ManageEngine

A division of Zoho Corporation,
a bootstrapped, private, and
profitable company

18+ years of
IT management
solutions expertise

180,000+
customers

2,500+
employees

90+ products and free
tools for IT management

190+ countries

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The
common challenges
faced by ITSM teams
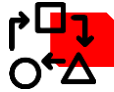
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Inconsistent
service
delivery

Process
automation
gaps

Suboptimal
customer
experience

Siloed
approach
to service
management

Taking
service
management
beyond IT

Complying
with privacy
regulations

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The result

The absence of a **wholesome** service delivery experience for all stakeholders involved: *users, agents, and management*

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The difference that a **wholesome ITSM** tool brings to the table

● **Move service delivery from operational to strategic**
with intelligent automations and predictions, standardized workflows, and deep insights into data

● **Bridge the gap between business and IT**
through streamlined service management across the enterprise, and contextual integrations with business apps

● **Be the epicenter of IT infrastructure management,**
offering deep integrations with other IT management software

● **Transform customer experience**
by creating new and effective channels for support and collaboration

● **Achieve unrestricted extensibility**
with last-mile customizations for IT and business processes

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Service management

with ManageEngine

ManageEngine
ServiceDesk Plus
IT & enterprise service management

ManageEngine
ServiceDesk Plus MSP
Service management for MSPs

ManageEngine
AssetExplorer
IT asset management

ManageEngine
SupportCenter Plus
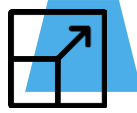Customer support

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Why
ServiceDesk Plus?

Best practice process workflows and features available out-of-the-box

Highly customizable and scalable for different process maturities

Tight, contextual integrations with other IT management and business apps

A flexible and easy-to-use interface, resulting in a low learning curve
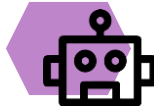
The latest in technology, including virtual assistants and AI capabilities

Flexible choice between the on-premises and cloud versions, with easy switching

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The six ways ServiceDesk Plus makes your

ITSM wholesome

1 | Make service management cross the boundary between IT and business with the enterprise service desk
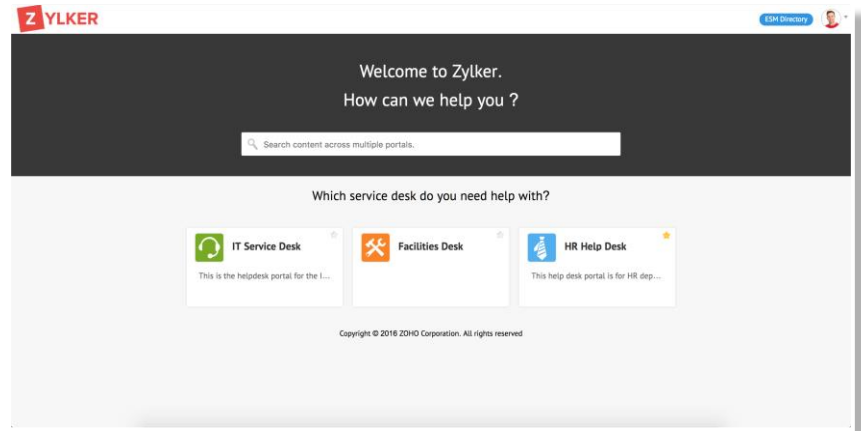
2 Leverage intelligent technology with AI-based automations

