT environments. For example, Ivanti Neurons for ITSM and ITAM provide robust integration options that enable efficient management of IT assets and services across various platforms.

Flexibility in deployment scenarios

Ivanti offers flexible deployment options, including on-premises, cloud-based and hybrid environments. This allows federal agencies to choose the deployment model that best suits their needs and constraints. For instance, Ivanti's cloud solutions, such as Ivanti Neurons for ITSM, can be deployed in AWS-compliant environments, ensuring high availability and disaster recovery capabilities.

Focus on enhancing end-user experience and productivity

Ivanti's solutions are designed with the end user in mind, aiming to improve productivity and user satisfaction. Ivanti Unified Endpoint Management (UEM) is an example of a product that enhances the end-user experience by providing seamless access to resources and automating routine tasks. Additionally, Ivanti's emphasis on Secure by Design software ensures that security is integrated into every aspect of their solutions, further enhancing user trust and confidence.

(4) Reducing duplicative spending with Ivanti

Reducing duplicative spending in federal IT programs is essential to optimizing resources and using taxpayer dollars efficiently. Fragmented IT systems, overlapping tools and redundant processes drive up costs and create inefficiencies. By addressing these issues, federal agencies can redirect funds to critical areas like cybersecurity and innovation, strengthening mission effectiveness.

Ivanti helps federal agencies streamline IT operations and eliminate such redundancies. Its comprehensive integration capabilities ensure compatibility with existing IT infrastructure, reducing reliance on overlapping systems. Ivanti Unified Endpoint Management (UEM) and Ivanti Neurons for ITSM and ITAM centralize IT asset and service management, enabling agencies to consolidate operations and improve efficiency.

Federal agencies have achieved significant savings with Ivanti's solutions. For example, Ivanti Neurons for ITSM enabled one agency to cut incident resolution times, improve asset visibility and reduce operational costs while enhancing service delivery. Another used Ivanti's automation tools to streamline routine tasks, lowering labor costs and boosting productivity. These outcomes demonstrate how Ivanti's innovative solutions help agencies modernize IT infrastructure, achieve cost savings and improve operational efficiency.

Fragmented IT systems, overlapping tools and redundant processes drive up costs and create inefficiencies.

ivanti

⑤ Real-world success stories

At NIH, effective device management drove cost savings and operational efficiencies

The National Institutes of Health (NIH) faced considerable challenges due to the expansion of its goals and government mandates, which led to an increasingly complex infrastructure. The agency needed a solution to securely enable mobile devices and apps for employees who share and disseminate large volumes of data.

To address these challenges, NIH implemented Ivanti Neurons for MDM — taking particular advantage of the PIV-D Manager (Derived Credentials) functionality and the productivity apps — together with Ivanti Zero Sign-On (ZSO) and Ivanti Neurons for Mobile Threat Defense. These solutions provide secure, passwordless access to critical mobile apps, improved authentication experiences with single sign-on (SSO) and derived credentials, and enhanced mobile threat detection and remediation.

The benefits were substantial. NIH increased collaboration with secure, passwordless access to Office 365 on any device, reduced login times by replacing smart cards with derived credentials and improved IT productivity with fast device setup through Android zero-touch and Apple Business Manager. These led to significant cost savings and operational efficiencies, enabling NIH to better support its mission of advancing medical research and healthcare.

The city of Seattle realized cost savings and increased efficiency by improving IT asset and service management

The Seattle government IT team faced serious challenges in IT service and asset management due to fragmented processes and data silos spread across 50 city departments. This led to inefficiencies, poor asset management and a lack of clear ownership and accountability. They needed to standardize and unify IT processes to improve service delivery and asset management while supporting key deliverables like cybersecurity, user experiences and service resilience.

To address these challenges, the city implemented Ivanti Neurons for IT Service Management (ITSM) and Ivanti Neurons for IT Asset Management (ITAM). This enabled the city to standardize and unify its IT processes, improve efficiency and enhance accountability. By integrating service and asset management, it gained a comprehensive view of its IT assets, enabling better lifecycle management and improved use of discovery tools to link assets with users, departments and locations.

