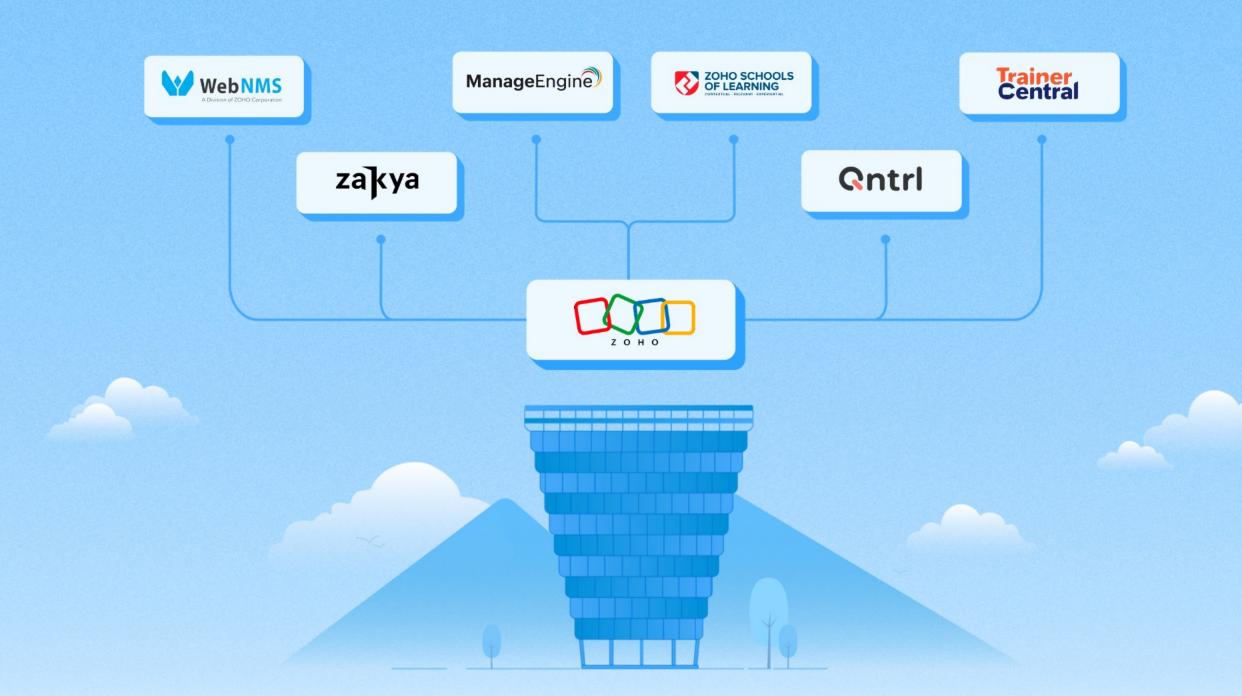


ManageEngine ServiceDesk Plus The Al-driven unified service management platform

- Unlock peak productivity levels for your workforce
- Run a seamless digital workplace with powerful workflows
- Reduce workloads and simultaneously boost ITSM ROI

Disclaimer

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ManageEngine

A bootstrapped, private, and profitable company









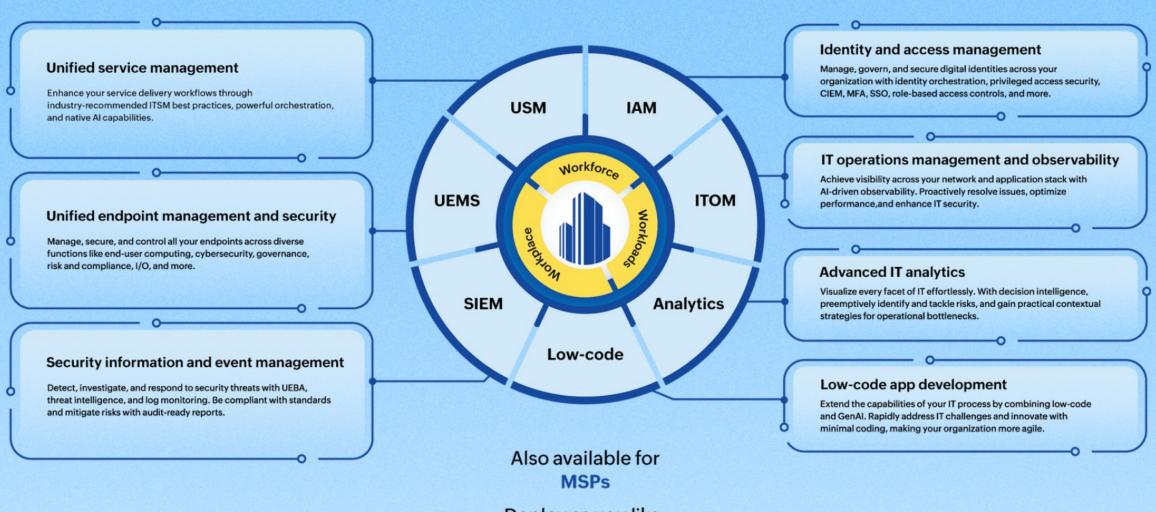


ManageEngine Corp.offices Worldwide



Take control of your IT

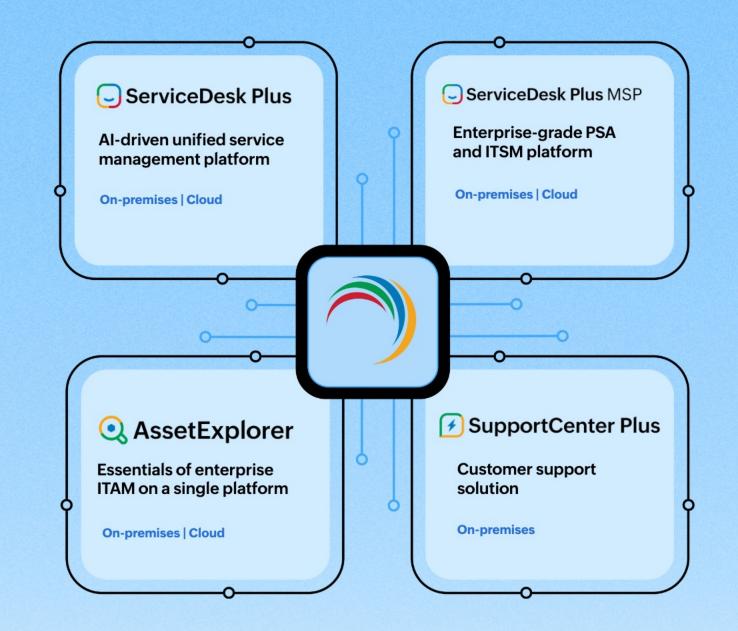
Monitor, manage, and secure your enterprise with ManageEngine's AI-powered IT management solutions



Deploy as you like:

On-prem | Cloud-native (Zoho Cloud) | Public cloud (AWS, Azure)

Al-driven, unified service management solutions, powered by ManageEngine





CIOs, IT service managers, & IT technicians have a lot on their plate today

- Demonstrate the business value of IT
- Identify use cases to adopt and deploy GenAI within ITSM workflows
- Modernize and orchestrate IT and enterprise workflows
- Build and maintain a single source of truth on everything digital
- Foster a digital workplace and unify service delivery
- Break down application silos by converging IT and business data into ITSM processes

But, here's what's holding you back



Business challenges

- Moderate to flat IT budget growth
- A shortage of skilled IT talent
- Siloed business departments and repetitive manual tasks across every process flow



Solution challenges

- Expensive Al add-ons that impede adoption and ROI
- Complex workflows that don't flow across a hybrid IT infrastructure
- Fragmented IT configuration data
- Siloed tools that do not support a shared services model
- Lack of contextual integrations into your tech stack

Of course, a modern ITSM solution will help you out, but then...

I&O leaders will overspend by \$2 billion on buying unused features of ITSM platforms in 2026, up from \$1 billion in 2021 - **Gartner**

Here's how we are solving the **business** challenges for you with ServiceDesk Plus



- A high-value AI-driven service management platform with transparent and flexible licensing tiers. No unpredictable and runaway costs!
- Intuitive automations, workflows, and orchestration capabilities with a minimal learning curve. Our customer education programs are focused on educating administrators to rapidly adopt the platform
- A single platform to unify and deliver IT and enterprise services with data and process autonomous service desks

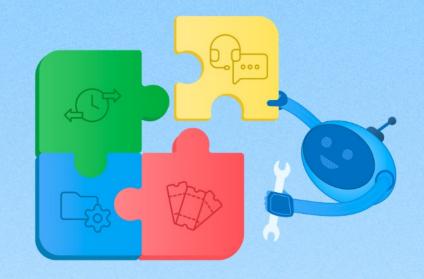
Here's how we are solving the **solution** challenges for you with ServiceDesk plus



- High-value AI for ITSM to help unleash peak productivity
- Orchestration of IT and enterprise service workflows from end to end
- A single system of record for your entire digital infrastructure
- Digitization of workplace service delivery with platform capabilities
- Integrated with the IT and business apps you love and rely on

Here's how we are solving these challenges for you with Service desk plus

We enable service delivery teams of all sizes and maturity levels to infuse Al across key ITSM practices and orchestrate integrated IT and business workflows from a unified service management (USM) platform to deliver the desired service experience to users across the digital enterprise



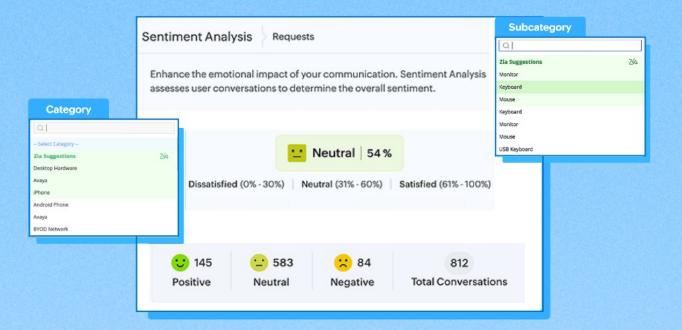


How ServiceDesk Plus powers up productivity and the employee experience, exponentially

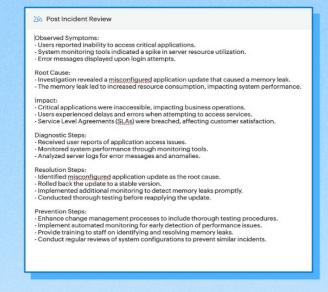
High-value AI:

Get employees, technicians, and process owners on the fast lane to unparalleled productivity

High-value AI = ready-to-deploy + no licensing hassles + no overhead

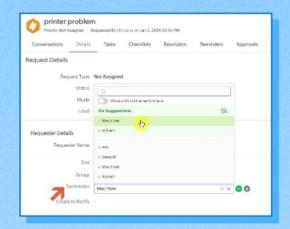




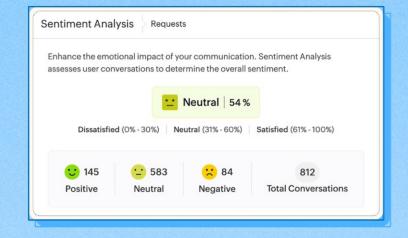


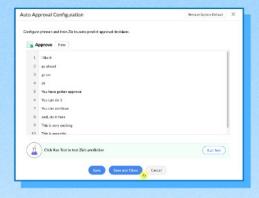
High-value AI for technicians

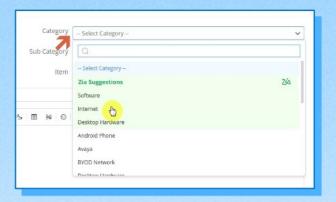
Let Zia triage, assign, or approve tickets instantly. Deliver thoughtful support experiences by analyzing end-user emotions