3 Standardize service delivery with visual process workflows
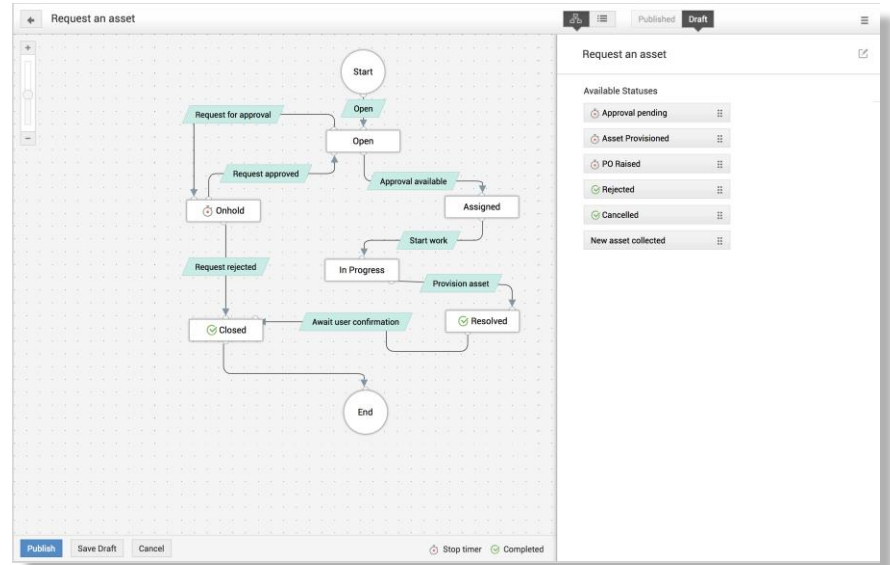
4

Make ITSM work your way with last-mile customizations
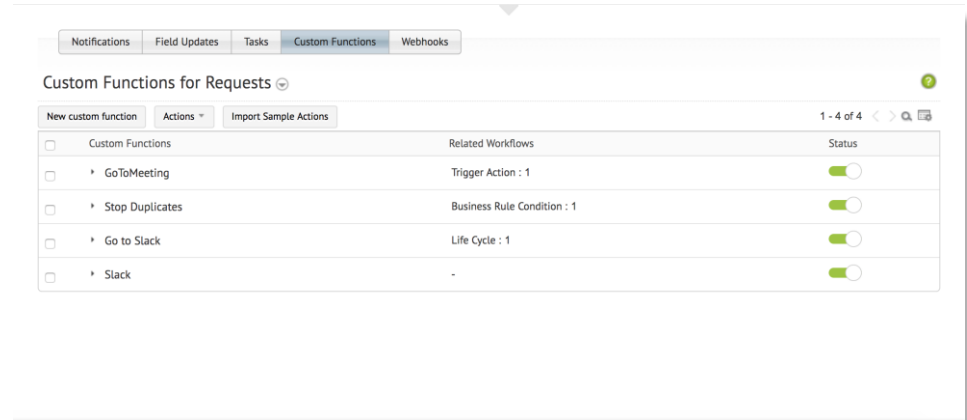
5 Build an integrated approach to service management with 360-degree IT integrations
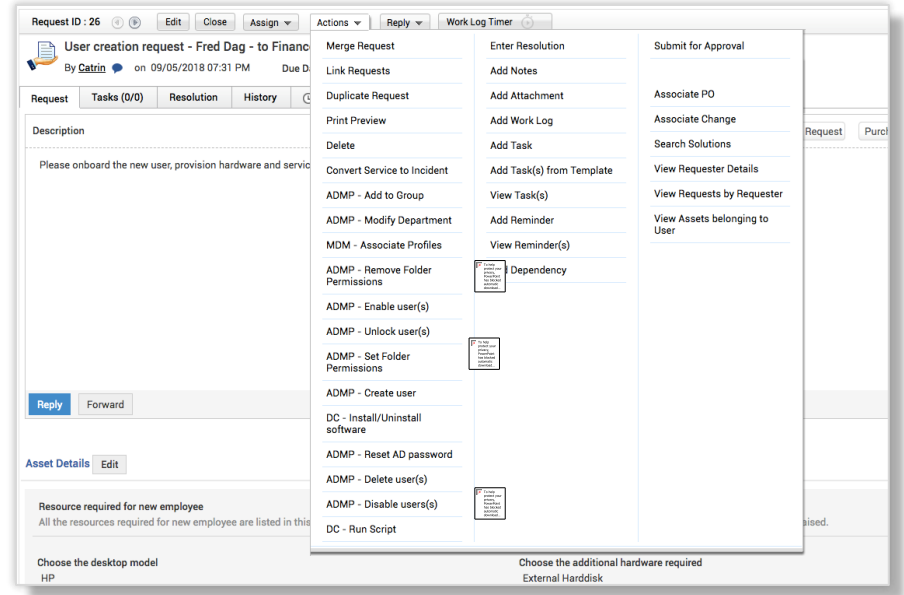
Top ITSM capabilities

- ✪ Enterprise service management
- ✪ Incident and problem management
- ✪ Change management
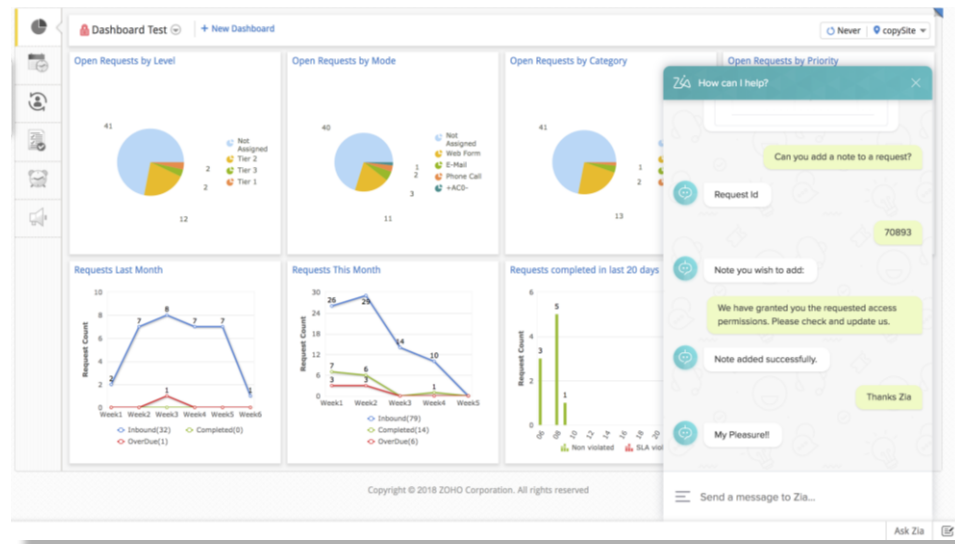- ✪ IT asset and configuration management
- ✪ Configuration management database (CMDB)
- ✪ Purchase and contract management
- ✪ Project management
- ✪ Service requests and request fulfillment
- ✪ Knowledge management
- ✪ Reporting and SLA management
- ✪ Process and visual workflow design
- ✪ Integration with IT management apps

