Hi everyone, in this video we are going to look at an internal tool that enables you to demonstrate how Ivanti’s software gives a rapid return on investment by proactively reducing security risk, improving IT and end-user productivity, and reducing operational costs.

Back in the day I took an internal flight to Newcastle in the north of England to interview a customer for a marketing case study. The customer collected me from the airport and then insisted on joining a lengthy line so he could pay an actual person and get a receipt for his expense claim, rather than pay at a machine. I thought nothing of it – airport parking is famously expensive; I understood the desire to claim it back. It cost 50p – even back then this was just the price of a chocolate bar. I shouldn’t have been surprised that most of the journey to his office involved him telling me how expensive our software was.

The interview went well. Our software had revolutionized their support operation, streamlining processes and improving efficiency. “Has it saved you any money?” I asked. He then reeled off an impressively long list of the ways in which our software had saved them money. Inconsistent practices and islands of knowledge in the team had meant lengthy resolution times and poor user satisfaction. The swamped IT team were fire fighting with no time for planning, learning, or improving.

Our software changed this. It brought consistency and spread knowledge. This, combined with self service automation and proactive remediation, reduced the Mean Time To Resolution – which they could then quantify using our reporting tools. Notably, remote field engineers were spending less time unable to start work, because a regular connection problem was being resolved more promptly – again, this gave a quantifiable cost saving. All these improvements gave them space, and our software helped them to use this space to identify the root cause of the regular connection problem, which they then resolved, greatly reducing the number of connection issues raised by their remote field engineers. More savings – engineers who had regularly been spending hours waiting for a fix so they could start work were now much more productive, as their timesheets showed.

Then he caught himself, and said “but your software is really expensive, isn’t it?”

Demonstrating return on investment can be difficult: all too often all that prospects see is what they perceive as a huge initial outlay (although with a subscription, this may be smaller than for a perpetual license). The challenge is to draw focus away from the initial outlay to all the cost savings that will quickly accrue until the software has more than paid for itself.

Fortunately, we have a tool that can help with that. Let’s take a look.