a19 Consulting
Best Practice Systems

Freelance Ivanti Consultant
100+ Ivant ITSM/ITAM Implementations since 1996
with Ivanti Neurons, Ivanti Service Manager, HEAT ITSM

Disclaimer: Not endorsed by, affiliated with, or sponsored by Ivanti. Any use of the software product names describes the fact that Gregor has experience with the ITSM and CRM products mentioned above.   Gregor has never been employed by Ivanti, however, he has sub-contracted for Ivanti Business Partners, in Canada, the US, Australia, and New Zealand.

Gregor Anton

"Are you getting the most out of your ITSM Implementation?
You are NOT. Not until you talk to me!"
www.a19consulting.com

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EXECUTIVE SUMMARY

Customers include **Fortune 500 & Global 500 Enterprise Clients**,
Frontrange Business Partners, **Ivanti Business Partners**, and
private Swiss banks.

Roles and Responsibilities from Project Management, Consulting
(technical & functional),
System Architecture, Design, Development

Worldwide
in the UK, Europe, Australia, New Zealand,
South Korea, Singapore, Canada, and the USA

<u>Testimonials</u>

<u>Night and Day Compared to Ivanti and other HEAT Consultants & Developers</u>

"Buying Ivanti HEAT out of the box is and expecting it to be anywhere near serviceable for your purposes is wishful thinking. There is a huge amount of customisation required, some of it highly technical. Either be prepared to throw resource at the training academies and go through the steep learning curve, or **look to consult with a business which is as experienced as Gregor and a19 Consulting.** They took the pain out of the process.

Compared to Ivanti consultation directly, it has been night and day. Gregor and a19 Consulting owns both the technical solution and the implementation. Coming from a business where we have a small, inexperienced team of Ivanti Admins having an experienced, knowledgeable, practical hand supporting us is invaluable.

a19 Consulting makes a strong case for a **direct engagement model,** 1-2-1 for the consultants to the product owner in the business. Internally there are some of the team who are keen to have more direct access with the consultant but there is a strong argument to keep the engagement focused.

Positive engagement, improved Ivanti implementation resulting in happy users and happy IT staff. Project team looking better as a result. Could you ask for more?"

Five stars for Ivanti HEAT Development & Consulting Experience, Technical Knowledge, and Consultative Approach.

*"*Our engagement with Gregor and a19 Consulting has been **highly successful** in scoping Ivanti HEAT design changes, meeting with key business stakeholders and delivery of service improvement. Technical expertise and ability to project manage the implementation of changes meets all expectations.

We are very confident in Gregor and a19 Consulting to assist in the delivery of required changes and their industry expertise in advising of **best practice Ivanti HEAT configuration** set-ups to follow.*"*

ITSM to The Next Level

"We had completed an Implementation of the **Ivanti Service Manager and Asset Manager** toolset. The implementation team from Kifinti Solutions were helpful in getting it up and running, but we needed someone that could take us **to the next leve**l and configure the tool so we could utilize all of its potential, with the latest solutions and **Ivanti Best Practices**. As we were also in a transition period where our processes and workflows were being redefined, **Gregor** and **a19 Consulting** were able to work with us to align our working processes with the workflows within the Ivanti Service Manager tool."

Unique and Distinctive ITSM Authority

"I worked with **Gregor** at DDS IT, an **Ivanti Business Partner** that engaged **a19 Consulting** to provide **Ivanti Professional Services** to our clients and in-house staff in New Zealand and Australia, with **Ivanti Service Manager** (formerly HEAT IT Service Management by Frontrange).

Gregor, is **without doubt a unique and distinctive authority** in the Ivanti ITSM space with his consulting and development experience and extensive insight to **best practices** going back over 24 years with the HEAT and now Ivanti ISM/IAM products."

EVERY IVANTI DEVELOPER & CONSULTANT SAID IT COULDN'T BE DONE

"Gregor was able to develop and implement what every Ivanti Developer and Ivanti Consultant said couldn't be done! A **booking and reservation system** for our parking authority. Now citizens of the City are able to reserve daily, weekly, monthly, and yearly parking passes. **Gregor delivered what other consultants said was impossible.**"

PROFESSIONAL EXPERIENCE

a19 Consulting, location independent, remote work
ITSM Consulting & Development

November 2016 to present

- **Senior ITSM Consultant** with a focus on Ivanti Neurons for ITSM, **Ivanti Service Manager** Systems Implementations, Systems Integrations, Data Migrations, Enhancements, Streamlining, Business Process Improvement, Business Intelligence, and Dashboard Reporting.