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Editions

Standard
IT help desk software

Incident management

Self-service portal

Knowledge base

Multi-site support

SLA management

Help desk reports

The perfect starter kit to get your ticketing right.

Professional
help desk + asset management

Help desk management

IT asset discovery

Software asset management

Asset inventory reports

Purchase & contracts management

The right package for integrated IT asset management.

Enterprise
help desk + ITIL + asset + Project

Incident management

Problem management

Change management

IT project management

Service catalog

Asset management

CMDB

The complete ITIL®-ready ITSM suite with all the features an IT service desk needs.

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Supported
databases, browsers, & OSs

Windows Server 2012-2016
Windows 7/8/10
RHEL 8 & above
Ubuntu 14.0 & above

MSSQL 2017
MSSQL 2016
MSSQL 2014
MSSQL 2012
MSSQL 2010
MSSQL 2008
PostgreSQL

Internet Explorer 11
Microsoft Edge
Mozilla Firefox
Google Chrome

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Customers

the Y (YMCA)
IHOP
Walmart
DENSO
STAR
valmont
UNIQLO
ETIHAD
freshdirect
NHS
KOFAX
GLOBAL BRANDS GROUP
Domino's
TRAVEL LEADERS NETWORK
AIRBUS
COTTON:ON
navitas
Credit Acceptance — We change lives!
Valvoline

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Customer reviews

★ ★ ★ ★ ★

ServiceDesk Plus is a game changer!

Overall, we're completely satisfied with ServiceDesk Plus. This product not only helps track incidents in the IT department, but we've been able to scale the system to include all other departments in our company. In comparison to our last help desk solution, ServiceDesk Plus is light years away from where we were.

IT operations manager | Industry: Finance | Role: Infrastructure and operations | Firm Size: 3B - 10B USD

Gartner
peerinsights™

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ServiceDesk Plus
recognition

Incident management

Incident management
workflow

NEW INCIDENT
Email
Telephone
Self-service portal
ESM portal
Zia

CATEGORIZE
PRIORITIZE
ASSIGN
SLA
Business rule
Technician auto-assign
Request life cycle

ANALYSIS
Remote desktop
Asset information

CLOSE INCIDENT
Manual/automated
User acknowledgement
Survey

RESOLVE INCIDENT
Knowledge base
Resolution templates

COMMUNICATE
WITH END USER
Chat
Reply templates
Email conversation within tickets

CHANGE TICKET STATUS
TRIGGER AUTO-NOTIFICATIONS

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Best practice incident management with ServiceDesk Plus

Enable multiple channels for reporting issues

Multimodal ticket creation via email, phone, self-service portal, virtual agent, and business apps

Collect comprehensive information on the issue during ticket logging

Customizable incident templates

Perform hands-free categorization, prioritization, and assignment

Business rules | Technician auto-assign | Priority matrix

Move to a shift-left model for L1 tickets

Self-service portal | Solution auto-suggest | Zia

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Best practice incident management with ServiceDesk Plus

Minimize resolution times

Request life cycle | Integrated knowledge base | Resolution templates | Request sharing and collaboration

Track and manage SLAs

Response and resolution SLAs | SLA escalations, and actions

Ensure prompt and relevant communication on ticket progress

Notification rules | Canned responses | Notes

Reduce reopen rates and incident backlogs

Automated ticket closure | Incident KPIs | Custom reports | Advanced analytics

Maximize end-user satisfaction levels

User surveys

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Service request
management

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Service request management
workflow

