

ManageEngine
ServiceDesk Plus

IT Made Easy
With
ServiceDesk Plus

Available

On Premise | On-Demand



Now with Integrated
Project Management

"ManageEngine is ideal for customers starting from an ITSM or systems management perspective and willing to work with new project functionality from a very strong vendor, at an attractive price point."

- Enterprise Management Associates (EMA) Next Generation IT Management (NGITM) solutions Radar report

Features:

Project Management

- Task Planning & Management
- Projects, Milestones & Tasks Integrations
- Effort Estimation
- Notifications
- Timesheet Management
- Gantt view
- Cost Calculation

Incident Management

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

Service Catalog

- Service Life Cycle
- Resource Requirements
- Approvals & SLA
- Access Control
- Service Delivery

Change Management

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

Problem Management

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

CMDB

- Assets Discovery
- Detailed Asset Discovery
- Software Library
- Asset Relationships

Software Asset Management

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

Purchase & Contract Management

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

Self-Service Portal

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

Help Desk

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

SLA

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

Reports

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



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