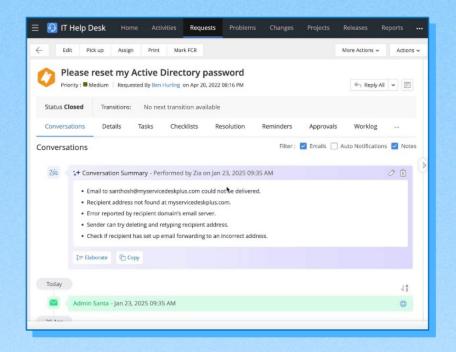


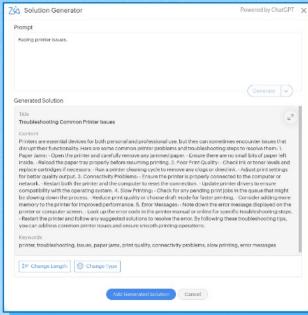


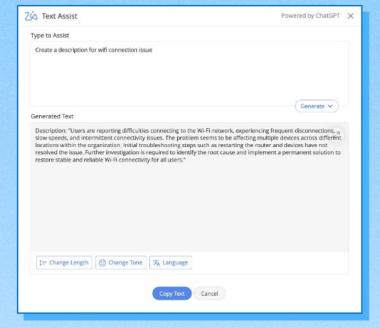


High-value AI for technicians

Gain context at a glance with Zia and let it draft responses, solutions, post-incident reviews in seconds

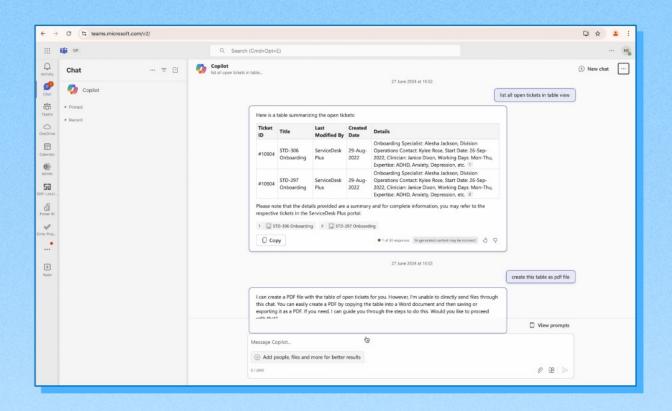






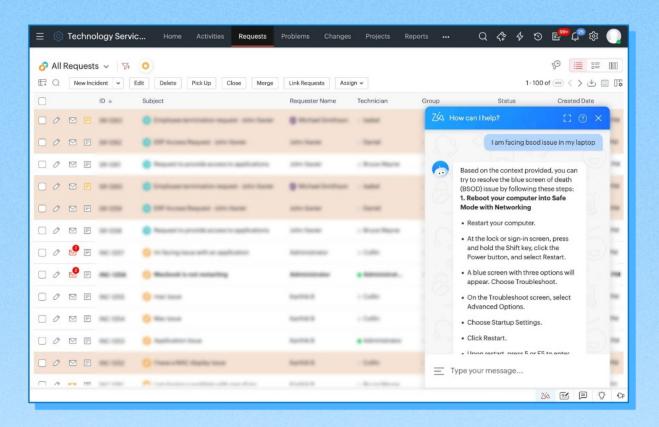
High-value AI for technicians

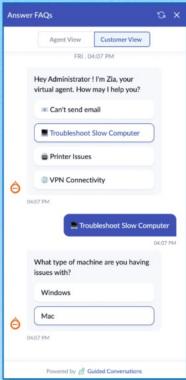
ServiceDesk Plus integrates with Microsoft Copilot, letting you act on tickets, gain deeper insights, and perform actions in Microsoft 365 apps

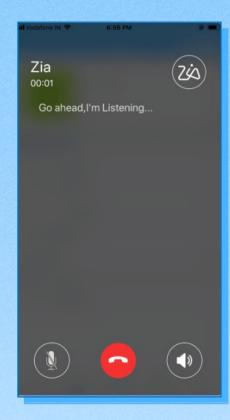


High-value AI for employees

Empower your workforce by putting enterprise knowledge and services at their fingertips, via conversations, ChatGPT, or voice

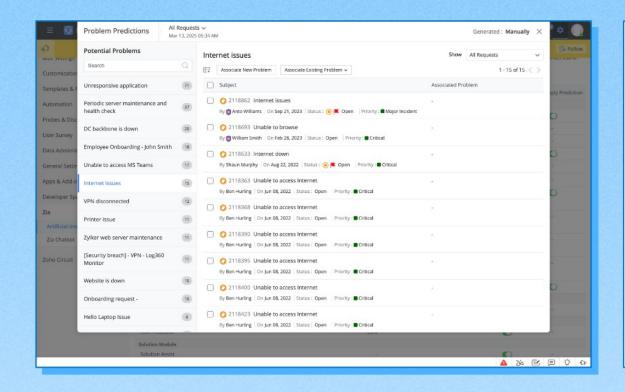


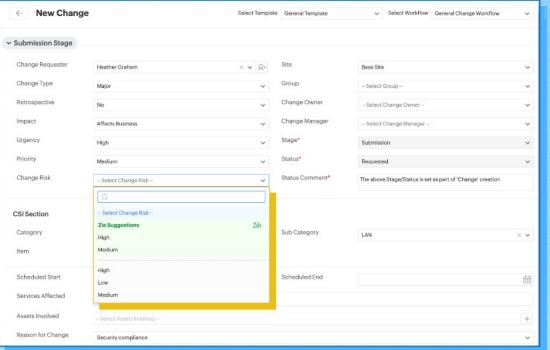




High-value AI for process owners

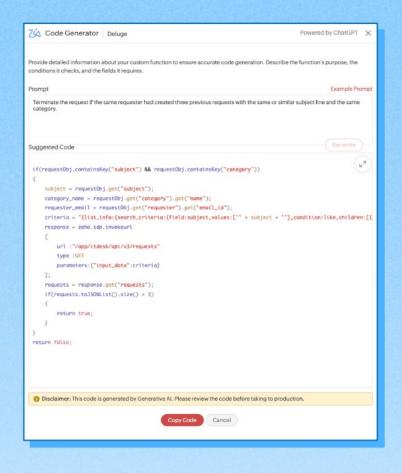
Stay ahead of disruptions with Zia's problem predictions and change risk predictions.

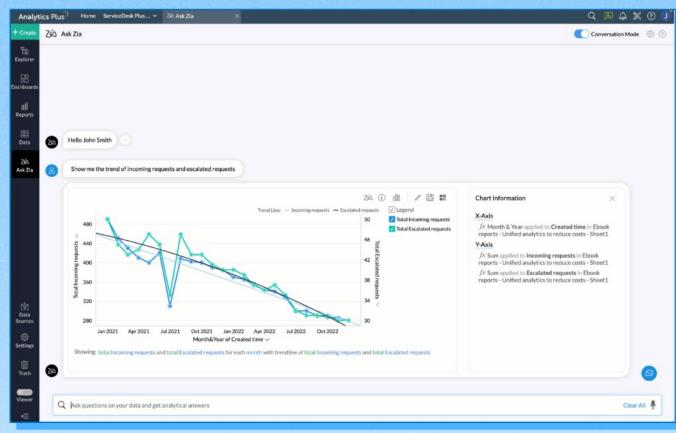




High-value AI for process owners

Build and optimize IT and enterprise processes with Zia, which generates low-code scripts, dashboards, and intelligent insights

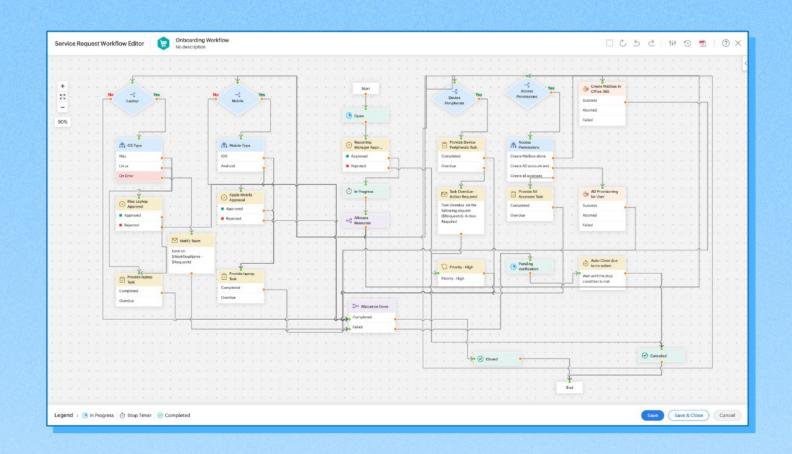




02

Put your Service operations on auto-pilot

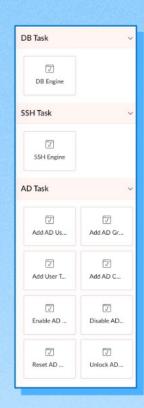
with powerful workflows, orchestrations, and iPaaS integrations



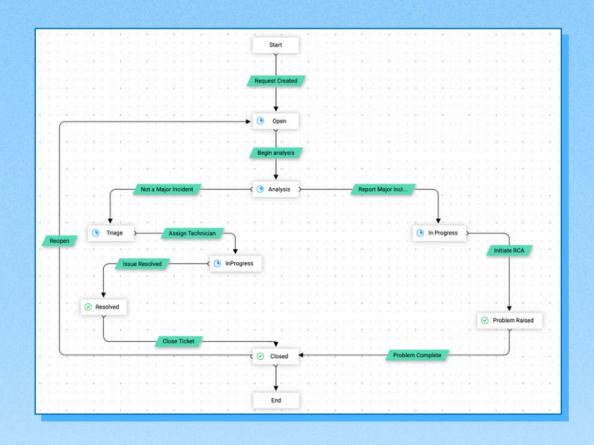
Orchestrate incident responses, service delivery, and IT changes with just a single touch

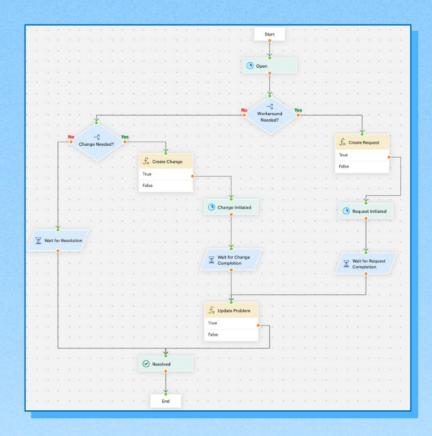




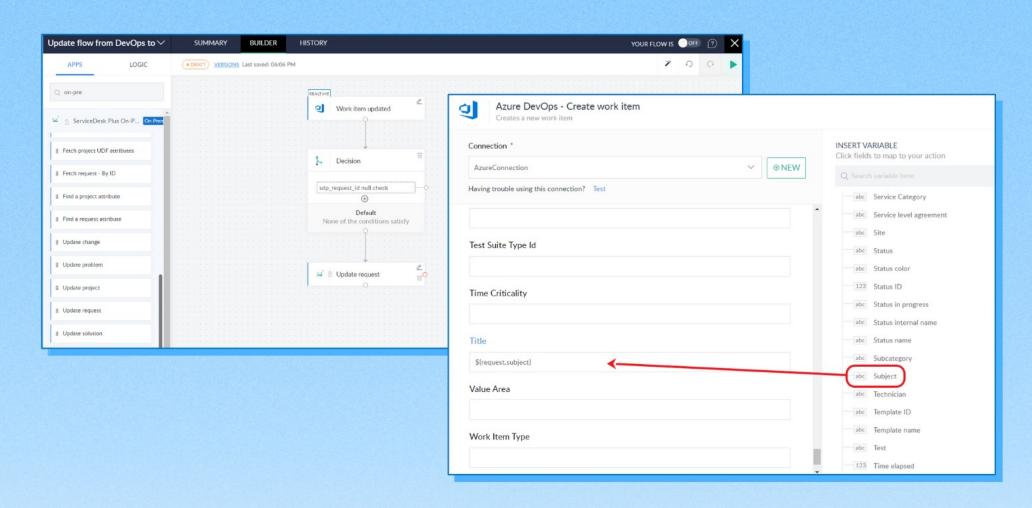


Translate your process ideas into digital workflows and life cycles to enforce consistency