Technicians

1 CREATE SERVICE CATALOG

2 CATEGORIZE SERVICES

3 CONFIGURE SERVICE ITEMS
(Multistage approvals SLA tasks)

4 PUBLISH IN SELF-SERVICE PORTAL

SELF-SERVICE PORTAL

5 CHOOSE SERVICE REQUEST

6 SEND FOR APPROVAL

7 APPLY SLA

8 TRIGGER TASK

9 DELIVER SERVICE

End users

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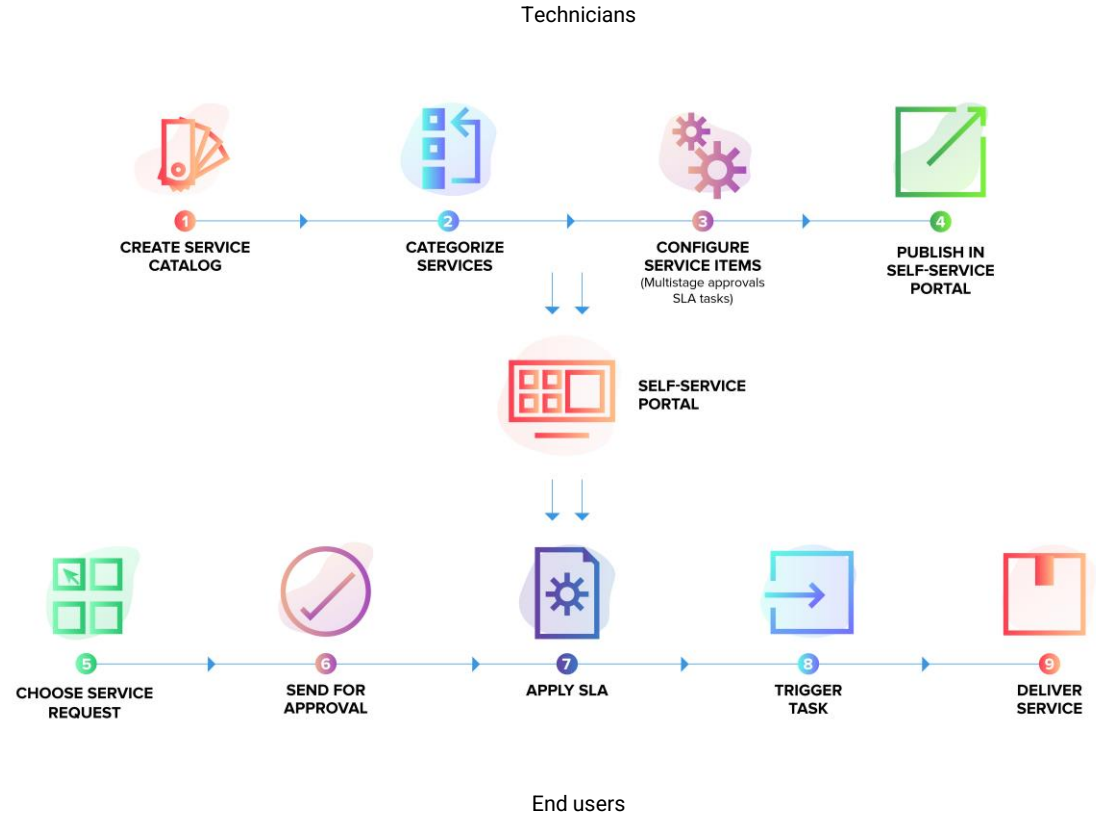
Best practice service request management with ServiceDesk Plus

Showcase the wide range of IT services offered and improve IT visibility

Service categories | Service templates | Resources

Present the right services to the right users

Role-based user access | User groups

Involve the right stakeholders

Technician groups | User groups | Organization roles | Service request approvers

Increase the efficiency of service delivery

Business rules | Request life cycle | Tasks

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Best practice service request management with ServiceDesk Plus

Define authorization, escalation, and notification policies

5-stage approval process | SLAs | Notification rules

Set the right service level expectations for end users and technicians

Response and resolution SLAs | SLA escalation notifications, and actions

Track service delivery costs

Service costs | Resource costs

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Knowledge
management

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Knowledge management workflow

CREATE NEW KB ARTICLES
Rich text
Images
Attachments

ORGANISE UNDER TOPICS
Keywords for better searchability

SUBMIT FOR APPROVAL

PUBLISH IN SELF-SERVICE PORTAL
Restrict to specific technicians
Publish to end users

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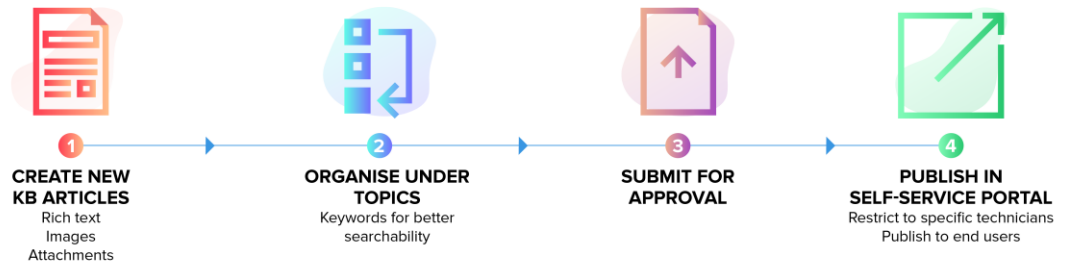
Best practice knowledge management with
ServiceDesk Plus

