ManageEngine
ServiceDesk Plus MSP

Evaluation Guide

As a managed service provider (MSP), the efficiency of your business operations, as well as your company's profitability, depend heavily on your IT service desk software. Your clients' businesses are also at stake, so it's important that you deploy the right service desk tool.

ServiceDesk Plus MSP, full-stack ITSM software built for MSPs, helps you improve service delivery and increase your profitability. With our proven ITSM capabilities, variety of IT integration options, and native MSP features that help you configure client-specific processes, you can deliver services in a better way. Our built-in billing module provides flexible billing options, and the tool's automation and customization options help increase overall help desk efficiency and thereby your profitability.

Here's a quick evaluation checklist that will help you compare ManageEngine® ServiceDesk Plus MSP with other MSP software in the market.

Features	ServiceDesk Plus MSP	Compare with
Account management		
Filter tickets based on account.	✓	
Work based on clients’ operational hours.	✓	
Charge clients based on requests or hours worked by technicians.	✓	
Associate service plans with accounts.	✓	
Associate service-level agreements (SLAs) with specific accounts.	✓	
Generate account-specific reports.	✓	
Billing		
Set up contract billing.	✓	

Automatically decide the cost to be charged for requests with condition-based billing rules.	✓	
Set up predefined service plans.	✓	
Create job sheets and job sheet templates.	✓	
Time Sheet		
Get a consolidated view of the time a technician spent across different activities.	✓	
Automatically decide the cost to be charged for requests with condition-based billing rules.	✓	
Check the status of individual activities and the overall time spent, and separate billable and non-billable hours.	✓	
Allow technicians to submit and recall a draft.	✓	

Add comments when rejecting a time sheet and allow resubmission.	✓	
Define a time sheet period as daily, weekly (default), or biweekly, and set a start day.	✓	
Set hourly goals for a day, week, or any time period of your choice.	✓	
Trigger email and bell notifications for all approval actions.	✓	
Incident management		
Incident identification		
Create tickets from emails, web forms, chat messages, or phone calls.	✓	
Convert incidents into service requests and vice versa.	✓	
Incident logging		
Collect relevant information from requesters with custom incident and request templates.	✓	

Create shared or separate catalogs for incidents and service requests.	✓	
Automate templates with field and form rules that perform condition-based activities like mandating fields, populating fields, and enabling or disabling fields based on ticket criteria during creation or after editing the incident.	✓	
Provide role-based access to technicians and end users.	✓	
Restrict end users' access to request templates based on site, category, and user group.	✓	
Link, merge, or clone incidents to manage multiple tickets.	✓	
Incident categorization		
Create custom categories, subcategories, and items.	✓	
Assign categories to tickets based on ticket parameters.	✓	

Incident assignment		
Assign tickets to technicians automatically based on round-robin or load balancing algorithms.	✓	
Assign tickets to specific technician groups based on ticket parameters, like category, priority, and impact, using business rules.	✓	
View the available technicians with the technician availability chart.	✓	
Mark technician unavailability and set up backup technicians.	✓	
Broadcast a message to all logged-in technicians to notify them about IT-wide announcements.	✓	
Incident prioritization		
Determine the priority of a request automatically based on its impact and urgency with the priority matrix.	✓	

Create a custom request life cycle on a drag-and-drop canvas and add contextual notifications.	✓	
Assign SLAs automatically based on ticket parameters.	✓	
Handle requests from VIP users with high priority.	✓	
Incident resolution		
Search the knowledge base for a solution from within a request and copy the resolution into the request.	✓	
Create problems and changes from an incident to resolve the underlying issue.	✓	
Separate ticket views and task views.	✓	
Create custom filters and list views to find tickets easily.	✓	
Collaborate with other technicians and groups by sharing an incident.	✓	

Get real-time updates from other technicians working on the same ticket with request collaboration.	✓	
Incident closure		
Mandate fields and mark tasks that need to be completed for incident closure.	✓	
Create work logs to record the cost, effort, and time taken to resolve an incident.	✓	
Send users ticket-specific surveys when an incident is closed.	✓	
Analyze the time taken for completion, the on-hold time, how long the ticket has been unassigned, and more with time analysis.	✓	
Problem management		
Problem creation and logging		
Create problems from an incident. Associate incidents and changes with problems.	✓	

Mark a problem as a known error.	✓	
Problem analysis		
Analyze the impact of a problem and document it.	✓	
Identify and document symptoms and the root cause.	✓	
Problem solution		
Provide a temporary solution for a problem with a work-around, or offer a permanent solution.	✓	
Break up problem resolution into multiple tasks that can be assigned to different technicians.	✓	
Create a change to further resolve underlying issues if needed.	✓	
Problem closure		
Copy the problem solution and work-around to all associated incidents.	✓	

