



WHITE GLOVE CONCIERGE SERVICE

by Latest Solutions 

Issues arise in your environment requiring a software solution. So, a committee is formed, market research and potential vendors are identified, demos and vetting is the last step before you select and purchase your solution. Next, services are scoped and performed to your specifications, and you attend trainings. Finally, you go "live" and everything is right with the world.

Six months later the software is working great, but you need to make a change to adjust to a new business process and you're not sure how to do it. Fast-forward six more months,

new issues present themselves in your environment. You're pretty positive the software can address them, but you've never really used that portion of the software before.

A few more months pass and now the software has a new version with much-needed features, but the person who was trained as an admin has left the organization. After a year or so, most of the original people have left, the new people haven't been fully trained, the software is proclaimed to be "broken", and management is considering starting the whole process all over again.

Sound familiar? *It sure does to us because we're software customers too.*

We are Latest Solutions, and we wanted to break this cycle for Ivanti customers to make sure they got the full value of their investment. That's why we created the White Glove Concierge Service.

PROTECT YOUR INVESTMENT.

The White Glove Concierge Service by Latest Solutions is a strategic resource designed to accelerate solution adoption, extend knowledge transfer, and protect your investment in Ivanti solutions.

As an Elite Ivanti partner, Latest Solutions is uniquely qualified to provide this service to your organization. Your LS Concierge will be a consultant with advanced technical experience in the Ivanti portfolio and the business acumen to align your Ivanti investment with industry best practices.

Your LS Concierge will work with the key stakeholders within your organization to ensure:

- 1** Your Ivanti products integrate with your operations at peak efficiency,
- 2** Your organization is deploying Ivanti solutions strategically, and
- 3** If you do have an issue with an Ivanti product, your LS Concierge will assist you in navigating Ivanti support to ensure a faster resolution.



The White Glove Concierge Service is a 12-month subscription-based renewable offering consisting of two major components:

✓ **Annual Health Check**

This is to ensure your Ivanti investment is working at peak efficiency and to provide recommendations for improvements that can be made via internal resources or a services engagement.

✓ **One-hour Concierge Touchpoints**

Every quarter, your LS Concierge will develop a plan to deliver customer-requested workshops from our Workshop Catalog (see next page) during these Touchpoint calls. You decide who and how many people attend each workshop and help determine organization-specific information you want covered.

Note: You also receive an organization-specific email address (YourOrganization@lastestsolutions.io) to facilitate communication with your LS Concierge.

We are at your service!

WHITE GLOVE CONCIERGE • PROGRAM LEVELS

	GOLD	PLATINUM
Touchpoint Frequency	1-hour Monthly	1-hour Weekly
Annual Health Check	1/2-day Annually	1-day Annually
Catalog Restrictions	None!	None!
Quarterly Reviews	Yes	Yes
Direct Email to Concierge	Yes	Yes

WHITE GLOVE CONCIERGE • TOUCHPOINT CATALOG

NAME	DESCRIPTION
Best Practice Workshops	<ul style="list-style-type: none"> These workshops can be called upon to discuss and demonstrate the optimal deployment of Ivanti capabilities and align them with industry best practices
Configuration Advice/Assistance/ & Sizing Workshops	<ul style="list-style-type: none"> Working with customer contacts to ensure that as new configurations are deployed, these are done in the most optimal manner Sizing guidelines will be discussed during a workshop to guide customer architects on how to size the environment in line with best practices
Knowledge Transfer Workshops	<ul style="list-style-type: none"> Tailored sessions which focus on product features and bridge the gap between formal training and the customer environment
Customer Roadmap Workshops	<ul style="list-style-type: none"> Ensuring that customer deployment schedules are optimized in relation to Ivanti release schedules.
Troubleshooting Workshops	<ul style="list-style-type: none"> Review of common troubleshooting issues that customers may face and how you can resolve these issues
ITIL Guidance / Tips & Tricks	<ul style="list-style-type: none"> How to align ITIL standards and guidelines to your unique Service and Asset Management environment.

You've made the right investment with Ivanti. We can help you make that investment work better for you and your organization. To find out more about the White Glove Concierge Service, please reach out to Latest Solutions at concierge@latestsolutions.io.



PROUDLY CERTIFIED IN:

Ivanti®	
ITIL®	PINK ELEPHANT®
IAITAM®	CISSP®