Structure and organize the knowledge base

Rich text editor | Topics | Keyword search

Maintain authorship and version information

Solution owner | History

Keep a review and approval process in place

Solution review and approvals | Solution expiration

Define access privileges on knowledge artifacts

Technician roles | User groups

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Best practice knowledge management with ServiceDesk Plus

Preserve knowledge from incidents and problems

Convert resolutions into knowledge base articles

During ticket creation, provide end users with contextual suggestions from the knowledge base

Solution auto-suggest | Self-service portal

Track usage and efficiency metrics

Requests resolved by a specific solution

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Problem
management

Problem management workflow

NEW PROBLEM
Can also be raised from
within an incident

**LINK RELATED
INCIDENTS TO
A PROBLEM**

**ROOT CAUSE
ANALYSIS**

CLOSE PROBLEM
Automatically close
associated incidents

PERMANENT FIX
Raise change
Raise project

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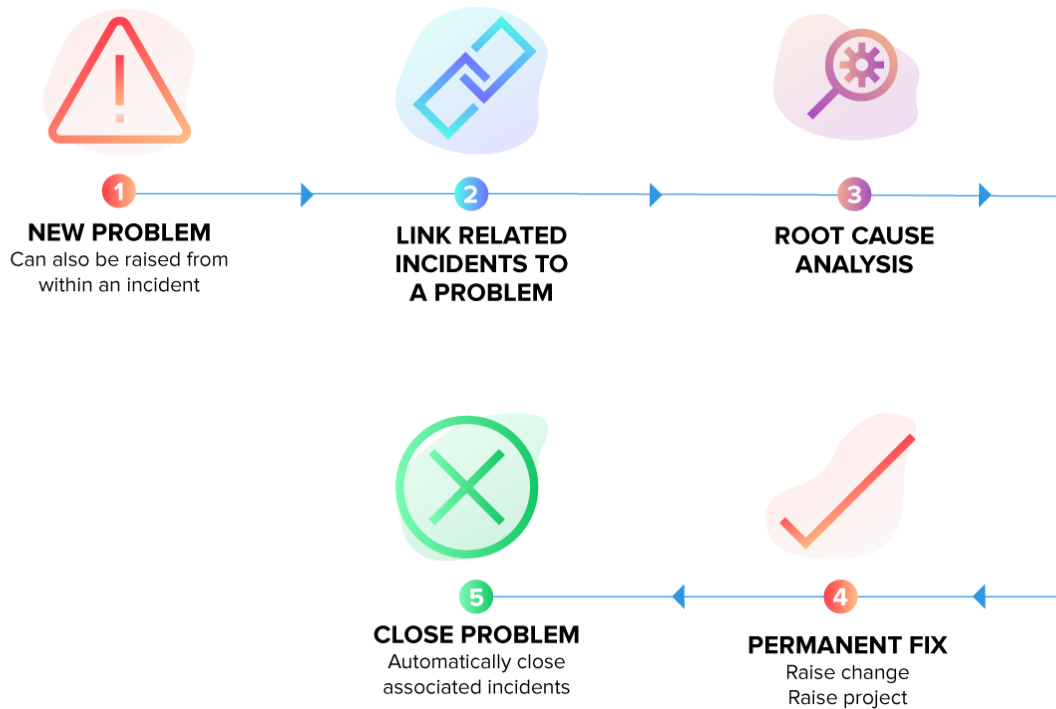
Best practice problem management with ServiceDesk Plus

Identify incidents that require a root cause investigation

Create a problem ticket from an incident | Problem logging

Precisely define each major problem and quantify the business impact

Services affected | Add assets involved in templates

Standardize the format for defining problems

Problem templates

Identify the problem owner

Problem roles | Technician

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Best practice problem management with ServiceDesk Plus

Assign solution implementation to specific users with due dates

Tasks

Maintain a known error database

Label a problem as a known error

Track solution implementation and effectiveness

Analysis | Workarounds | RCA

Keep notification mechanisms in place to keep stakeholders informed

Notification rules | Announcements

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Best practice problem management with
ServiceDesk Plus

