ServiceDesk Plus MSP
Fact Sheet

ServiceDesk Plus MSP is a web based, ITIL-ready help desk software designed specifically for managed service providers (MSP). This all-in-one ITSM solution delivers comprehensive service desk, account management, asset management, remote controls, billing and advanced reporting in a multi-tenant architecture with robust data segregation. It empowers service providers to offer services and support to multiple clients with centralized controls, profitably.

10+ years of transforming service desk for MSPs

Used across 185 countries

Available in 37 languages

Computer telephony integration (CTI)

Standard edition free upto 5 technicians

Scalability
ServiceDesk Plus MSP can handle,

750 technicians

Unlimited number of end users

4,000 requests per day

35,000 groups

30,000 IT assets

1000 accounts

Editions

Standard	Professional	Enterprise
Help desk software + automated billing	Help desk + automated billing + asset + purchase & contracts management	
NA	Problem management (add-on) CMDB (add-on)	Help desk + automated billing + ITIL+ asset + problem + change + purchase & contracts + IT project management + CMDB + Computer Telephony Integration
Change management (add-on) Service Catalog (add-on) Project management (add-on) Computer Telephony Integration (add-on)		
Fail over service (add-on)		

Feature highlights:

- ITIL-ready service desk
- Account management and re-branding
- Automated billing
- Account-based customizations
- Asset management and CMDB
- Service catalog
- Self-service portal
- Built-in reporting
- Integrated remote control
- Contextual business integrations

Minimum hardware requirements

1.7GHz to 2.4GHz, 10MB to 12MB Cache, 4 cores to 8 cores or any entry-level server grade processor, 16 GB RAM, 500GB free SSD

Recommended hardware requirements

3.0GHz, 12MB to 20MB Cache, 6 cores to 8 cores or equivalent technology, 16/32GB RAM, 2TB free SSD

Supported operating systems

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

ManageEngine
ServiceDesk Plus MSP

Supported databases

MSSQL2017
MSSQL2016
MSSQL2014
MSSQL2012
MSSQL2010
MSSQL2008
PostgreSQL

Supported browsers

Internet Explorer: IE 11, IE Edge
Firefox
Google Chrome

Product support availability

24x5 support on forum, email, phone, and live web for all our paid customers.

Pricing

- **Standard edition** - Pricing starts at $1,445 for 10 technicians (annual subscription)

- **Professional edition** - Pricing starts at $1,445 for 2 technicians and 250 nodes (annual subscription)

- **Enterprise edition** - Pricing starts at $2,545 for 2 technicians and 250 nodes (annual subscription)