

Design, automate, deliver, and manage IT services profitably

for your clients



Multi-tenant
architecture



Built-in PSA and
RMM capabilities



Industry-recommended
ITSM framework



Last-mile,
low-code
customizations



Integrations with CRM,
accounting, and other
business apps



Flexible editions
and transparent
licensing

Empowering the world's leading MSPs to provide seamless managed services to their clients

SONY

Web
Werks
DATA CENTERS

SWISS POST

northdoor
Store IT • Protect IT • Use IT

Tech
Mahindra

Out-of-the-box capabilities for all of your managed services needs

- Account and contact management
- Billing and contracts
- Incident management
- Problem management
- IT asset management
- CMDB
- Change enablement
- Project management
- Resource management
- Self-service portal
- Service catalog management
- Knowledge management
- Request life cycle
- SLAs
- Live chat
- Over 150 canned reports
- Live dashboards
- Advanced analytics
- Time sheets
- Field service management
- Computer telephony integration (CTI)
- Deep integrations

"ServiceDesk Plus MSP is very straightforward to configure and fits the majority of our business requirements. It has encouraged us to improve our processes to adhere to ITIL® standards."

—Liam, operations team lead, Frontier Technology Ltd.

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