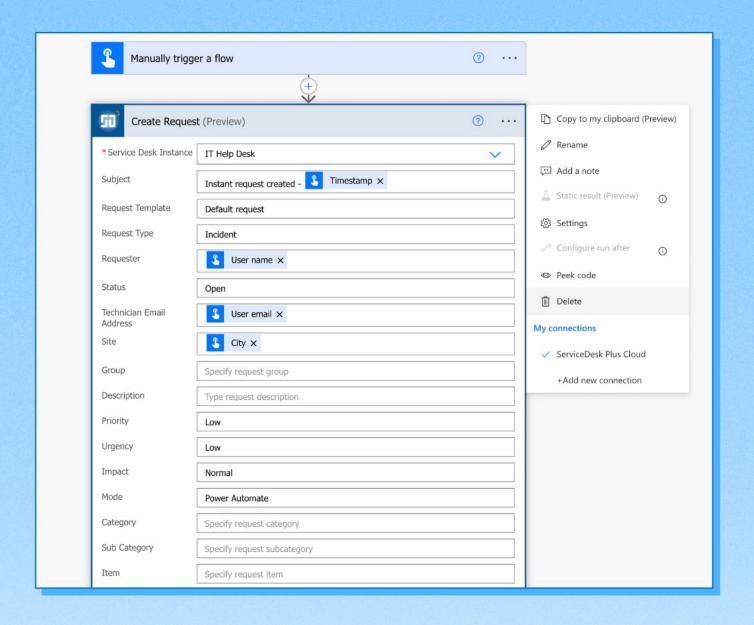




Connect with over 650 apps and accelerate IT and business workflows using Zoho Flow, the iPaaS platform from Zoho

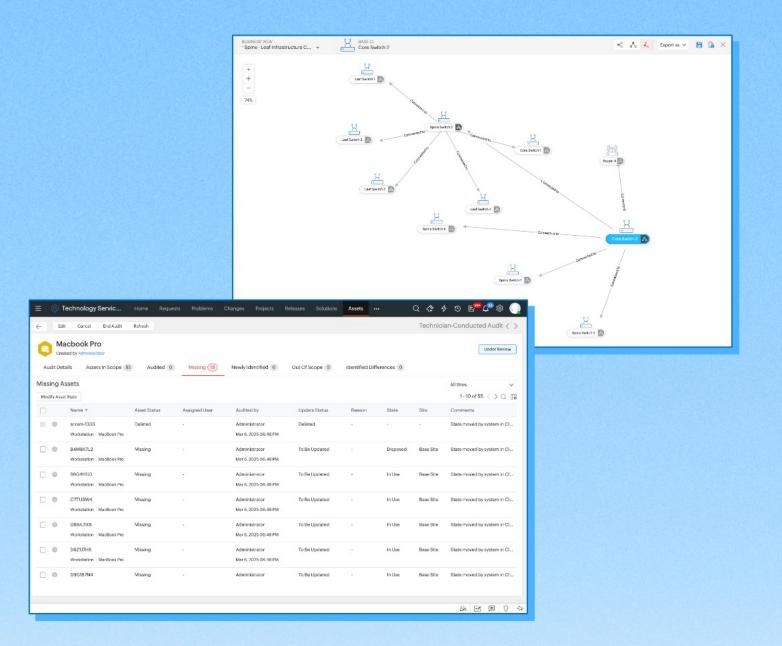


Automate your process flows by creating and updating requests and changes using Microsoft Power Automate



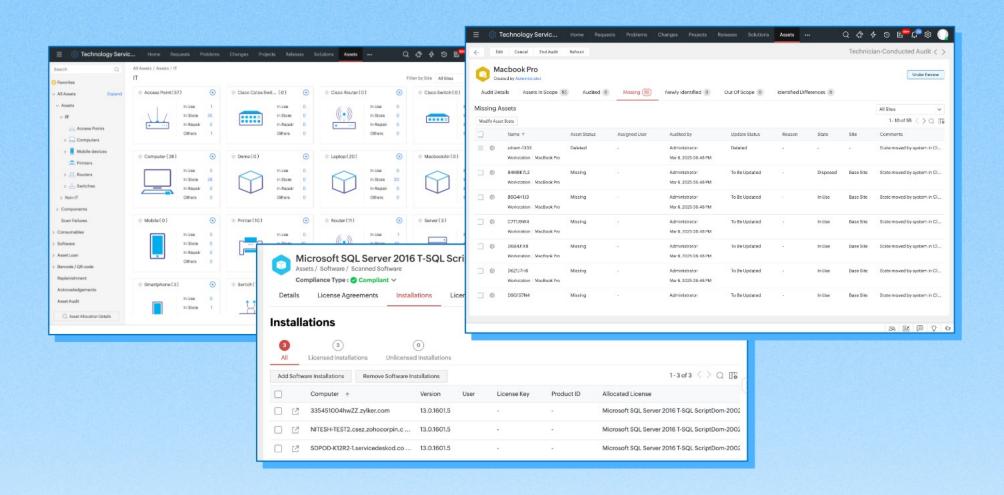
03

Build the single source of truth for your digital services, assets, & components

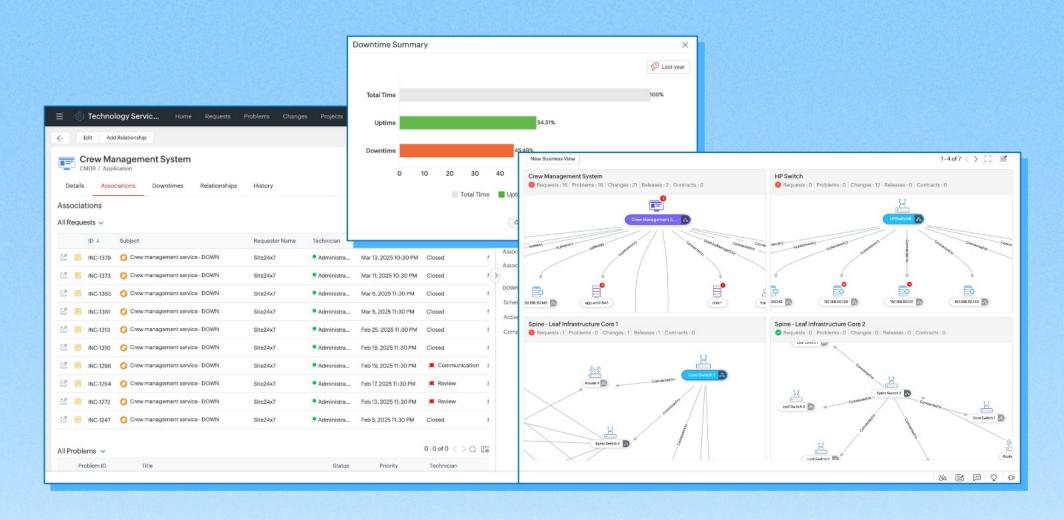


Say goodbye to ghost assets and compliance woes

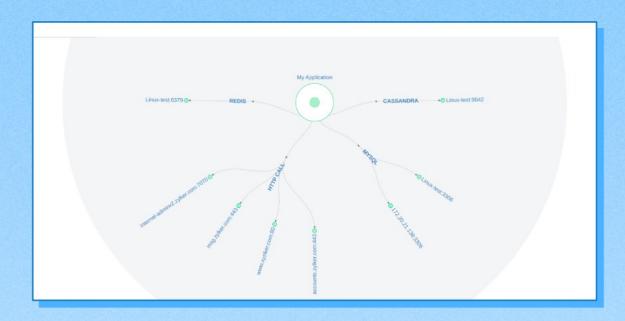
Stay audit-ready with our leading-edge ITAM capabilities, from discovery and tracking to governance and retirement

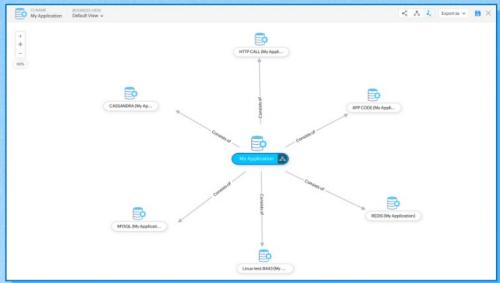


Minimize change failures and get to the root causes of incidents faster with the CMDB within ServiceDesk Plus



Gain deep visibility over layer 2 devices, virtual device hierarchies, and application dependencies by bringing in CIs and relationships from other ManageEngine applications

