TOP 10 REASONS WHY YOU SHOULD GET SERVICEDESK PLUS

ManageEngine ServiceDesk Plus

01

GAIN CONTROL OF YOUR IT HELP DESK WITH ADVANCED INCIDENT MANAGEMENT

- Organized incident categorization with 3-tier architecture
- Automatic assignment of tickets to the appropriate support groups and technicians
- Dynamic prioritization of incidents based on impact and urgency
- Automatic escalation of incidents if SLA is violated
- Auto-trigger user satisfaction survey for better clarity on service delivery

ManageEngine ServiceDesk Plus

02

MANAGE CHANGES WITH PRECISION USING TIDY CHANGE MANAGEMENT

- Well defined stages with various statuses to ensure clarity in each stage of the change life cycle
- Dynamic workflows in each stage to ensure organized transition process
- Transparency on the progress of a change by notifying and engaging the change community
- Knowledge sharing and approval from change manager, change advisory board (CAB), and emergency CAB
- Complete documentation of the change life cycle and post implementation assessment

ManageEngine ServiceDesk Plus

03

OPTIMIZE YOUR SERVICE DELIVERY MECHANISM WITH DYNAMIC SERVICE CATALOG

- Categorized display of services delivered
- Customizable service templates with pre-configured workflows and multi-stage approvals
- Service level agreements for efficient service delivery and business rules for automatic handling of service requests
- Exclusive resources section to narrow down user's exact requirement
- Restriction of templates based on user's relevance

ManageEngine ServiceDesk Plus

04

LET YOUR USERS ENJOY 24*7 SUPPORT WITH SUBSTANTIAL SELF SERVICE PORTAL

- A single console to create and track incidents and the services requested by the user
- Quick access to knowledge base articles to enable the users to resolve repetitive incidents by themselves
- Update end users with help desk announcements
- Notification about service requests waiting for approval
- Custom filters to group and display the list of requests for easy tracking

ManageEngine ServiceDesk Plus

05

DRIVE A SELF-HELP MECHANISM WITH SIGNIFICANT KNOWLEDGE BASE ARTICLES

- Instantly accessible repository of proven solutions
- Restricted level of access permissions to technicians
- Organized knowledge base articles based on topics and categories
- Public and private knowledge base articles
- Easy import of solutions from external file

ManageEngine ServiceDesk Plus

06

GO BEYOND FIRE FIGHTING WITH COMPREHENSIVE PROBLEM MANAGEMENT

- Proactive and reactive problem management capabilities
- Easy association of incidents caused due to a problem
- Root cause analysis based on symptoms and impact
- Define temporary workaround and permanent solutions
- Automatic notification to requesters and closure of associated incidents

ManageEngine ServiceDesk Plus

07

OPTIMIZE THE ASSET MANAGEMENT CAPABILITIES WITH ACCURATE DATA

- Scheduled scanning, auto-tracking, and accurate management of hardware and software assets within a network or a remote network
- Manage cost factors, ownership details, relationships of an asset from a single console
- Easy software license management to stay compliant and audit-ready
- Software metering to sort out frequently used, rarely used, and prohibited software
- Integration with other ITSM processes like incident, problem, change, and CMDB apart from purchase and contract management

ManageEngine ServiceDesk Plus

08

EXQUISITELY DELIVER IT PROJECTS ON TIME WITH PROJECT MANAGEMENT

- Tracking and better control of the progress of large IT projects using color coded timelines and Gantt charts
- Ensure collaboration with various team members and experts through project roles assignment
- Logical split up of large IT projects into milestones and tasks with dependencies among them
- Accurate effort tracking and resource planning
- Integrated with other ITSM processes like request, change, and task management

ManageEngine ServiceDesk Plus

09

DRIVE DECISIONS WITH THE RIGHT DATA USING HELP DESK REPORTS

- Detailed insights on key performance metrics of your IT service management operations
- Visually appealing widgets providing dynamic insights on KPIs through dashboard
- Scheduled automated report generation and e-mail to key decision-makers
- Instant access to over 150+ canned reports and easy creation of custom reports in minutes, without coding
- Advanced analytics through integration with Zoho Reports