Close all associated incidents automatically on closure of a problem.	✓	
Create work logs to record the cost, effort, and time taken to resolve a problem.	✓	
Change management		
Change creation and logging		
Create changes from incidents and problems with information carried over.	✓	
Collect the necessary information with custom change templates.	✓	
Create different types of changes and build unique workflows for each type.	✓	
Involve the right stakeholders, like the change owner, approver, line manager, and change reviewer, through change roles.	✓	
Change planning and evaluation		

Create elaborate change plans with impact analysis as well as rollout, back-out, and downtime plans.	✓	
Maintain a checklist of essential steps to be completed.	✓	
Change approval		
Form multiple change advisory boards (CABs).	✓	
Configure multiple levels of approval. Mark whether the request for a change has to be approved by all members or by any one member.	✓	
Allow the change manager to have final say on the approval of the change.	✓	
Bypass approvals from the change manager and change approver by auto-approving the change when all CAB members recommend it.	✓	
Mark end users as service request approvers.	✓	
Coordinating change implementation		

Break down changes into tasks, and estimate the change implementation team's activities using work logs.	✓	
Streamline implementation by creating projects from a change or associating the change with existing projects.	✓	
Track all associated incidents and problems causing or caused by the change.	✓	
Schedule downtime and announce it to key stakeholders.	✓	
Keep stakeholders in the loop with regular notifications.	✓	
Change review and closure		
Document the post-implementation review (PIR).	✓	
Change workflows		
Create distinct workflows with varying levels of complexity and functions for different change types and processes.	✓	

Configure various actions, like conditions, switches, notifications, field updates, and approvals, to occurbetween stages.	✓	
Asset management		
Inventory management		
Hardware asset management		
Discovery techniques for Windows		
Utilize agent-based scans to discover IT assets in Windows environments.	✓	
Discovery techniques for other devices (macOS, Linux, printers, and other network devices)		
Utilize probe scanning (distributed asset scans) to discover IT assets.	✓	
Utilize bar code scanning to discover IT assets.	✓	
Software asset management		
Manage software licenses with suite licensing as well as the ability to upgrade or downgrade licenses.	✓	

Create multiple license types and associate them with manufacturers.	✓	
Manage license agreements.	✓	
Manage software compliance.	✓	
Asset life cycle tracking		
Keep track of all assets in one place.	✓	
Create multiple asset states.	✓	
Automatically scan all assets. Mark the asset states that need to be scanned.	✓	
Configure depreciation rates to keep track of asset value or cost over time.	✓	
Asset loaning		
Loan assets to users for a limited time.	✓	
Keep track of all loaned assets in one place.	✓	

Get notified when a loaned asset is nearing expiration.	✓	
Asset metrics dashboards		
Keep track of all your assets with out-of-the-box, real-time dashboards that display the total number of assets, workstations, software, purchase orders and contracts, and more.	✓	
Create standard, custom, or audit reports.	✓	
Configuration management database (CMDB)		
Keep track of all your assets with out-of-the-box, real-time dashboards that display the total number of assets, workstations, software, purchase orders and contracts, and more.	✓	
Access a graphical view of CIs and their relationship map.	✓	
Create new CI types.	✓	

Create different business views to map the relationship between CIs for different services.	✓	
Import CIs though a CSV file and add CI relationships through an LS file.	✓	
Export the CI relationship map as a PDF or PNG file.	✓	
Purchase management		
Manage the purchase of both assets and services. Create different service types and associate vendors with the services they provide.	✓	
Utilize support for multiple currencies.	✓	
Add discounts, shipping costs, and taxes.	✓	
Associate multiple service requests with a purchase order.	✓	
Configure multiple levels of approval. Configure requesters and technicians as	✓	

purchase approvers, and set the upper limit for each approver.		
Add invoice and payment information.	✓	
Integrate with assets to track the assets that have been added to the organization.	✓	
Track the necessary information for a specific transaction when purchasing with general ledger codes.	✓	
Contract management		
Create contracts and track all contracts from one place.	✓	
Associate multiple assets with a contract.	✓	
Create child contracts within a contract.	✓	
Associate costs with a contract.	✓	
Send notifications when a contract is nearing expiration.	✓	