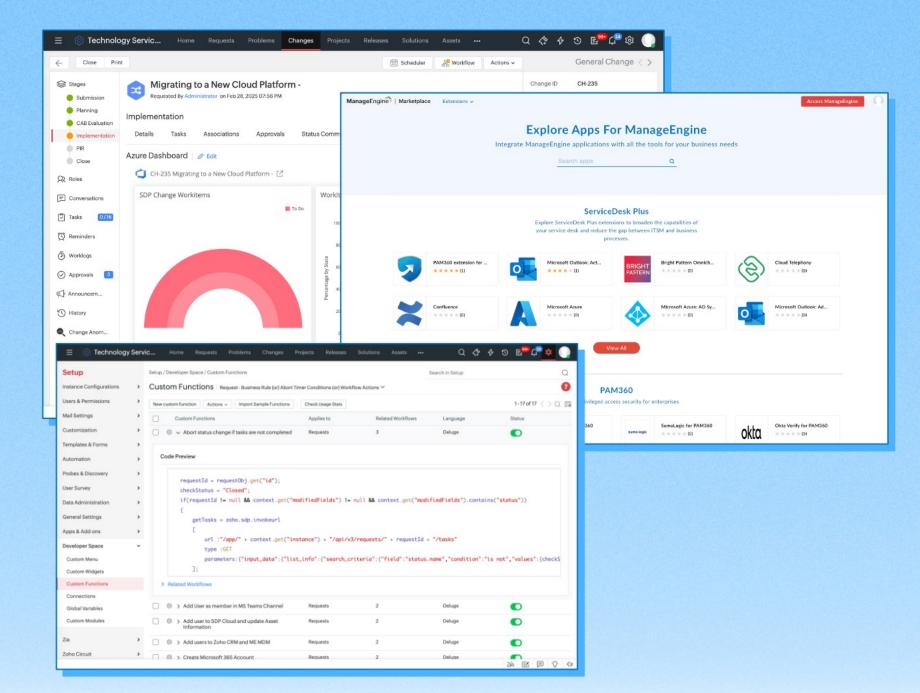




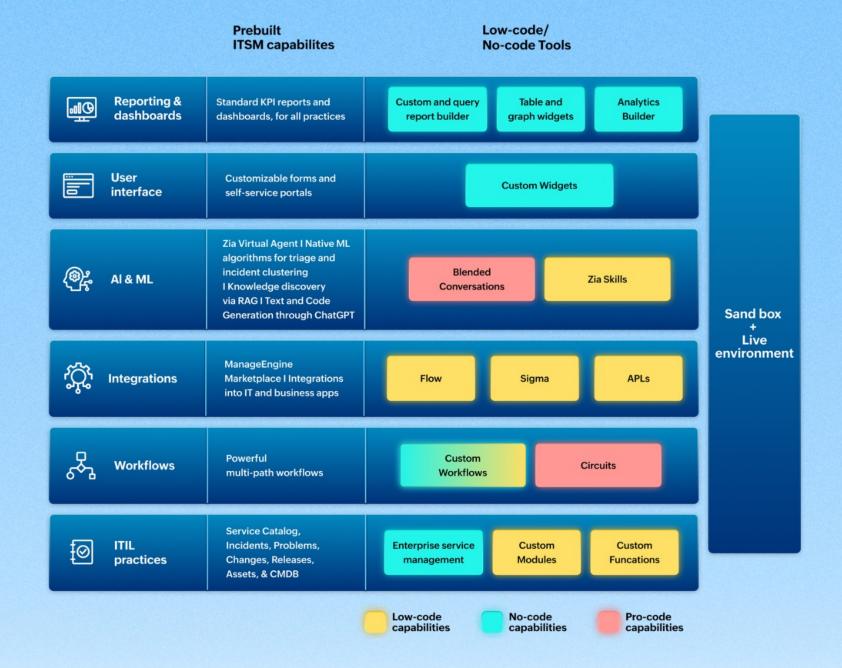
Service map in Site24x7

Relationship map in ServiceDesk Plus Cloud

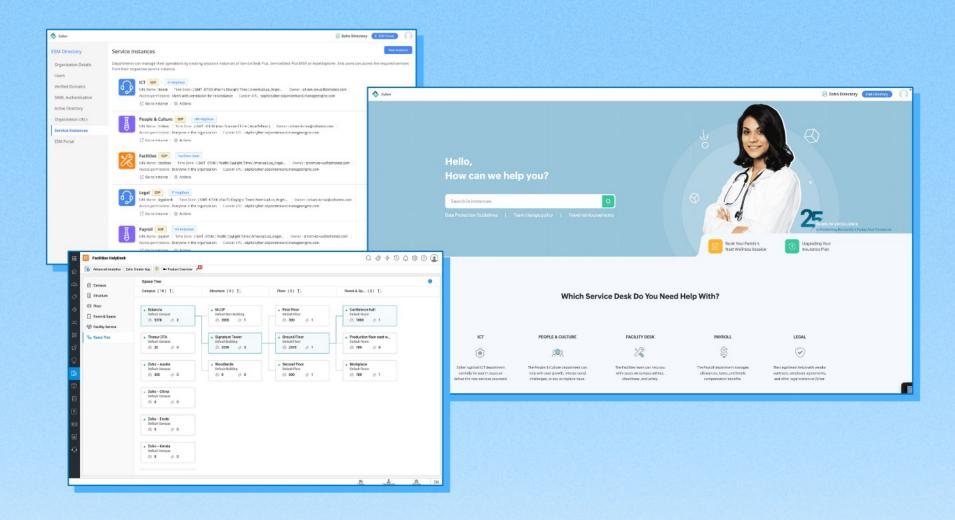
Digitize your workplace service operations on a single platform



Connect enterprise teams; build niche processes; and deploy bespoke orchestrations, analytics, and integrations

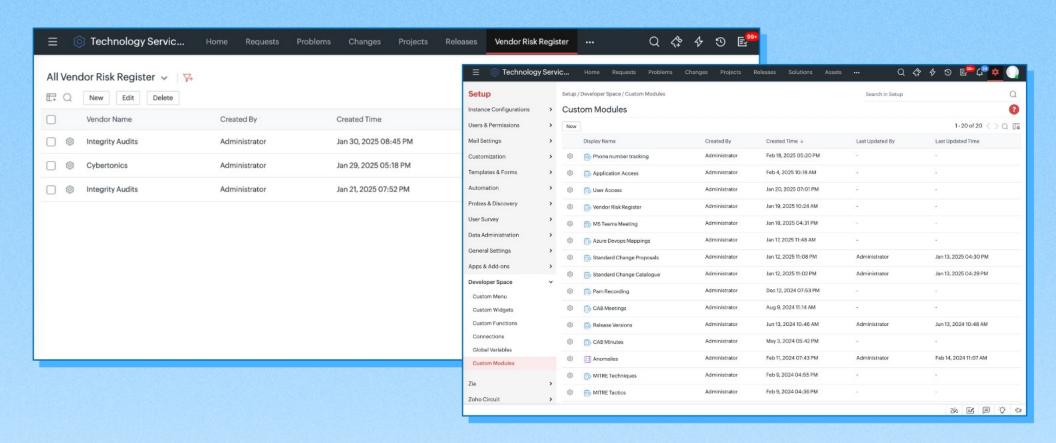


Build smart service experiences for IT, HR, facilities, legal, and payroll teams. Spin up new autonomous service desk instances in under a minute

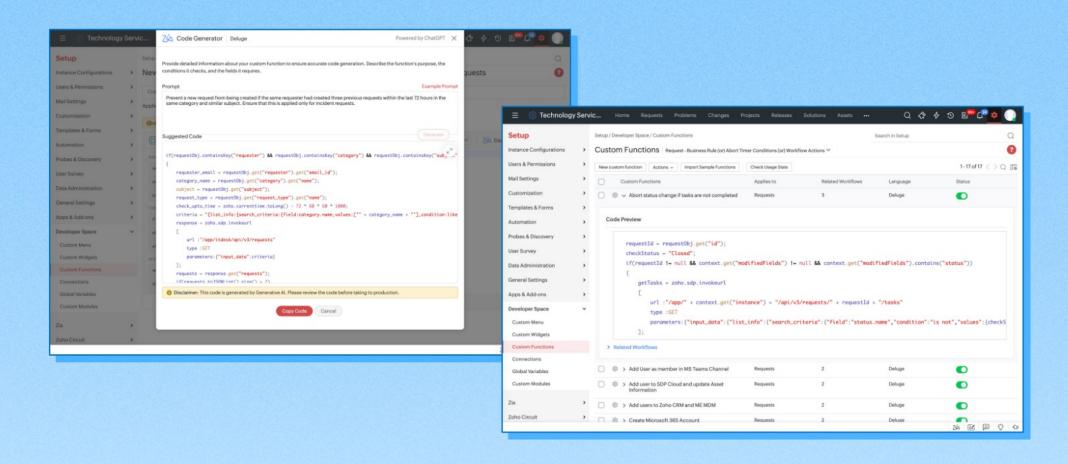


Need to deploy bespoke processes like hazard management or risk registers?

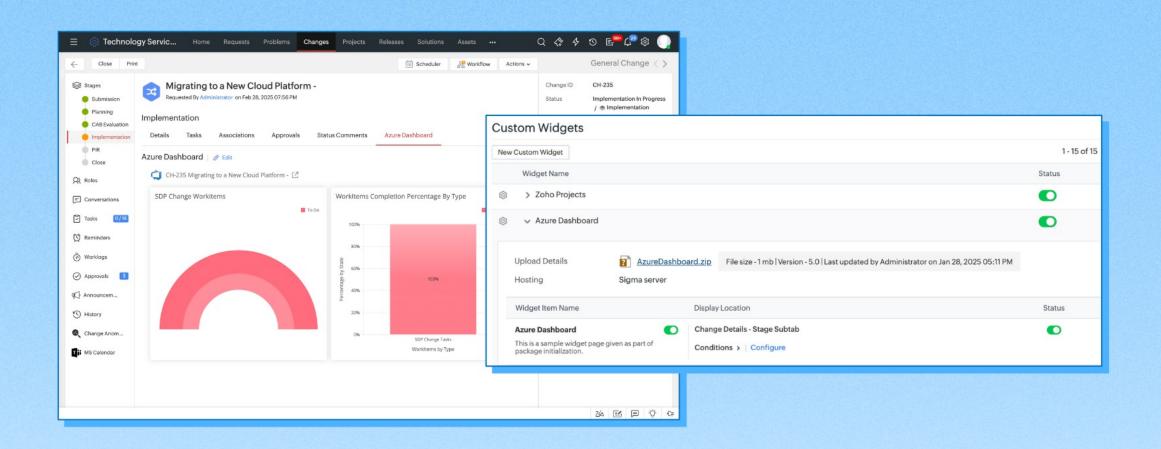
Design them on our enterprise-grade custom modules



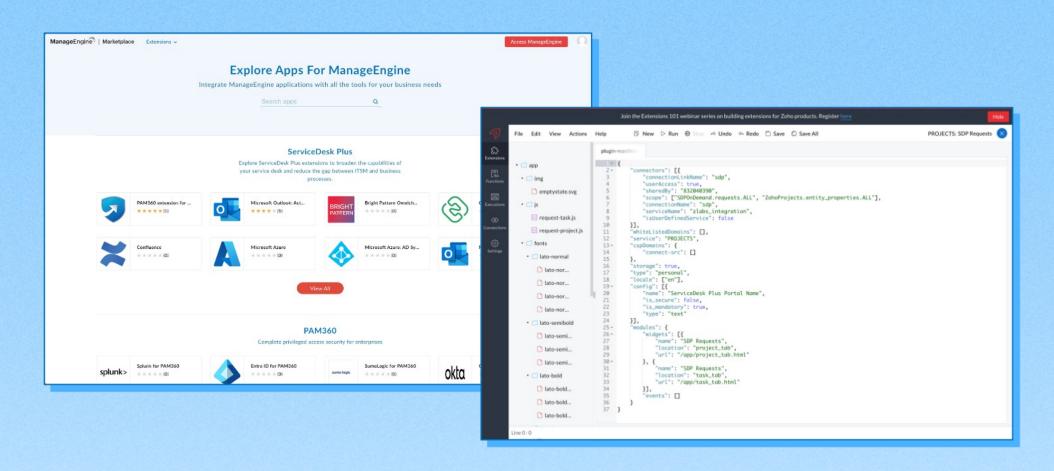
Implement unique process logic with low-code custom functions. Generate the code for custom functions with Zia, powered by ChatGPT



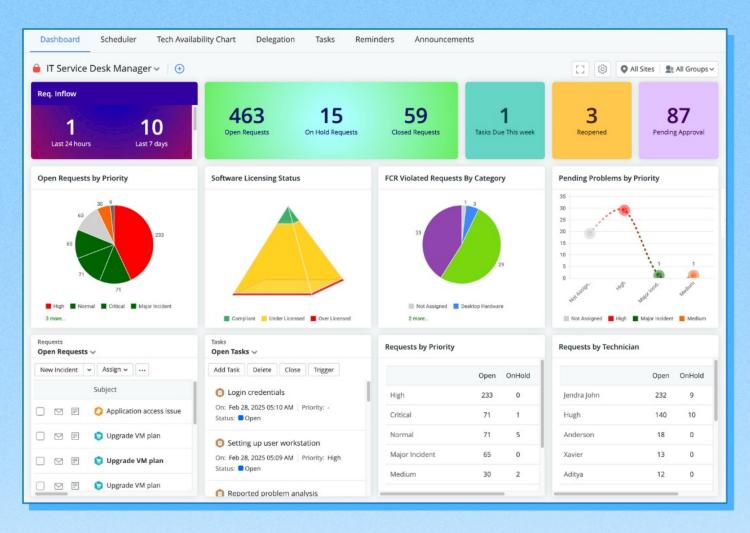
Spruce up your service desk interface and add custom functionalities with widgets that display external information or apps



Publish your own unique customizations and configurations as extensions using our native development environment



