

A game-changing

**352% return**

on ITSM investments,  
delivering benefits worth over

**\$2,670,939**

with

ManageEngine

**ServiceDesk Plus**

From Forrester's Total Economic Impact™  
study of ServiceDesk Plus



# Realize gains across 3 key areas with ServiceDesk Plus



## Service agent productivity over \$1,000,000

Enable agents to respond to more tickets, miss fewer tickets, and improve SLAs.



## IT operations efficiency gains over \$353,000

Manage assets with greater visibility, improve quarterly audit efficiency, avoid recurring problems, and improve change management.

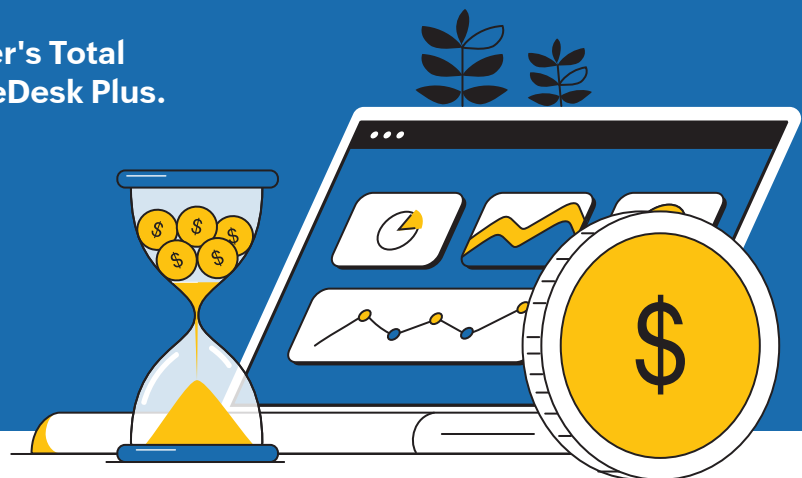


## End-user productivity improvements over \$681,000

Reduce the time required to raise tickets by improving the user experience during ticket creation with better ticket forms.

These benefits are derived from Forrester's Total Economic Impact™ (TEI) study of ServiceDesk Plus.

Scan the QR code to read the full report ▶



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ManageEngine  
**ServiceDesk Plus**