



Be the First MSP to implement ITIL Help Desk

ManageEngine

ServiceDeskPlus - MSP

Features

Incident Management

- Incident Detection and Classification
- Automation, Investigation and Diagnosis
- Resolution and Escalation
- Incident Closure

Problem Management

- Problem Detection & Classification
- Incident Associations & Root Cause Analysis
- Solutions & Known Error Records
- Problem Closure

Account Management

- Fetch from multiple Email
- Account specific Knowledge base
- Active Directory sync for each account
- Role & access specific to accounts.

Change Management

- Initiate and Plan Change Request
- CAB & Approval from CAB Members
- Change Calendar, Implementation & Review
- Change History

Subscribe now to enjoy these unique advantages

All Add-ons included | Unlimited Requesters | Free Annual Maintenance and Support
| All major upgrades are free | No contract required

Get Unlimited HelpDesk functionality.
Try **ServiceDesk Plus - MSP** today

<http://servicedeskplumsp>

The Most Affordable HelpDesk

Helpdesk

- Multiple Channel Support
- Customizable Templates & Tasks
- Notifications & Business Rules
- Technician Groups & Roles

SLA

- Multiple Escalation Support
- Canned and Custom SLA Reports
- SLA Violation Notifications
- Proactive Escalations

Self-Service Portal

- Intuitive and Self-Explanatory Portal
- Online Request Tracking
- Integrated Knowledge Base

Purchase and Contracts

- Manage Product Catalog & Vendor Directory
- Get Notifications for Overdue POs
- Manage Support & Maintenance Contracts
- Renew Contracts and get Notifications.

Global Helpdesk



- Multiple Sites for a single organization
- Multi-Site Support in 20 different Languages
- Configure Helpdesk for each Site
- Site-based Roles for Technicians

Reports



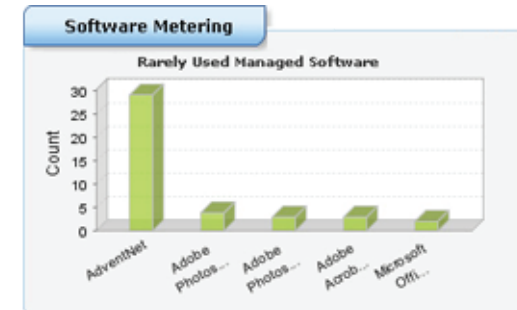
- More than 100 Canned Reports
- Point & Click Custom Reporting Wizard
- Integration with Crystal Reports
- Consolidated View using Flash Reports

Asset Management

Model	OS	Service Tag	Asset ID
HP Compaq d7900 UR ...	Microsoft Windows XP Profes...	3N627602R	313008
Latitude E630	Microsoft Windows XP Profes...	7652915	313008
PowerEdge 2800	Microsoft Windows(X) Server ...	8F08903	313008
4824M4	Microsoft Windows XP Profes...	4MR192L	313008
ComPlex 745	Microsoft Windows Vista™ Busi...	4382515	313008
ProCent BL460c G1	Microsoft Windows(X) Server ...	CR784023H	313008
Latitude E430C	Microsoft Windows XP Profes...	3EVS218	313008
Dell	-	-	313008
Latitude E400	-	-	313008
4824M4L	Microsoft Windows(X) Server ...	4MR457W	313008
Latitude E620	Microsoft Windows XP Profes...	234218	313008

- Assets Discovery and Inventory
- Static / Dynamic Asset Grouping
- Asset Life Cycle Management
- Audit History

Software Asset Management



- Software Inventory and Reporting
- Software Usage Tracking
- Software Grouping
- Software License Tracking and Compliance



A division of **ZOHO Corp.**
4900 Hopyard Rd., Suite 310 Pleasanton,
CA 94588, USA

Toll free : **1-877-481-4838**

Website : <http://www.manageengine.com/products/service-desk-msp>

Product Queries : msp-servicedeskplus-support@manageengine.com