

Whitepaper

Ivanti Neurons Platform

Autonomous Endpoint Management (AEM) is the fastest path to platform value. Scale outcomes across ITSM and Network Security on the same shared, AI powered platform.

Disconnected tools. Rising risks. Slower progress.

IT environments are evolving fast — cloud adoption, hybrid work, and BYOD have multiplied endpoints and expanded the attack surface. Security threats and compliance demands keep rising. Meanwhile, disconnected tools and manual processes slow teams down, increase costs, and create blind spots.

Organizations face:

- Fragmented systems that hinder visibility and collaboration
- Device sprawl straining resources
- Compliance pressure demanding constant vigilance
- Manual workflows slowing resolution and increasing risk
- Rising user expectations for frictionless IT support

Without trusted asset data, and automation that can act on it, complexity becomes a barrier to execution, innovation and growth.

One platform to unify IT and security

Ivanti Neurons is a cloud-based platform that serves as the [system of record](#) and [data authority](#), designed for coordinated outcomes across IT and Security operations. The recommended starting point is [Autonomous Endpoint Management](#) because it turns trusted asset data and context into action quickly. Customers use Autonomous Endpoint Management (AEM) to reduce manual work through automation, bots, and self-healing, improving endpoint stability and freeing teams to focus on higher value work. The same shared foundation then supports expansion into [IT Service Management \(ITSM\)](#), and [Network Security](#) with consistent governance and trusted data.

What makes it different:

- Role based access control, auditing, logging, and telemetry for consistent control
- Platform data foundation using discovery capabilities, asset inventory, and relationship context that turn context into trusted automation
- Unified agentic AI framework embedded across the platform, grounded in real telemetry and organizational data
- Automation, orchestration, and control through self-healing bots for reliable execution across domains
- Shared platform services that allow solutions to work together safely and at scale, supporting expansion from Autonomous Endpoint Management into IT Service Management and Network Security
- Invisible, automated security that reduces risk and supports continuous resilience without disrupting day-to-day operations
- Open ecosystem to extend investments across Microsoft Intune, ServiceNow, Cisco, CrowdStrike, and more

The power behind the platform

The Ivanti Neurons Platform is the shared cloud platform infrastructure and system of record for data and intelligence for Autonomous Endpoint Management (AEM), ITSM and Network Security. It coordinates people, automation, and AI through common data, governance, and workflows, so capabilities can scale consistently across IT and Security.

Key platform foundations:

- [AEM](#) outcomes powered by automation, self-healing bots, and policy driven remediation
- Core data foundation built on discovery capabilities, continuously updated asset data, and relationship context that establish the platform as the system of record
- Action layer capabilities including automation, orchestration, and control through a shared self-healing engine and workflow engine
- Intelligence layer powered by unified agentic AI framework supporting agent assistance, diagnostics, knowledge, conversational experiences, and insights
- Identity, access, and governance services like role-based access control, auditing, logging, and telemetry
- Integration and extensibility through platform integrations, notifications, and ecosystem connectors
- Agent and endpoint infrastructure plus tenant and global operations designed for safe scale

AI that works for you

While many tools stop at observation, the Ivanti Neurons Platform connects insight to action by assessing issues with AI and resolving them through governed automation.

AI in the Ivanti Neurons Platform is grounded in trusted, lifecycle-aware platform context provided by the platform's systems of record for assets, endpoints, and configuration state across IT and Security. This shared operational foundation ensures that AI-driven insights, prioritization, and automation are based on accurate, current relationships across assets, software, and services — allowing the platform to move reliably from insight to action across IT and Security.

Where everything connects

Think of Ivanti Neurons as the system of record and shared operational foundation where AEM, ITSM and Network Security operate on the same foundation. Actions, insights, and integrations work together through shared data, automation, and governance, giving organizations agility and resilience without complexity.

From complexity to clarity

Technology should deliver business impact — not just technical improvements. Ivanti Neurons empowers IT and security teams to focus on innovation and strategic growth — not firefighting.

Unified data fabric, connected outcomes

Many organizations begin with AEM to automate and self-heal devices quickly. That same trusted asset context and automation foundation then powers outcomes across ITSM and Network Security.

Ivanti Neurons connects data, workflows, and AI across domains, enabling sharper decision making, reliable automation, and real-time collaboration. Expanding capabilities or integrating third-party tools is straightforward through platform integrations, and the cloud-based design supports growth as requirements evolve.

With Ivanti Neurons, you achieve:

- Faster issue resolution
- Lower risk through predictive compliance
- Operational efficiency and cost optimization
- Enhanced employee experience
- Continuous security and rapid ROI

Trusted by leaders. Proven by results.

Customer voices:

- “Ivanti gives us visibility and control in a single platform.” — City of Seattle
- “We could migrate to the cloud on our timeline — without disrupting users.” — Conair
- “It’s so easy to use — it’s almost like setting it and forgetting it.” — Southstar Bank
- “Ivanti helped us automate and evolve with insights we never had before.” — Agrex

Analyst recognition:

- Forrester: Fully native AEM, ESM, VRM, and DEX capabilities
- IDC: Predictive, self-healing ITSM
- Gartner: AI-driven automation for improved IT efficiency

Your platform for what’s next

Ivanti Neurons is more than a collection of tools— it’s a platform that serves as the system of record for IT and Security operations, delivering operational authority with agility and trust. Organizations typically start with Autonomous Endpoint Management to automate work and stabilize endpoints quickly. From there, the same platform foundation supports expansion into IT Service Management and Network Security without disruption.

AI is embedded across the platform through a unified agentic framework, grounded in real telemetry and trusted platform context. Invisible security and shared governance operate quietly in the background, while an open ecosystem of integrations extends value across existing environments. With Ivanti Neurons, you move forward with confidence on a platform built to adapt, scale, and continuously improve outcomes.

Learn more at ivanti.com/neurons-platform.

Contact: sales@ivanti.com