Service Desk FAQ Pack – Everything You Need to Know Before You Outsource Support

BOOK A DEMO

Thank you for exploring Think Tank's fully managed Ivanti Service Desk. Below are our most commonly asked questions – from what's included to how support is structured.

Everything You Need, Nothing You Don't

What is the Think Tank Service Desk?

An omnichannel Service Desk, staffed by Ivanti Certified Consultants, offering; Self Service Portal, Remote support, System health checks, License optimization and more.

What support levels are included?

- Certified 1st, 2nd & 3rd line support
- P1 & P2 after-hours coverage
- Account engagement reviews
- After-hours change implementation

What makes Think Tank different?

- 60+ years of combined Ivanti expertise
- Custom integrations, dashboards, and workflows
- Proactive health checks and risk monitoring
- Ivanti Neurons for ITSM upgrade management
- Rapid SLA-based response (1–24 hours)

What packages do you offer?

Monthly Support Agreements
Bundle of Hours

What are your Response SLAs?

P1: 1 hour
P2: 4 hours
P3–P5: 8–24 hours

How do I escalate an issue?

3-tier escalation path is documented and published, including after-hours standby contact.

Have more questions?

Book a walkthrough with our team.

Book a Demo