

SupportCenter Plus Fact Sheet

ManageEngine
SupportCenter Plus

SupportCenter Plus is a web-based customer support software that allows organizations to effectively manage customer tickets, client accounts, contacts, service contracts, and invoices, providing a superior customer experience. The native mobile app available in Appstore and Playstore enables support representatives to access the application from anywhere.

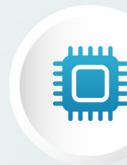
Used across multiple industries



Hospitality and health care



Government organizations and NGOs



Computer and hardware management industry



Media and entertainment industry



BPOs and more

Scalability

SupportCenter Plus can handle,



750

service representatives



50,000

contacts



1,000

requests per day



35,000

groups



100

business units

Editions

Free edition	Professional	Enterprise
Ticketing tool + account and contact management	Ticketing tool + billing contracts + product catalog	Ticketing tool + customer portal + billing contracts + product catalog + live chat
CTI Integrations (add-on), Remote assistance (add-on), Fail-over service (add-on)		

Features:

- Multi-channel support
- Request tracking and automation
- Time tracking and billing
- Account and contact management
- Self-service portal
- Knowledge base
- Built-in reporting
- Remote support
- 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

Supported databases

MSSQL2017, 2016, 2014
MSSQL2012, 2010, 2008
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 \$995 for 10 support representatives (annual subscription)
- **Professional edition** - Pricing starts at \$275 for 2 support representatives (annual subscription)
- **Enterprise edition** - Pricing starts at \$355 for 2 support representatives (annual subscription)