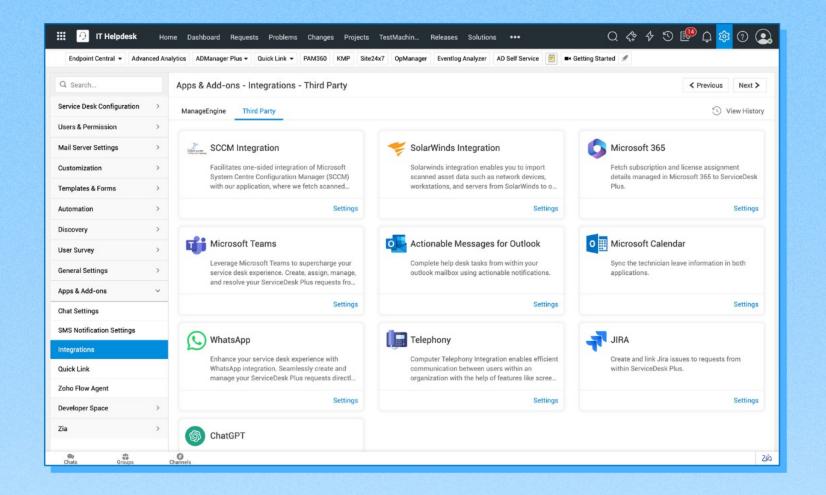
Create persona-driven dashboards using table and graph widgets that give insights at a glance without context switches



05

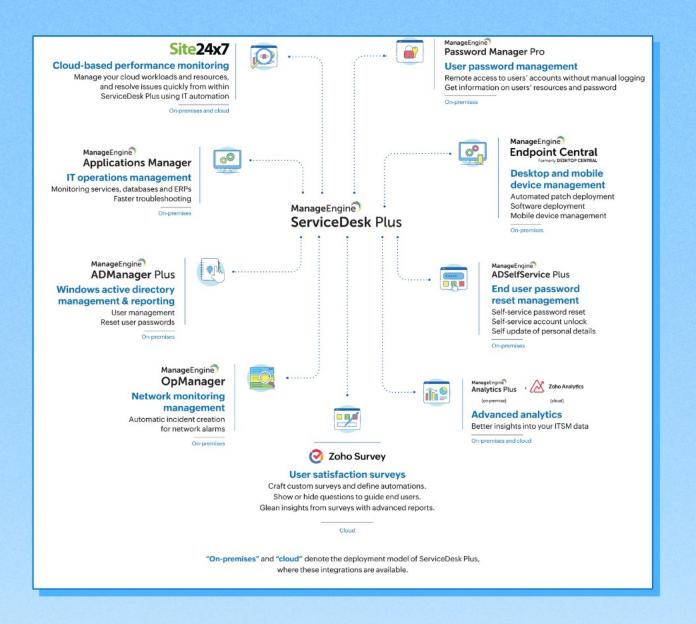
Integrate with your favorite IT and business apps

Turn ServiceDesk Plus into your centerpiece of IT and business operations

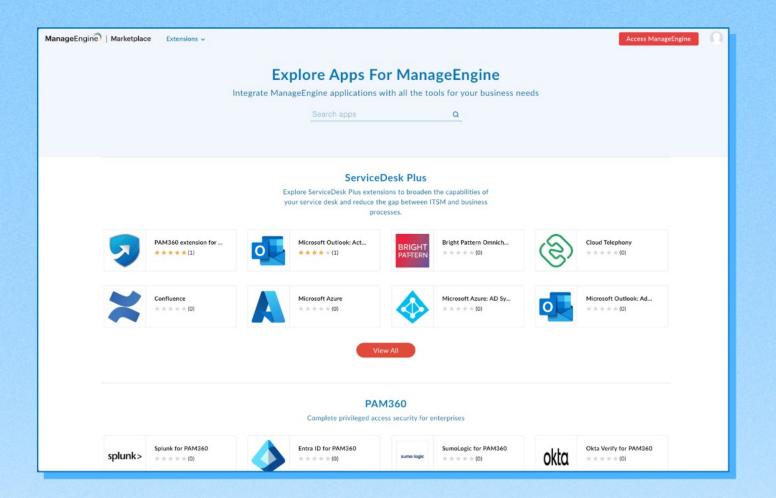


Native integrations with your IT and business tech stack

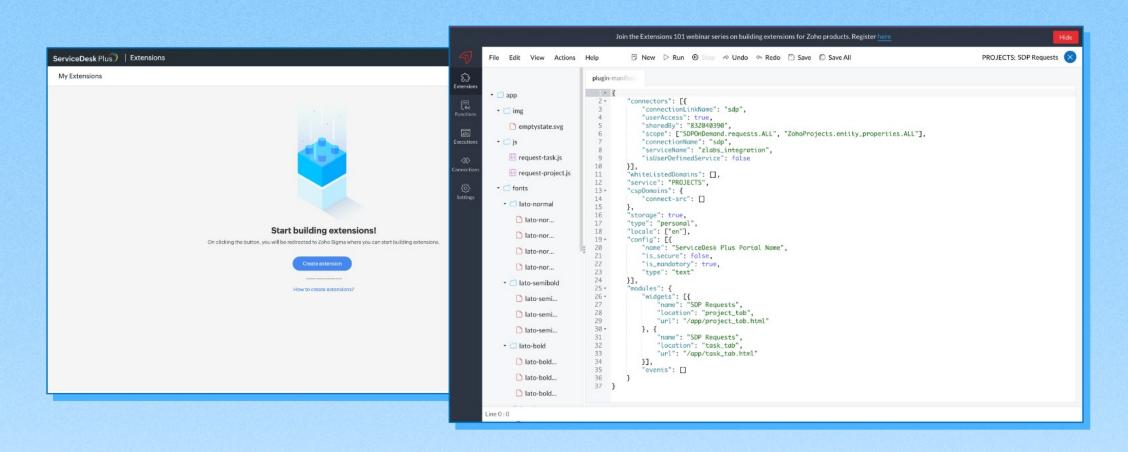
Low-code scripting, REST APIs, and webhooks are available



Augment your ITSM capabilities with apps and extensions from the ManageEngine Marketplace



You can also publish your own unique customizations and configurations as extensions using our native development environment



Now, your question is:

What capabilities are required to meet your unique ITSM needs?



Identify the current scope of your ITSM practices and their future evolution

Service desk operations

- Routine ticketing
- · Timely resolutions and escalations
- Fundamental automations to cut down time spent on triage
- Starting up on self-service initiatives and knowledge management
- Simple reports to track ticketing KPIs

Service delivery with ROI focus

- Renewed focus on low-code automation and digital workflows
- Comprehensive IT asset discovery, inventory tracking, and governance
- Precise software license compliance posture
- Broader reporting with executive dashboards for continuous optimization

IT as a strategic enabler

- Adoption of full-fledged ITIL® practices
- Unifying enterprise-wide workflows on a single platform
- Custom solutions to achieve organization-specific use cases
- Service orchestration that weaves together disparate tools
- IT and business integrations that help orchestrate enterprise business processes





Al-driven capabilities for productivity gains



Your service management evolution, powered by ServiceDesk Plus

Standard

Service desk for IT and non-IT teams

- Incident management
- Customizable ticket templates
- Visual ticket lifecycle builder
- No-code ticket handling automation
- Self-service portal
- Knowledge base
- SLA management and escalations
- Reporting and live dashboards

AI & ML

- Predictive intelligence
- Auto-approvals
- Virtual support agent
- GenAl
- Reply assist

Professional

Service desk with ITAM capabilities

- IT service desk
- Multi-modal asset discovery and import
- Visual asset lifecycle builder
- Software asset management
- Asset loans
- Asset inventory reports and analytics
- Purchase and contracts management

AI & ML

- Predictive intelligence
- Auto-approvals
- Virtual support agent
- GenAl
- Reply assist

Enterprise

Unified service management platform

- IT service desk
- IT asset management
- Service catalog
- Problem management
- Change enablement and release management
- Change and release workflow builders
- IT project management
- CMDB

AI & ML

- Predictive intelligence
- Auto-approvals
- Virtual support agent
- GenAl
- Reply assist

We are aligned with your choices

Benefit from complete deployment flexibility



- Available both in the cloud and on-premises
- We don't rely on third-party data centers—our cloud solutions run on ManageEngine-owned data centers around the globe
- Prefer another public cloud provider?

 Available on AWS and Azure
- Truly multilingual: Available in 37 languages
- Exceptional service management: Anytime, anywhere, across browsers, Android, and iOS platforms

Derive tangible business value out of ITSM Hear it from your peers



Reduced resolution time from two days to 5-6 hours and achieved a 98.9% SLA compliance rate



achieved a remarkable 98.8% query resolution rate, up from about 75%



achieves a remarkable 400% decrease in customer response time using ServiceDesk Plus



hits 93% five-star customer satisfaction score with ServiceDesk Plus

Rinnai

reduced service ticket volume by 25%, enhancing service management with automations and self-service solutions.



prevented asset loss of \$120,000 using asset management in ServiceDesk Plus.





Centralized ticket management streamlines our ability to swiftly track and resolve issues, enabling proactive identification of trends and preemptive problem-solving before minor issues escalate.

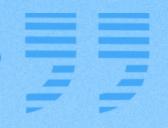
From an ITSM perspective alone, the result has been phenomenal month-on-month:

- 96% of tickets closed or resolved on first contact
- · 94% of tickets closed or resolved within SLA
- 93% five-star customer satisfaction score
- Laurence Lai, head of IT service and operations, XMA



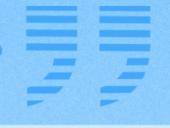


- Neetu Yadav, IT manager, Lenskart









Definitely like the ease of configuration [in ServiceDesk Plus]. That's hard to find. I've used some really big software solutions in the past, and none of them have been quite that easy. I love that I've been able to see some of the processes that are already thought through in [ServiceDesk Plus], which we had to build from scratch in previous solutions

Briana Brown, VP of technology and innovation, Denova Collaborative Health







The automation features within
ServiceDesk Plus have greatly benefited our
business. They allow us to create custom
functions and business rules, providing a
tailored experience for our customers.
Recently, we successfully redesigned our
incident notification process and alerts
using ServiceDesk Plus, significantly
reducing manual reporting efforts in
managing application outages across the
business

Rickaye Brown, IT applications manager, Digicel Group





Our employee experience has been quite a consistent one, which is great. They [end users] know where to go and when to go.
What we found over the years of using it [ServiceDesk Plus] is they don't ring up individuals anymore, they go to the tool, and they use it

Donna Milner, internal lead, ITSM and ICT service desk manager, West Yorkshire Combined Authority

Helping IT and enterprise teams achieve unparalleled efficiencies and deliver exceptional business outcomes for nearly two decades





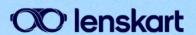
















Named a Leader by IDC in the IDC MarketScape Worldwide IT Service Management Software 2024

Recommended for:

- Unified ManageEngine platform with capabilities spanning ITSM, ITOM, UEM, PAM, and IAM
- Native integrations that drive proactive and predictive service delivery
- Customer perception of value for money and high ROI
- Proactive and expertized customer support and success teams



GIGAOM

Named a Challenger and a Fast Mover in the GigaOm Radar for ITSM 2024

FORRESTER

Named a Notable Vendor by Forrester in The Conversational AI Platforms for Employee Service Landscape, Q1 2024

Gartner

Named a Representative Vendor by Gartner in the Market Guide IT Service Management Platforms 2023

The AI-driven unified service management platform that's ITIL-compatible for core ITSM practices

Build and execute your ITSM processes with powerful, highly programmable workflows