Seattle achieved notable improvements in operational efficiency and service delivery. The unified IT processes reduced duplication of efforts and improved asset visibility, leading to better compliance and cost optimization. The city loaded over 42,200 records into its CMDB, enabling complete asset lifecycle management. This comprehensive approach resulted in cost savings and a more efficient IT environment, ultimately enhancing the city's ability to serve its citizens.

Consolidated service management yielded nearly $1M in annual savings for Services Corporation International

Services Corporation International (SCI), North America's largest funeral, cremation and cemetery services company, needed to centralize IT support in order to reduce service costs and cut operational downtime, all while protecting sensitive client data to meet regulatory requirements.

No longer willing to juggle multiple systems, SCI implemented Ivanti Neurons for ITSM, as well as advanced remote-control tools and self-healing bots, to deliver consistent, efficient service across multiple locations. These solutions allow SCI to identify and fix issues before users know they exist — for example, spotting low battery life on a laptop and recommending a replacement, all remotely and with no disruption to the end user.

SCI averages around 30,000 remote control sessions monthly, allowing IT support to directly troubleshoot technical issues, regardless of the employee's location. Typical IT support call duration has been reduced by half, which not only increases the number of tickets that can be handled but also reduces the personnel required to run the help desk, freeing up staff time to concentrate on core responsibilities. These efficiencies are saving SCI nearly $1M annually.

Conclusion

In today's rapidly evolving technology landscape, IT modernization is crucial for federal agencies to maintain operational efficiency, enhance security and deliver on the increasing demands of their public-facing mission. The importance of modernizing IT infrastructure cannot be overstated, as it addresses the challenges posed by outdated systems, enhances cybersecurity protections and leverages emerging technologies.

Ivanti's innovative solutions are designed to tackle these federal IT modernization challenges head-on. By providing comprehensive integration capabilities, flexible deployment options and a focus on enhancing end-user experience, Ivanti helps federal agencies streamline processes, improve security and reduce duplicative spending. Solutions such as Unified Endpoint Management (UEM) and Neurons for ITSM and ITAM enable centralized management of IT assets and services, ensuring compatibility with existing infrastructure and eliminating redundancies.

As federal agencies continue to navigate the complexities of IT modernization, partnering with Ivanti delivers a strategic advantage. Our proven commitment to innovation, security and user-centric design makes Ivanti an ideal partner for enhancing IT modernization and operational efficiency. We encourage federal agencies to work with Ivanti to achieve their modernization goals, optimize resource allocation and deliver more efficient services to the American public.

About Ivanti

Ivanti breaks down barriers between IT and security so that Everywhere Work can thrive. Ivanti has created the first purpose-built technology platform for CIOs and CISOs – giving IT and security teams comprehensive software solutions that scale with their organizations' needs to enable, secure and elevate employees' experiences. The Ivanti platform is powered by Ivanti Neurons - a cloud-scale, intelligent hyper automation layer that enables proactive healing, user-friendly security across the organization, and provides an employee experience that delights users. Over 40,000 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 are committed to a more sustainable future for our customers, partners, employees and the planet. For more information, visit www.ivanti.com and follow @GoIvanti.

ivanti

For more information, or to contact Ivanti, please visit ivanti.com.
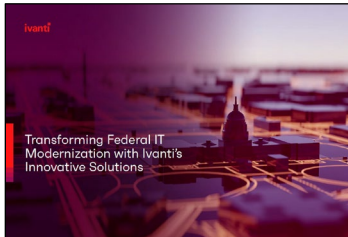
ivanti

carahsoft.

Transforming Federal IT Modernization with Ivanti's Innovative Solutions

Thank you for downloading this Ivanti solutions brief. Carahsoft is the distributor for Ivanti federal solutions available via GSA 2GIT, NASA SEWP, ITES-SW2, and other contract vehicles.

To learn how to take the next step toward acquiring Ivanti's solutions, please check out the following resources and information:

For additional resources:
carah.io/ivantiresources

For upcoming events:
carah.io/ivantievents

For additional Ivanti solutions:
carah.io/ivantisolutions

For additional federal solutions:
carah.io/ivanti

To set up a meeting:
ivanti@carahsoft.com
703-871-8585

To purchase, check out the contract vehicles available for procurement:
carah.io/ivanticontracts