Make problem management work in tandem with other ITSM processes

Associate incidents and changes with problems

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Change
management

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Change management workflow

1. NEW CHANGE
Can also be raised from within an incident/problem

2. SUBMISSION

3. PLANNING
Impact analysis
Rollout plan
Backout plan
Checklist

4. APPROVALS
CAB recommendation
Change manager approval

5. ANNOUNCEMENTS NOTIFICATIONS

6. IMPLEMENTATION

7. POST IMPLEMENTATION REVIEW

8. CLOSE CHANGE

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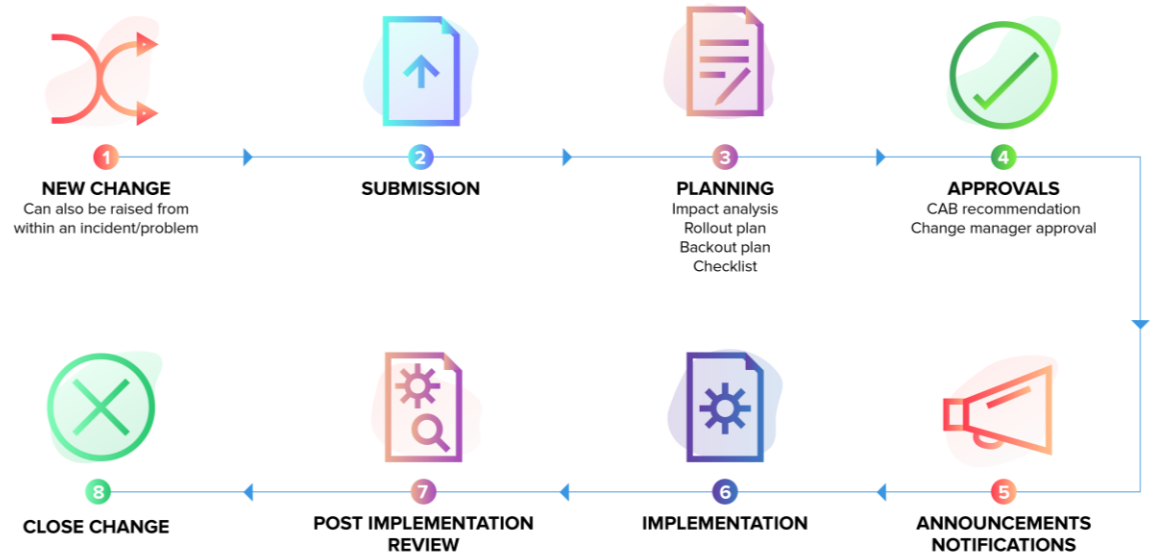
Best practice change management with ServiceDesk Plus

Identify the type of change

Change types

Define key roles and responsibilities

Change roles

Design processes for different change types

Change workflows | Visual change life cycle with multistage processes

Log, manage, and prioritize change proposals

Custom change templates | Logging from incident or problem records | Change calendar

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Best practice change management with ServiceDesk Plus

Gain clear insights on risks and the impact of changes

Risks | Change planning, including impact analysis and rollout plans | CMDB integration for downstream impact

Communicate schedules and any downtime to stakeholders

Downtime schedule | Announcements

Put an effective approval mechanism in place

CAB | Change manager

Measure the progress and effectiveness of change implementations

Implementation checklist | Tasks | Project association

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Best practice change management with ServiceDesk Plus

Keep contingency plans in place

Back-out plans

Implement continual service improvement

Post-implementation reviews | Change KPIs

Make change management work with other ITSM processes

Integration with incident, problem, asset, project management, and CMDB

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Project
management

Project management workflow

CREATE
NEW PROJECT
Project types
Project roles

CREATE
MILESTONES
AND TASKS

ADD AND MANAGE
RESOURCES

CLOSE PROJECT

FILE WORKLOGS

TRACK PROGRESS
USING GANTT CHART

CHANGE PROJECT STATUS

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Best practice project management with ServiceDesk Plus

Collect all relevant information beforehand to identify the scope, budget, and time needed

Project templates

Break down your projects into subactivities

Milestones | Tasks

Define different roles and responsibilities

Project roles | Members

Effectively track the progress of projects

Project status | Gantt charts

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Best practice project management with ServiceDesk Plus

Keep track of the effort spent at a granular level

Worklog

Use data to make better decisions on-the-go
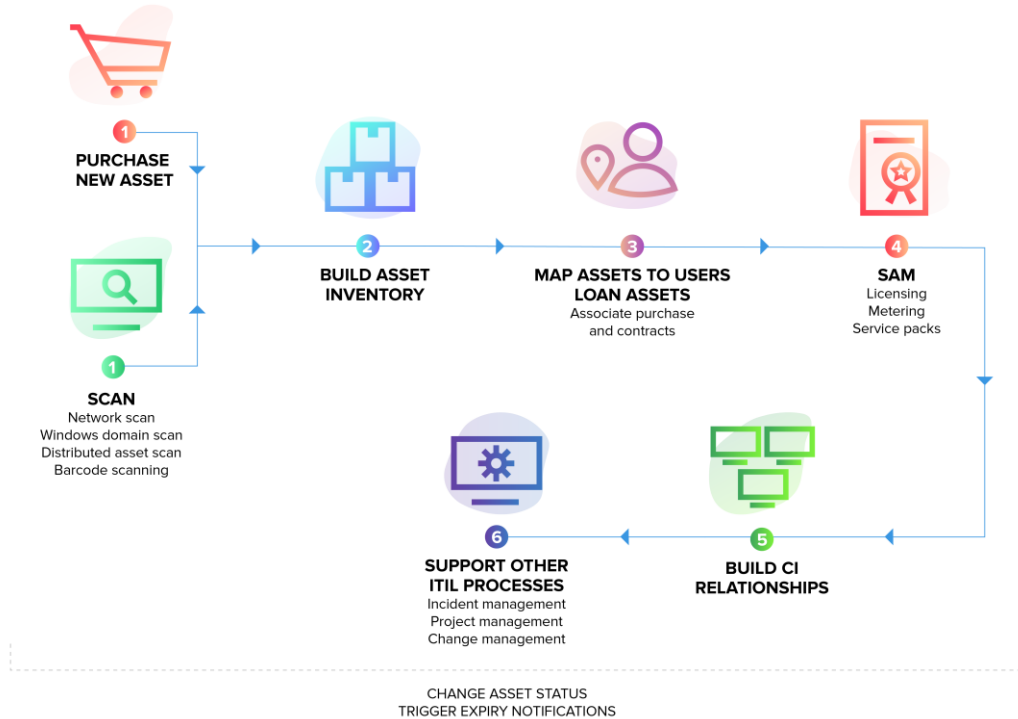
Project overview map | Project reports

