CASE STUDY | ivanti

versetal

Ivanti simplifies business application integration & flexibility with a microservice architecture built in Azure by Versetal.

SITUATION

Ivanti is a leading company in the IT asset and service management market. It employs more than 2,400 people and 78 companies of the Fortune 100 use its software. Ivanti provides Enterprise IT departments with software that facilitates IT service management, IT asset management, IT security, endpoint management, and supply chain capabilities, which ultimately helps achieve Unified IT.

To streamline processes, Ivanti implemented a new learning management system (LMS) for internal user training and external customer training. Due to past acquisitions and the desire to support the company's go-forward acquisition strategy, Ivanti's IT environment included multiple LMSs and payment processors. Integration between the varied systems was complex and inconsistent, requiring specialized development and maintenance. The company needed a cohesive architecture for integrating the LMSs and payment processors and partnered with Versetal to achieve that goal.

AICPA SOC

We hold ourselves to high professional standards and a strict code of professional ethics.

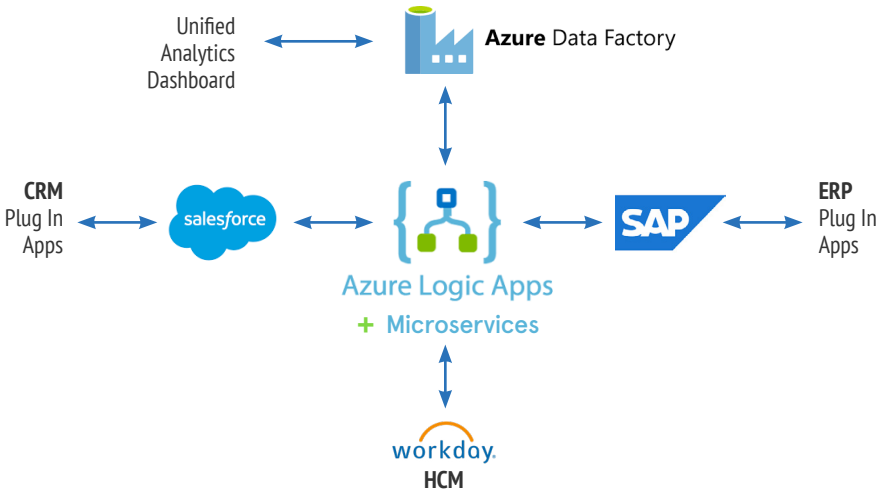
CSO 50 AWARDS 2020

A CSO50 Awards winner for our security initiatives, demonstrating outstanding business value and thought leadership.

SOLUTION

Ivanti and Versetal collaborated to develop a microservice architecture in Azure that could easily integrate current and future LMSs and payment processors. The diagram below provides a bird's eye view of Ivanti's system architecture, illustrating the various integrations required across the systems and services they work with.

Business Applications Architecture:



I would absolutely recommend the Versetal team, because of their commitment to solve the problem we presented.

JAMES HILL
SENIOR DIRECTOR, ENTERPRISE ARCHITECTURE & APPLICATIONS, IVANTI

Versetal © 2020

versetal

SOLUTION continued

Versetal achieved the design with an aggressive timeline of 30 days. Then, Versetal's global DevOps team implemented the solution using an Agile development process in another 30 days. Finally, Versetal provided 30 days of post-rollout support.

According to Ivanti's Senior Director, Enterprise Architecture & Applications, James Hill, the new system "created a neutral playing field to integrate two solutions that didn't integrate naturally."

Key features of the solution included:

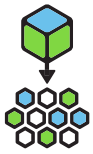
- Integration across full workflow for customer identification from Salesforce; execution of the website shopping cart and payment process; and customer updates to Salesforce, Vertex Tax software, and SAP
- A bridge between Microsoft Azure cloud and Ivanti's existing SaaS cloud application landscape (Salesforce, Thought Industries, e-commerce, Tax, SAP), with business logic accounting for sensitive customer data across the customer's journey to point of purchase from Ivanti's website
- Scalable, repeatable API structure that can integrate additional applications on an as-needed basis for new business requirements

Versetal helped us to deliver an e-commerce microservice, allowing us to plug-in multiple payment processors to e-commerce and tax solutions over time.

JAMES HILL
SENIOR DIRECTOR, ENTERPRISE ARCHITECTURE & APPLICATIONS, IVANTI

RESULTS + BENEFITS

Agile engagement with global Design and DevOps team to design, build, and implement a working solution in less than 3 months



Microsoft Azure-based microservice architecture that enables seamless integration of LMSs and payment processors and protects data flow

Multi-cloud architecture that seamlessly integrates with client's IT environment

Application Insights telemetry monitoring-and-analytics solution that tracks performance and service levels, allowing the IT department to quickly investigate and resolve problems

Commitment to client's success and continued support after completion of the project

Versetal © 2020