ManageEngine ServiceDesk Plus

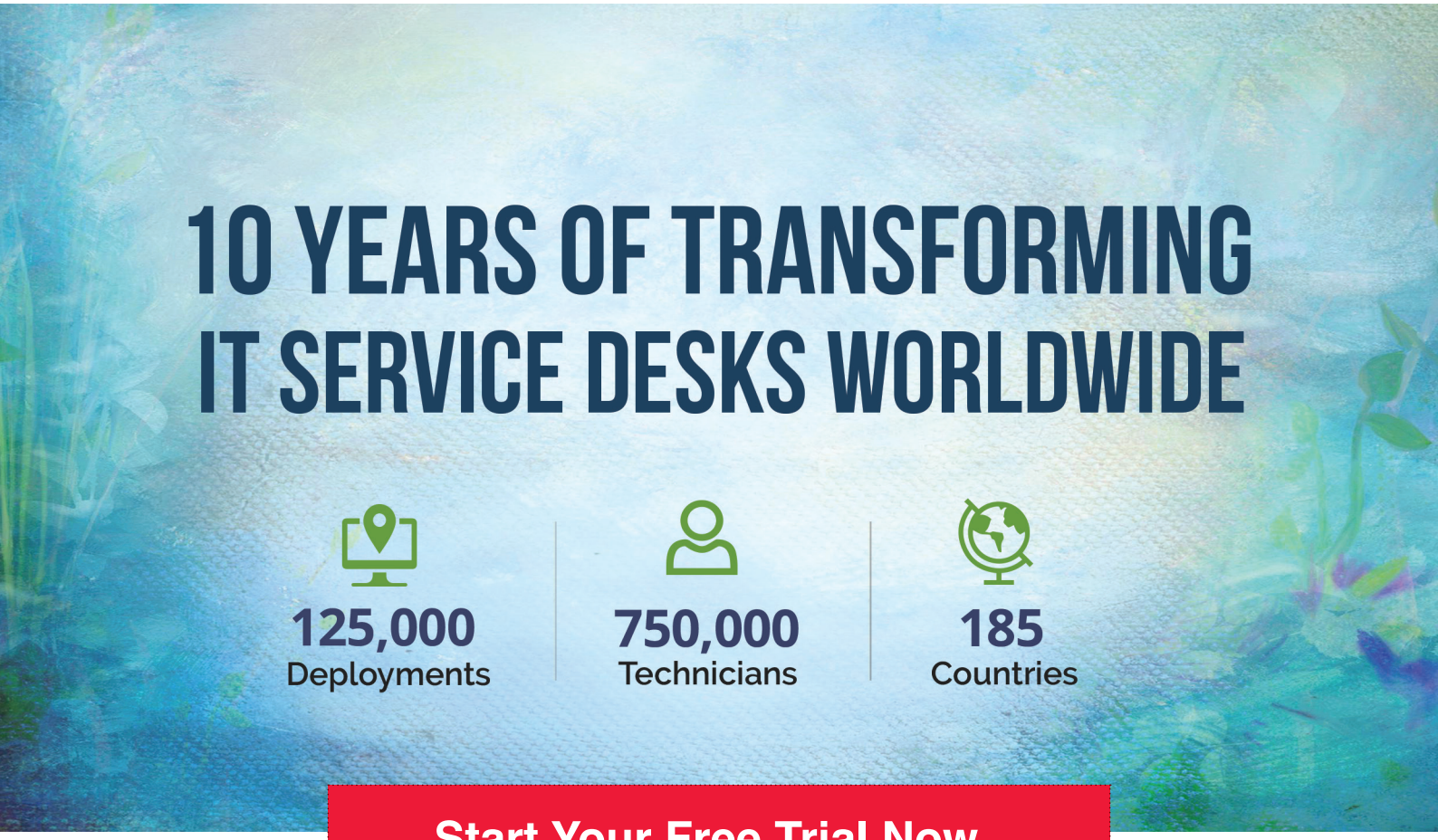
10

GO BEYOND IT HELP DESK WITH STURDY INTEGRATIONS

ServiceDesk Plus integrates with other ManageEngine products such as,

- **OpManager**, a powerful network monitoring system
- **Applications Manager**, a proactive application performance monitoring system
- **Desktop Central**, a robust desktop and mobile device management platform
- **Mobile platforms**, supports iPhone and iPad with a pioneering voice-based app and Android mobile application

ManageEngine
ServiceDesk Plus



Start Your Free Trial Now

www.servicedeskplus.com

E-mail: eval@manageengine.com | Toll free: +1 888 720 9500