Integrate project management with other ITSM modules

Associate requests and changes with projects

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Asset
management

Asset management workflow

PURCHASE NEW ASSET ①

SCAN ①
Network scan
Windows domain scan
Distributed asset scan
Barcode scanning

BUILD ASSET INVENTORY ②

MAP ASSETS TO USERS LOAN ASSETS ③
Associate purchase and contracts

SAM ④
Licensing
Metering
Service packs

SUPPORT OTHER ITIL PROCESSES ⑥
Incident management
Project management
Change management

BUILD CI RELATIONSHIPS ⑤

CHANGE ASSET STATUS
TRIGGER EXPIRY NOTIFICATIONS

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Best practice asset management with ServiceDesk Plus

Gain control over all hardware and software inventory

Multi-source discovery modes (Agents, Windows/network/distributed scans) | Barcode-based discovery

Classify asset and product types

Asset types | Product types

Track assets across their life cycle from requisition to retirement, along with ownership

Asset states | User-workstation mapping | Asset loans

Map relationships between assets and business services

CMDB | CI types | CI relationships | Business views

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Best practice asset management with ServiceDesk Plus

Keep track of asset depreciation and other costs

Depreciation | Cost center | GL codes

Manage all your software license investments

Software, license, and agreement types

Track software usage and compliance

Software metering | Software and license dashboards

Stay on top of your IT purchases

Purchase management | Vendor list | Approvals | Invoice and payment | Associated assets

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Best practice asset management with
ServiceDesk Plus

Centralize the asset contracts management process

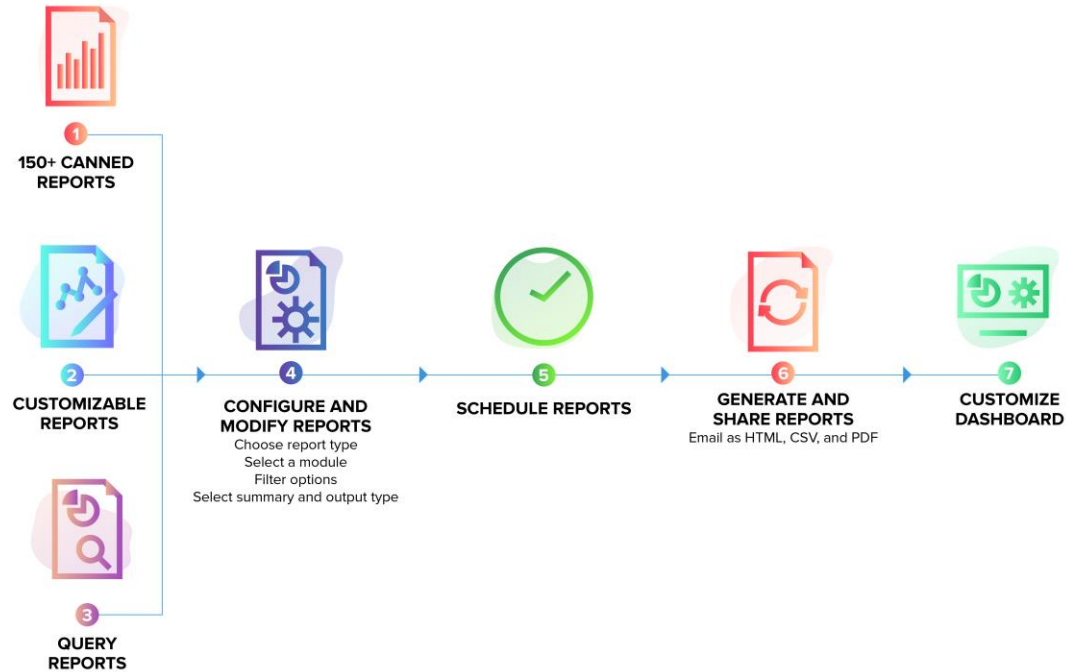Contract details | Renewal details | Child contracts | Expiry notifications | Associated assets