- **Consultant & Developer** for implementation, integration, and **ITSM Professional Services** for **Ivanti Neurons, Ivanti Service Manager and Asset Manager** On-Premise and Cloud Solutions for Canadian, US, and New Zealand Ivanti Business Partners (Kifinti Solutions, DDS IT, and others)

- **Focus on Best Practices** (ITxM, ITSM, ITAM, ESM), Asset Management, Purchase Orders, Invoices, Asset Scanning, Procurement Workflows, CMDB, Incident & Problem Management, Change Management, Self Service, Service Requests, Knowledge Centered Services, Booking & Reservation Systems, Integrations, REST API, Web Services, Migrations, to name just a few.

Anton Solutions Inc., Vancouver, BC, Canada
Business Systems Consultancy,
March 2005 to October 2016

- **Senior ITSM Consultant** with a focus on **Ivanti Service Manager**, Saleslogix CRM Systems Implementations, Systems Integrations, Data Migrations, Enhancements, Streamlining, Business Process Improvement, Business Intelligence, and Dashboard Reporting.

- **Clientele** included but not limited to: Bank of Morgan Stanley, National Energy Board, Bank of Montreal, Tosoh Bioscience, Genzyme Pharmaceutical, Husky Energy, Encana, Shell, ABN Amro, Ambit Software, Credit Suisse, Kifinti Solutions

  - **Business Analysis** through gap analysis, root cause analysis, facilitation of business process reviews & documentation, requirements elicitation, allowing the project team to gain a comprehensive understanding of the client's needs in order to overcome barriers and achieve the organizational goals of the client

  - **Project planning** and project scope sessions to ensure compliance with the project charter, implementation plan, client agreements, and to pro-actively manage potential scope creep

  - **Business Development** by identifying new opportunities and streamlining existing processes through leveraging existing and introducing new products & services that fit clients' needs and build clients' abilities to achieve success beyond their expectations

  - **Best Practice Systems** Development, Design, Implementation, Training, Optimization, Testing for ITSM, CRM, Financial, In-House, Legacy, and Business Intelligence Systems

  - **Management Consulting** for ITSM, change management, service/support incident & problem management, SLA's, ITIL compliance, response handling, asset management, configuration management, and service discovery

  - **CRM Development** of Marketing campaign tracking, sales & marketing follow-up, automated lead management, opportunity management, sales pipeline, service & support incident management, and enterprise reporting

  - **Mentoring and Consulting** for ITSM and CRM Business Partners in Holland, Belgium, and Switzerland for multi-national companies in the medical industry, for pharmaceutical companies, and **private Swiss banks in Zurich,** completing projects on-time, and on budget

  - **Liaison** between Steering Committees, Stake-holders, Project Managers, and Project Teams

Avante Solutions, Calgary, Alberta, Canada
HEAT (now Ivanti Service Manager) and SalesLogix Business Partner,
February 2001 to March 2005

- **Senior Consultant** responsible for consultant mentoring, business analysis, customization, implementation, integration, training, and optimization of ITSM and CRM business systems
  - Focus on Change Management, Incident & Problem Management, Asset Management & Discovery, Business Analysis, Data Analysis, Business Intelligence, SLA's, ITIL compliance, Automation, and Systems Integrations
  - In-house **Business Analysis** and development of **Best Practice Systems** with SalesLogix CRM, Sage CRM, Frontrange HEAT, Crystal Reports, SQL, and custom made tools
  - **Fortune 500 Clientele** included but not limited to: Bank of America, Citibank, Wells Fargo, Intrawest, Ritchie Brothers, City of Seattle, Replicon, Lehigh Cement, Del Monte, City of Edmonton, Government of Alberta, Riverview Hospital, Royal Roads University, Banff Centre for Arts and Creativity, ATCO, Enmax, Xerox

Bank of Montreal – Corporate MasterCard, Toronto, Ontario, Canada
Procurement Systems Integrations,
January 1998 to April 2002

- **Systems Integration Consultant** responsible for ITSM, CRM, ERP, and Financial systems integration and enterprise reporting for Fortune 500 corporations with SAP, JDE, Oracle, PWSQL, and AS400 using Access, SQL Server, VBA, Oracle, Sybase, and Crystal Reports

Change Control Ltd, Toronto, Ontario, Canada
HEAT (now Ivanti Service Manager) Business Partner,
January 1996 to December 1997

- **Consultant** responsible for Best Practices, implementation, integration, training, and optimization of ITSM Incident Management and Change Control Systems
  - **Fortune 500 Clientele** included but not limited to: KPMG, Hanjung, CIBC, Bank of Montreal, Royal Bank of Canada, Tip Top Tailors, St. Andrew's Hospital, Zurich Insurance, AIG, Schneider's Foods, Budget Car Rental, Laidlaw, Biway, MAC Cosmetics