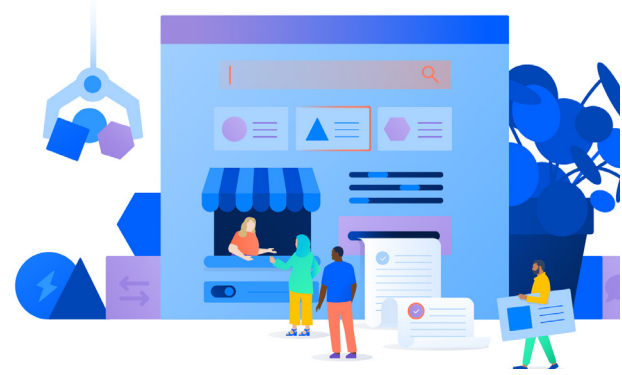


Cut the complexity of Ivanti Neurons.

Switch to Jira Service Management for a modern, flexible platform that scales



With Cherwell’s upcoming End of Life, it’s a perfect time to find an alternative to Ivanti Neurons. 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 Accelerated DevOps for all teams**
Put your Dev, ITOps and other teams on one platform, built from Jira. Remove siloes for better collaboration, easier communication, and faster processes.
- 2 An efficient, AI-powered approach**
Eliminate feature bloat. Harness proactive AI experiences that reduce repetitive work and drive action and resolution for IT services, employee support, HR service management,
- 3 User friendly, speedy UI**
Easily customize and manage your service desk with a flexible, low code editor and drag and drop interface.
- 4 Intuitive implementation, faster ROI**
A single SKU for ITSM, Assets, and automation, plus loads of templates and guides, means faster deployment and time to value.
- 5 Rovo agents & AI superpowers**
Virtual service agents are AI-powered teammates designed to enhance productivity by handling tasks like automated ticket responses, incident briefings, and post-incident review generation.
- 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.

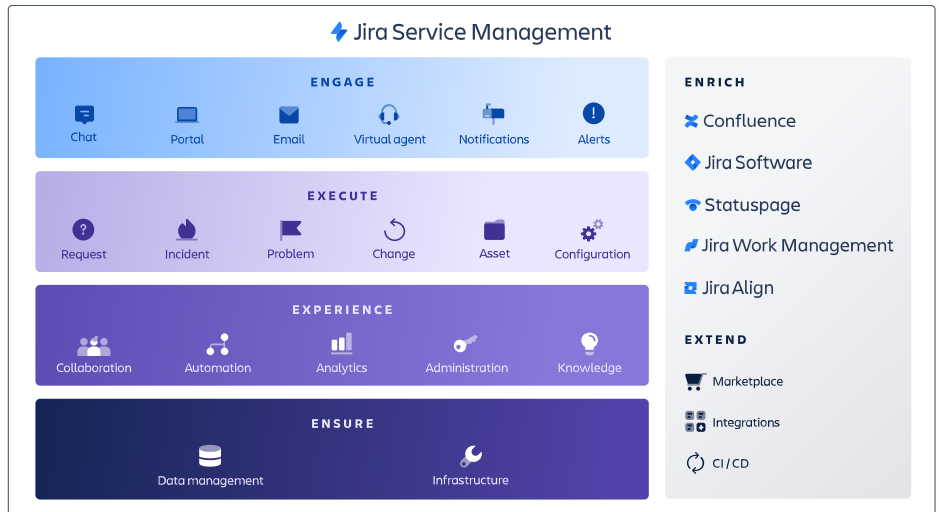
“With Atlassian, it’s easy to get started and spin up a solution.

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 55,000 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.



“
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

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

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. Atlassian's System of Work makes it easy for all teams in any organization to work together, fast. Jira Service Management is a key component. 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.

Atlassian Portfolio for System of Work

LEADERSHIP TEAMS

- Jira Align
- Focus

SOFTWARE TEAMS

- Compass
- Bitbucket
- Jira Product Discovery

IT TEAMS

- Jira Service Management

ALL TEAMS

- Jira
- Confluence
- Loom
- Rovo

GLOBAL APPS

- Home
- Analytics
- Admin Hub

SECURITY

- Guard

PERSONAL PRODUCTIVITY

- Trello

Capabilities Comparison: Ivanti vs. Jira Service Management

	IVANTI	JIRA SERVICE MANAGEMENT
PRODUCT 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.
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 2024 and the Q4 2023 report, with the highest score possible in the strategy category. Report based on the strength of the product and vision for customers' needs. Atlassian cloud platform, including Jira Service Management, Jira Confluence Loom, Rovo and more- is built for the cloud for free, automated updates and AI-powered cross-product capabilities.</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 customers need to purchase:

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

Ivanti also offers connectors for the configuration management database.

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.

Moving CMDB (configuration management database) into Jira Service Management means:

- Streamlining work with all ITSM (requests, incidents, changes, & problems) and CMDB information in one tool
- More context between assets & configuration items, incidents, and changes so Dev and Ops teams can get to the root of the issue faster and manage risks for more seamless deployments
- Reduced costs as other

PRODUCT OFFERINGS

Ivanti can cause customer confusion with multiple “Neurons” SKUs required to achieve full ITSM and Asset Mgmt. With often overly complex features that customers don’t need, Ivanti requires complex and annual upgrades.

In a single, flexible service management platform Jira Service Management customers get:

- request management
- incident management
- problem management
- change management
- asset management
- configuration management
- knowledge management

Plus, automated updates for Jira Service Management Cloud mean low maintenance and intervention.

Contact your [Atlassian Solution Partner](#) to learn how Jira Service Management can help your organization