Ensure that your ITAM supports other ITSM process

Asset information in incidents, problems, changes, and projects, and mapping to CMDB

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Reporting

Reporting in
ServiceDesk Plus

150+ CANNED REPORTS

CUSTOMIZABLE REPORTS

CONFIGURE AND MODIFY REPORTS
Choose report type
Select a module
Filter options
Select summary and output type

SCHEDULE REPORTS

GENERATE AND SHARE REPORTS
Email as HTML, CSV, and PDF

CUSTOMIZE DASHBOARD

QUERY REPORTS

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Reporting in
ServiceDesk Plus

Keep tabs on your key service desk metrics

Out-of-the-box reports | Live dashboards | Custom dashboard widgets

Keep key stakeholders and CXOs informed periodically

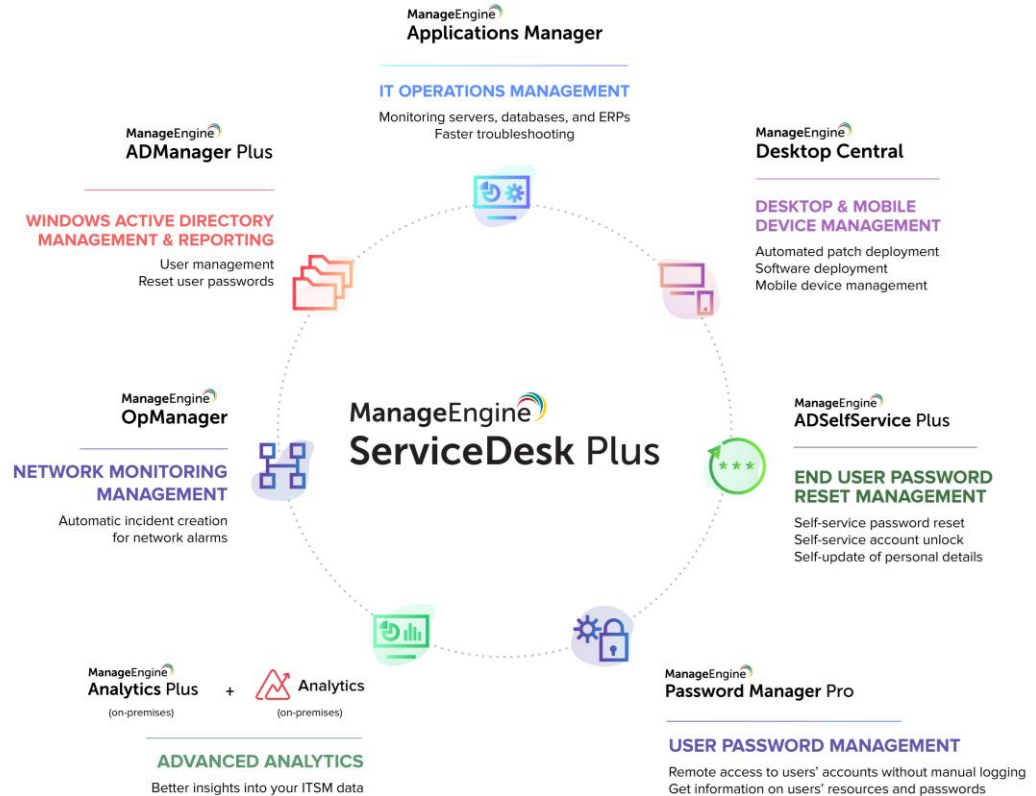Scheduled reports | Email reports automatically | Export reports as HTML, PDF, XLS, and CSV files

Mine information about your service desk from the available data

Custom reports (tabular, matrix, summary, and audit reports) | Query reports | Custom CI reports

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Integrations

Integrations in ServiceDesk Plus

Integrations in
ServiceDesk Plus

Enable automated patch deployment, software installation and uninstallation, remote control sessions, and mobile device management—all right from the service desk

ManageEngine
Desktop Central

ManageEngine
Mobile Device Manager Plus

Allow end users to unlock their AD accounts and reset passwords from within the self-service portal

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ADSelfService Plus

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Integrations in
ServiceDesk Plus

Empower service desk teams to perform a wide variety of AD management tasks, like adding, deleting, enabling, or disabling AD accounts right from within ServiceDesk Plus

ManageEngine
ADManager Plus

Allow service desk technicians to remotely access users' accounts and devices securely from their service desk without any manual logging

ManageEngine
Password Manager Pro

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Thank You!

HELLO@SERVICEDESKPLUS.COM

WWW.SERVICEDESKPLUS.COM