Night and Day Compared to Ivanti and other HEAT Consultants & Developers

"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?"

Ivanti HEAT 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 our ITSM system **to the next level** and configure the tool so we could utilize all of its potential. As we were also in a transition period where our processes and workflows were being redefined, **Gregor** and **a19 Consulting** Professional Services were able to work with us to align our working processes with the workflows within the **Ivanti Service Manager** tool, utilizing **ITSM Best Practices** and latest solutions."

www.a19consulting.com *ITSM Best Practices, Development, Consulting, Project Management, Architecture, Design, **28+ years, 100+ implementations***

with products such as but not limited to Ivanti Neurons for ITSM, Ivanti Service Manager, Saleslogix CRM, HEAT ITSM. Some BMC Remedy, ServiceNow, and Sage CRM.

Five Stars All The Way

"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.

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

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 practices and Ivanti HEAT configuration** setups to follow."

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Very knowledgeable and the years of experience with Ivanti ITSM products are apparent in how thorough the consultation has been!

"Gregor has a wealth of knowledge on **Ivanti Neurons for ITSM** and is highly **structured** in his approach. Our migration to a new Ivanti instance went smoothly as a direct result of Gregor's input. In working with Gregor, I was able to improve some of my own skills just from observing his approach that I can now apply working on other projects in our business."

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Best in Class

"**Very good** consultative approach, **effective** use of consultancy hours, **best practices** applied in solution design and delivered scope of **work on time**.

I would **recommend** a19 Consulting as **best in class** and will definitely use their services again."

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Unique and Distinctive Ivanti HEAT ITSM Authority

"I worked with **Gregor** at DDS IT, an **Ivanti Business Partner** that engaged **a19 Consulting** to provide **Professional Services** to our Ivanti 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."

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with products such as but not limited to Ivanti Neurons for ITSM, Ivanti Service Manager, Saleslogix CRM, HEAT ITSM. Some BMC Remedy, ServiceNow, and Sage CRM.

Everyone else said it could not be done!

"Gregor was able to implement what everyone else 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.**"

Disclaimer

Not endorsed by, affiliated with, or sponsored by Ivanti. Any use of the software product names describes the fact that I have experience with the mentioned ITSM and CRM products.

"Ivanti Consultant" and "Ivanti Developer" refer to job description, experience, and skill set with Ivanti's products.

Also, note that I have never been directly employed by Ivanti, however, I have been employed by and sub-contracted for Frontrange (HEAT) Business Partners and sub-contracted for Ivanti Business Partners to work with Ivanti Project Managers and/or Ivanti Implementations.

Why Ivanti? It's my ITSM product of choice!

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