Incident management

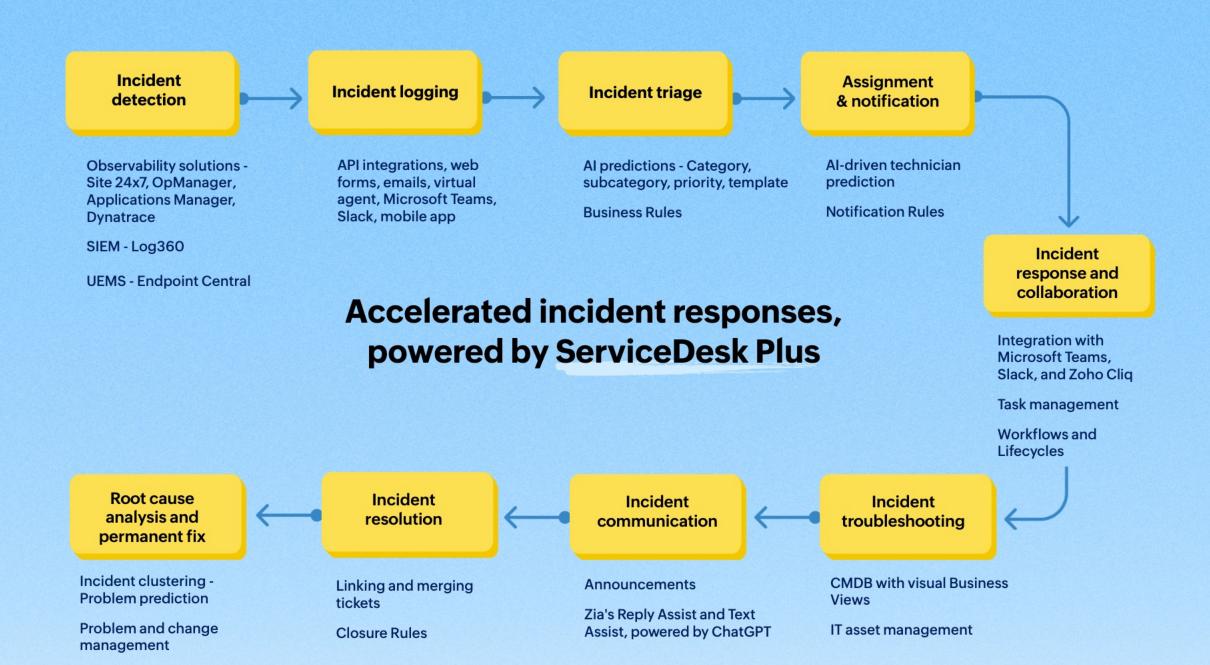
Keeping the lights on shouldn't be too difficult, but there are some challenges every step of the way

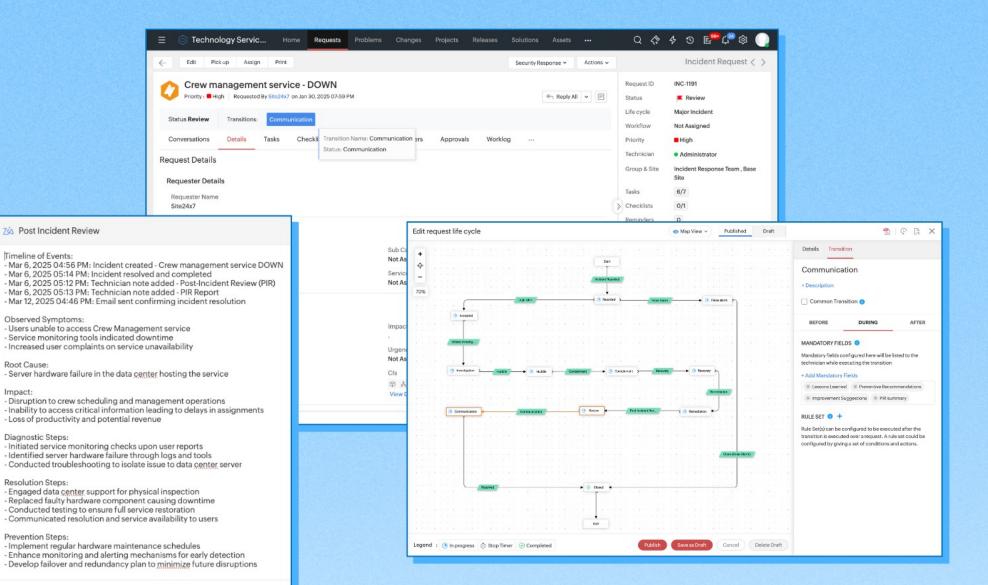
The barriers

- Slow incident detection and a reactive posture
- Loads of guesswork during incident response
- Poor collaboration and redundant work
- Difficulty in measuring impact and pinpointing cause

Best practice strategies

- Omnichannel incident detection ITOM, UEM, SIEM tools; emails; portal; mobile app; Microsoft Teams; etc.
- Al-powered automations and visual workflows for triaging and complete guidance on incident response
- Automated notifications and collaboration hubs within the ITSM platform, Microsoft Teams, Slack, Zoho Cliq, etc.
- A CMDB and a comprehensive IT asset register with contextual relationship mapping and associations





Timeline of Events:

Observed Symptoms:

Root Cause:

Diagnostic Steps:

Resolution Steps:

Prevention Steps:

1 Auto-generated PIR. You can edit it before adding it as a note.



Problem management

Without an established problem management practice, IT teams may find themselves grappling with recurring IT issues

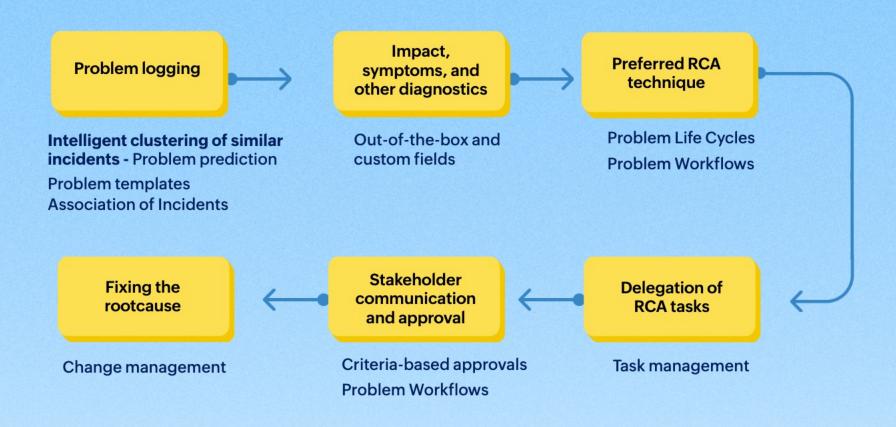
The barriers

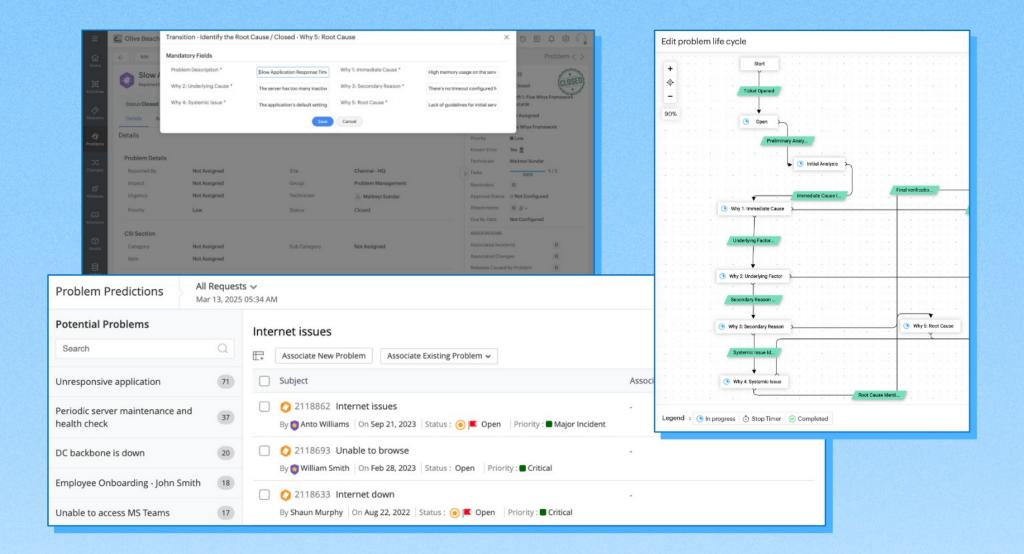
- Siloed and ad-hoc root cause analyses
- No visibility into other ITSM practices, like incident and change management
- No structured problem management processes or root cause frameworks

Best practice strategies

- Full-fledged problem
 management practice with
 custom forms to create
 problem tickets
- Association of changes and incidents to problems, enabling faster problem identification and resolution
- Visual problem workflows to implement RCA frameworks such as the five whys methodology

Precise rootcause analysis and problem management, powered by ServiceDesk Plus







Service request management

Fulfilling routine user provisioning or employee onboarding requests can be chaotic when your tools lack modern automation and workflow capabilities

The barriers

- Numerous service touchpoints but inconsistent experiences
- Incomplete (and inaccurate) information gathering
- No coherent process flows for different services
- Avoidable delays resulting from manual service delivery
- Zero transparency on work progress

Best practice strategies

- Enterprise service management that helps break silos and create a single service layer across the enterprise
- Dynamic service request forms with granular automation
- Intelligent ticket triage and powerful workflows to help ramp up both productivity
- Orchestration of tasks across your hybrid IT environment, minimizing manual touchpoints
- Automated notifications and efficient task management

L1 requests like VPN provisioning

Service requests for onboarding employees

Repetitive requests like password resets

Automated knowledge article suggestion

An enterprise service portal

Dedicated service desk instances for IT, HR, Facilities, Legal, and Payroll

> Conversational virtual agent

Ticket created for reference and password is reset

Accurate information collection

Templates, Resource Questions, Form Rules, and Tasks

Approvals

Multi-level and condition-based approvals Workflows

Technician assignment & delegation

Technician Auto Assign Al-powered assignment Task management

Exceptional productivity and experiences, powered by ServiceDesk Plus

Service improvement

Sentiment Analysis by Zia **User Satisfaction Surveys**

Stakeholder communication

Automated notifications

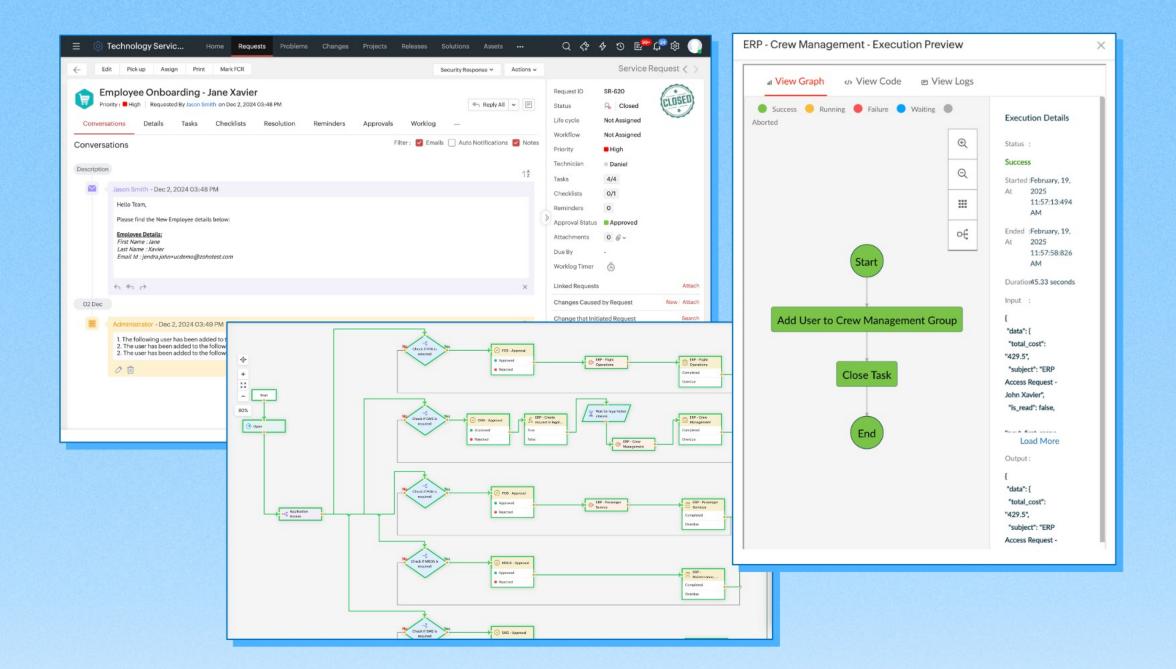
Zia's Reply Assist and Text Assist, powered by ChatGPT