Project management		
Create custom project templates, project types, and statuses.	✓	
Track the progress of the project with a Gantt chart.	✓	
Create project roles and configure the level of access for each role.	✓	
Create milestones to measure the progress of a project.	✓	
Implement a project with tasks and work logs.	✓	
Export the Gantt map and project overview map as a PDF.	✓	
Service Catalog		
Service catalog configuration		
Create multiple service categories. Organize service templates under relevant categories.	✓	

Add icons to uniquely represent each service category.	✓	
Provide the ability to organize the service catalog by moving items around.	✓	
Request fulfillment data		
Create custom service request templates with customizable sections and resource details to collect the necessary information.	✓	
Make the template dynamic with condition-based actions that are carried out in real time based on information given by the requester. These actions include hiding or showing sections, populating fields, and making fields mandatory.	✓	
Associate costs with assets and show the total cost of all selected assets and services during request creation.	✓	
Integrate with the CMDB to seamlessly track CI relationships and associate them with requests.	✓	
Involving stakeholders		

Restrict access to templates based on user groups.	✓	
Set organization roles like department in-charge and site manager as approvers for service requests. This ensures the approver is mapped to the role and not to a particular technician or requester.	✓	
Mark end users as service request approvers.	✓	
Request fulfillment workflows		
Configure a multi-stage approval process.	✓	
Associate SLAs and business rules with service request templates.	✓	
Create tasks and associate them with a request template. Add task dependencies to ensure tasks are performed in sequential order.	✓	
Self-service		

Customize the self-service portal for technicians and requesters separately.	✓	
Add, delete, re-arrange, and re-size custom widgets.	✓	
Publish incident and service catalogs to create incident requests and service requests.	✓	
View announcements and browse the knowledge base.	✓	
Automatically suggest related solutions during request creation based on the subject of the request.	✓	
Automatically mention related announcements during ticket creation based on the subject of the request.	✓	
Knowledge management		
Publish solutions to the knowledge base after going through an approval process.	✓	
Organize solutions under relevant topics.	✓	

Restrict access to solutions based on site and user group.	✓	
Show the requests that were resolved using a particular solution.	✓	
Create resolution templates for repeat requests with the same solution.	✓	
Set expiration dates for solutions.	✓	
Reporting		
Utilize pre-built, standard reports.	✓	
Create custom reports with configurable parameters.	✓	
Create query reports.	✓	
Create KPI reports.	✓	
Get a quick snapshot of all your MSP business operations.	✓	

Customize report dashboards and provide role-based access permissions.	✓	
Create report folders and organize reports under relevant folders.	✓	
Create tabular, matrix, summary, audit, or CI history reports.	✓	
Depict reports visually as pie charts, bar charts, line charts, time series charts, area charts, or ring charts.	✓	
Export reports to CSV, LS, HTML, and PDF formats.	✓	
Schedule reports; specify the frequency and recipient of the report.	✓	
User surveys		
Create separate surveys for incidents and service requests.	✓	
Create surveys with multiple question types, like rating, opinion scale, binary, and radio.	✓	

Create user surveys in multiple languages.	✓	
Create general surveys.	✓	
Configure when and under what conditions a user survey will be triggered.	✓	
Collate data from survey reports for analysis.	✓	
Request Life Cycle		
Define the status flow of requests to guide your technicians.	✓	
Ensure all requests go through a predefined status flow with various condition-based actions before, during, and after each transition between the request statuses.	✓	
Build request life cycles on a drag-and-drop canvas.	✓	

Use roles to restrict a technician's ability to move a request to the next status.	✓	
Collect relevant information only if and when required.	✓	
Create distinct request life cycles and associate them with request templates.	✓	
Trigger contextual notifications at various points in a request's life cycle.	✓	
Integrations		
ManageEngine products/Similar products		
Integrate with ADManager Plus to extend the ticketing capabilities of ServiceDesk Plus to include AD user management activities and user password resets.	✓	
Integrate with ADSelfService Plus to enable users to perform password resets securely and unlock accounts without the help of technicians.	✓	
Set up Computer Telephony Integration.	✓	

Track your field staff with the help of Google Maps or Zoho Maps right from your help desk console, and manage your field services effectively.	✓	
Other products		
Integrate with QuickBooks Online.	✓	
Integrate with popular products like Slack and Jira Software.	✓	
Pricing		
Standard Edition	Free for up to five technicians Starts at $1,445 per year for 10 technicians	
Professional Edition	Starts at $1,445 per year for two techs and 250 nodes	
Enterprise Edition	Starts at $2,545 per year for two techs and 250 nodes	

Try ServiceDesk Plus MSP for 30 days absolutely free! Download now