Service delivery orchestration

Single-touch workflow automation **REST APIs and webhooks**

Integrations:

- ADManagerPlus
- ADSelfService Plus
- · Microsoft Teams





IT asset management

The ISO 27001, the CIS Critical Security Controls, the PCI DSS, HIPAA, & more demand a range of ITAM capabilities, from asset discovery and inventory management to asset loan and software license management

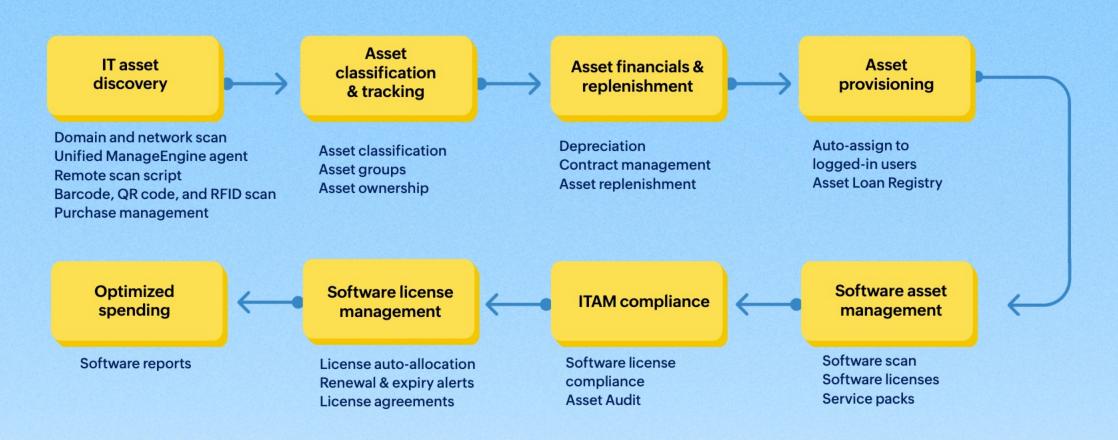
The barriers

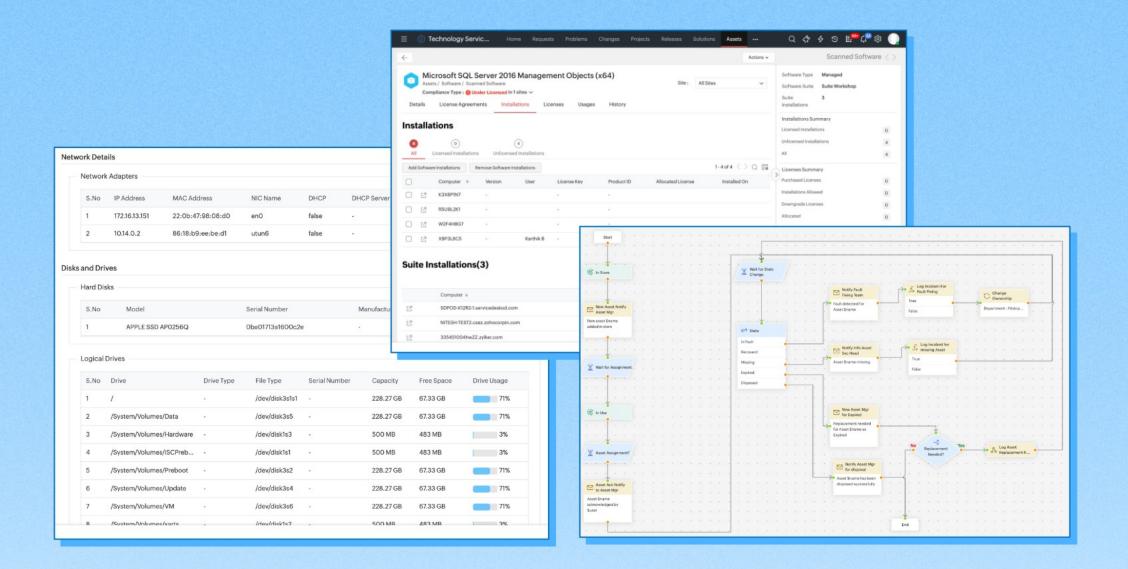
- Non-traceability of hardware assets, leading to security risks
- Exposure to software license compliance risks due to poor license visibility
- No correlation between assets and their financial attributes

Best practice strategies

- Comprehensive, multi-pronged asset discovery across networks, domains, and regions
- Software asset discovery and license management, shedding light on underused, overused, and expiring software licenses
- Integrated purchase and contract management to streamline procurement and track financial parameters like depreciation

An ITAM-led approach to compliance and cybersecurity, powered by ServiceDesk Plus







Change enablement

Driving digital transformation or responding to emergency patch fixes can be fraught with risks when you're stuck with outdated change enablement processes

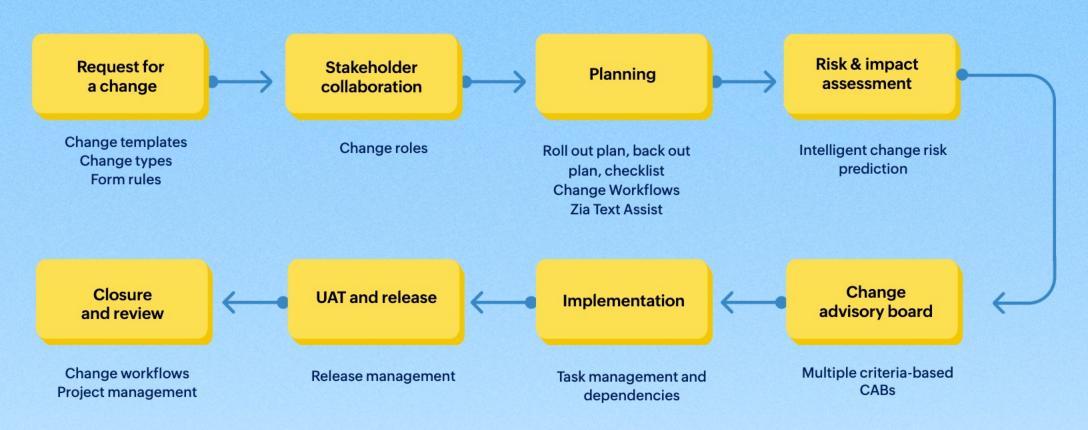
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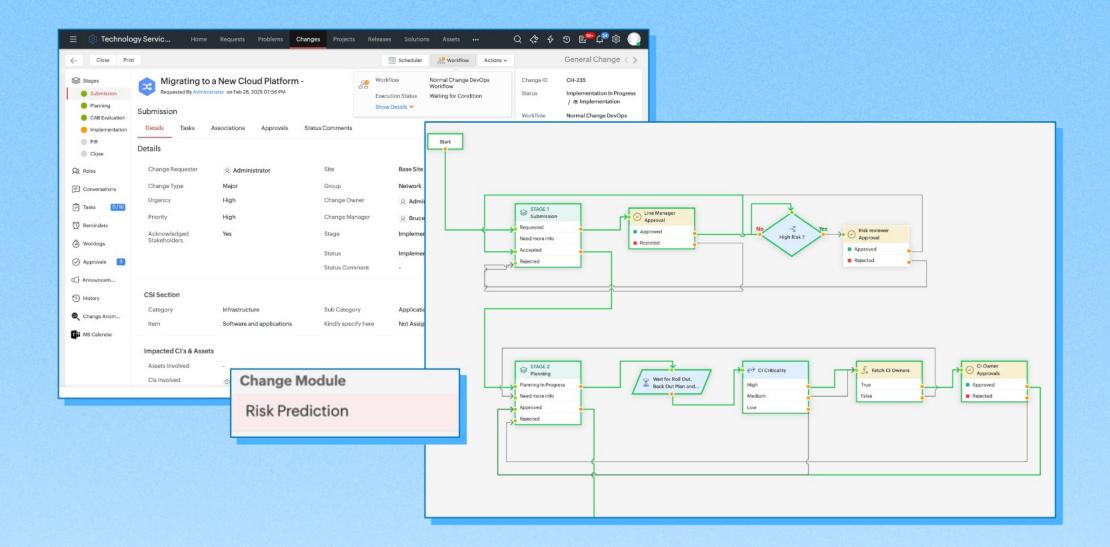
- Lack of unique change controls for different types of changes
- Numerous stakeholders siloed across tools
- Poor risk mitigation measures due to lack of complete context
- Minimal governance and oversight of high-risk changes
- No staging or quality checks leading to outages

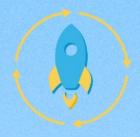
Best practice strategies

- Dynamic change request forms with unique workflows to capture planning, rollout, impact analysis, and risk information
- A single change workspace with designated roles and permissions
- A unified ITSM platform with a CMDB to help ascertain risks, impact, and dependencies and track incidents
- Workflow-driven CAB approvals, ensuring condition-based scrutiny of every change
- Tight alignment with release management to drive change implementations into production safely with release management workflows

Enterprise-ready change enablement, powered by ServiceDesk Plus







IT release management

Secure and risk-free deployment of releases into the production environment is critical to avoid unplanned downtime

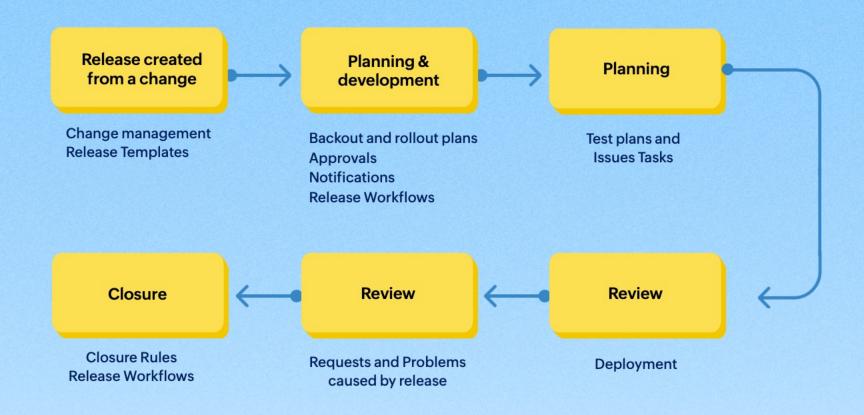
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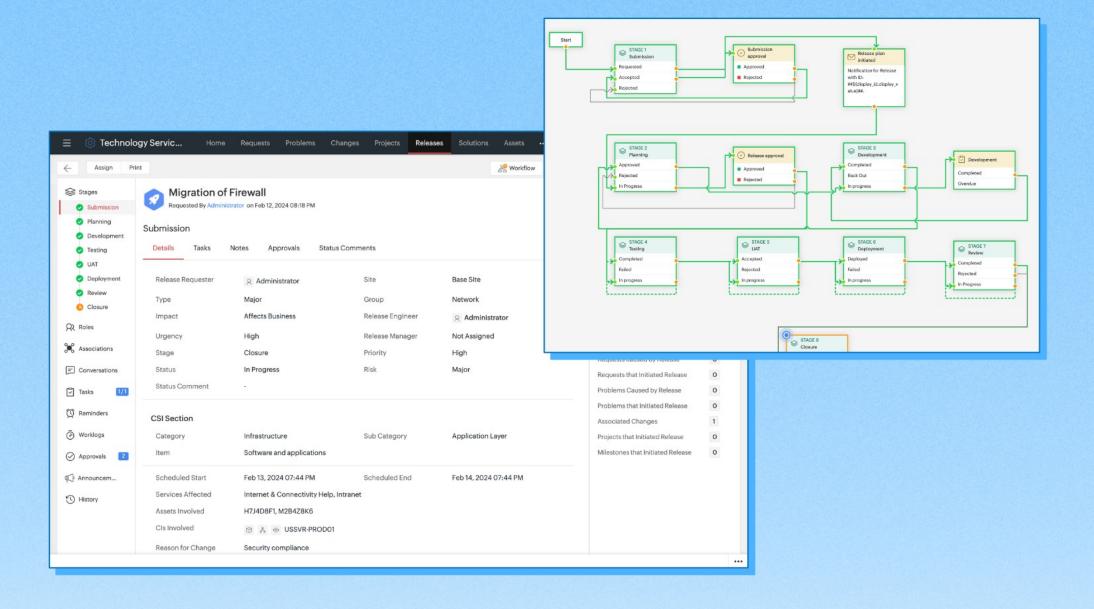
- Inability to handle different types of releases
- Managed in isolation from change management
- Poor visibility into configuration dependencies
- Weak oversight into release and deployment activities

Best practice strategies

- Unique release forms with granular automations to capture intricate details
- Tight alignment with change enablement and project management, closing the development loop
- Integrated with a CMDB to assist in risk assessment and impact analysis
- Automated workflows that enforce compliance with release policies

Successful release and deployment management, powered by ServiceDesk Plus







Project management

Driving an enterprise-wide digital transformation project to fruition typically involves unifying people, data, and processes

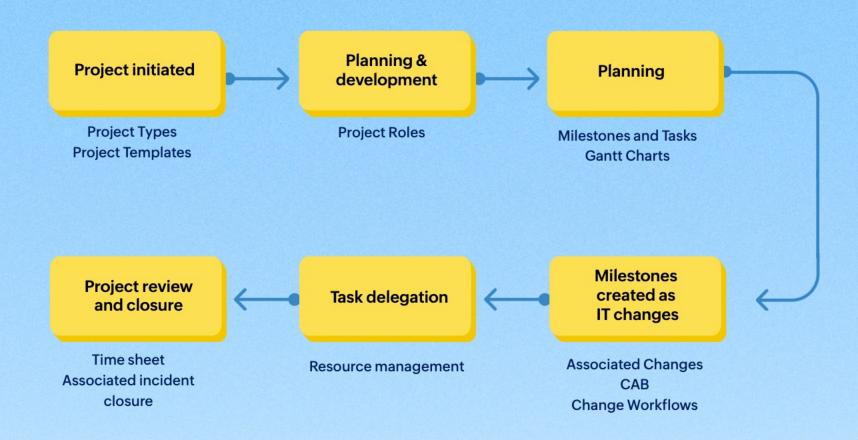
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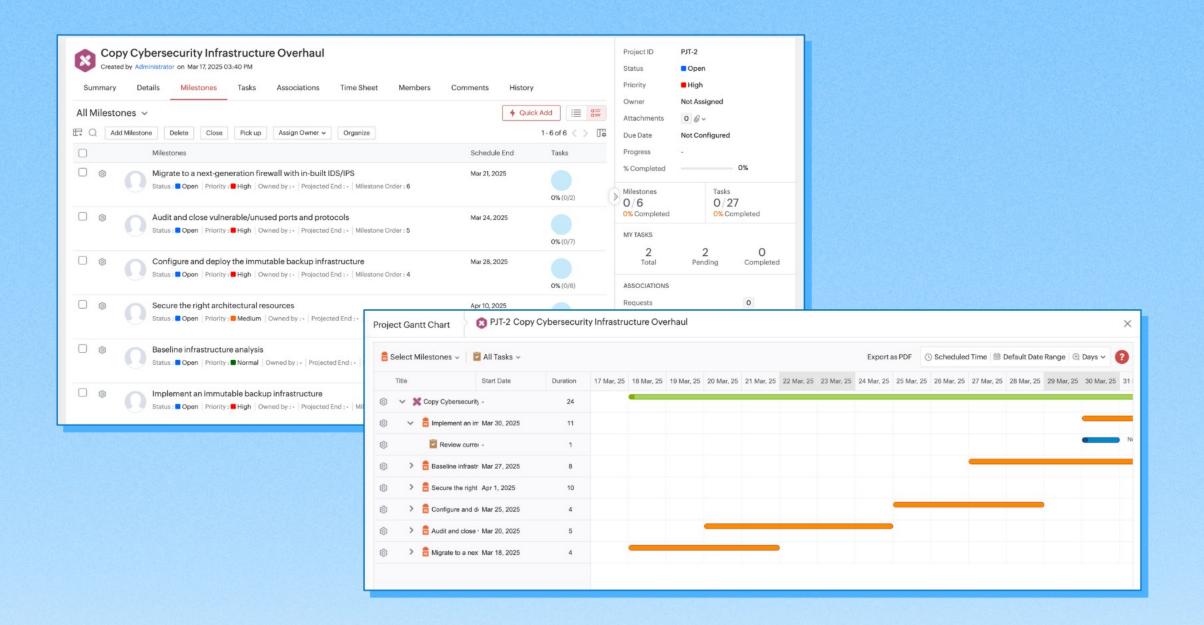
- Expensive project management software that doesn't integrate with ITSM tools
- IT teams lack context on the configuration landscape, change approvals, or release deployment
- Poor oversight of milestone achievements and resource allocation

Best practice strategies

- An ITSM platform with native project management capabilities, reducing overhead like tool spending
- Tight alignment with change enablement and release management, bringing clarity into project implementation
- Project management tools like Gantt charts to better plan and reach project milestones with optimal resource usage

Successful and timely project execution, powered by ServiceDesk Plus







Continual service improvement

IT service delivery practices need to be constantly scrutinized and optimized to stay in sync with business goals and industry standards

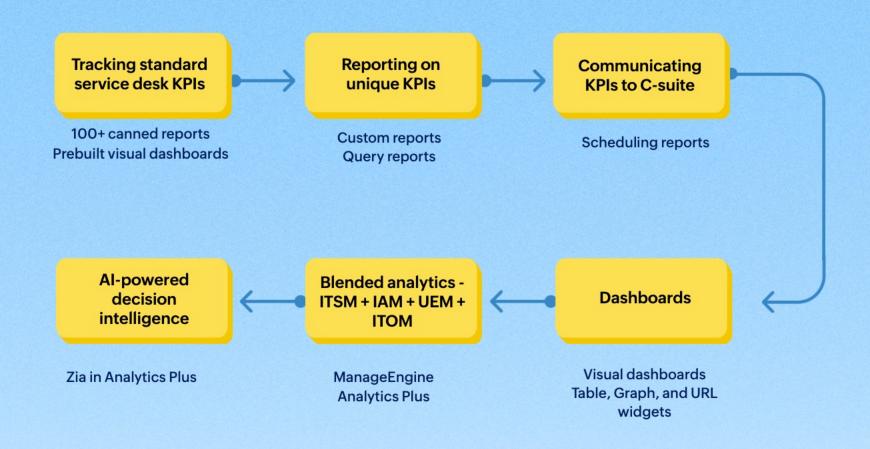
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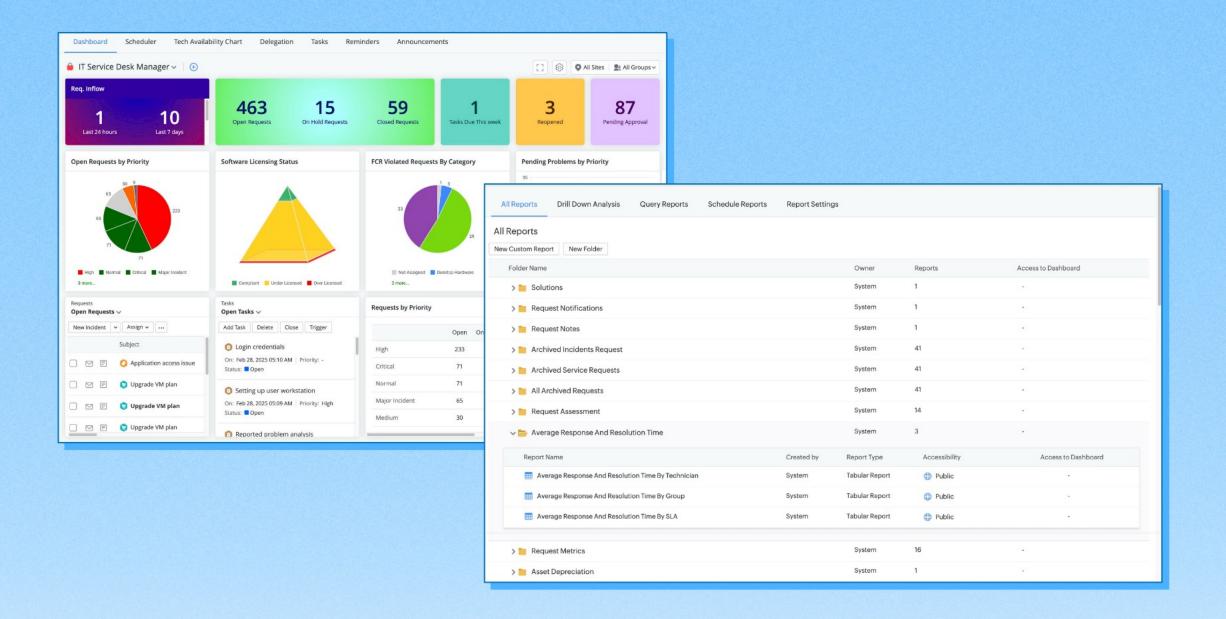
- Data silos within ITSM practices and teams that handle incidents, service requests, and changes
- Limited or no reporting automation
- Complex dashboard customizations stonewall continual service improvement plans
- Poor correlation with other IT management trends
- Manual toil to interpret large, complex dataset

Best practice strategies

- A single reporting and analytics layer with an ITSM platform for uniform data gathering and reporting
- Prebuilt reports for popular KPIs with flexibility to create ad-hoc custom reports and schedule them
- Flexible, no-code reporting dashboards that reduce time to insights
- Integration with powerful, advanced analytics solution to converge cross-functional IT data
- Al-driven conversational assistance for automated insights and suggestions

Continual service improvement and decision intelligence, powered by ServiceDesk Plus



















SOC 2 + HIPAA

GDPR







SOC 2

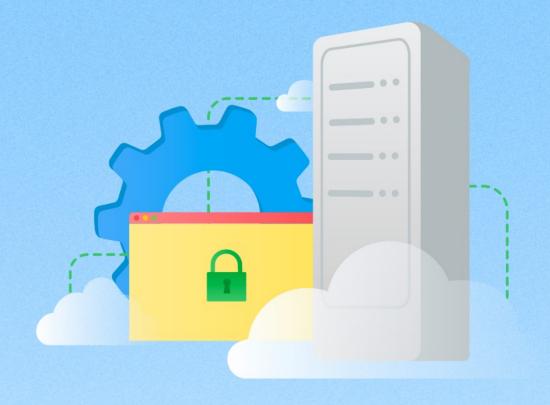


We are compliant with international security and privacy standards

- Compliant with ISO/IEC 27001, 27701, 27017, 27018, SOC 2 + HIPAA, TX-RAMP
- Hosted in ManageEngine's own data centers that are compliant with SOC 1 Type II and SOC 2 Type II as well as ISO 27001
- The UK and EU data centers are certified as compliant with Cyber Essentials

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