ManageEngine
ServiceDesk Plus 7

ITIL Ready

Features

Incident Management

- Incident Detection
- Record the Incident details
- Classify Incident
- Provide Workaround or Solution
- Escalate or associate to an existing problem
- Incident Closure

Problem Management

- Problem Detection & Classification
- Problem Priority
- Problem Analysis
- Solutions, Work Around, and Known error record
- Problem Closure

Change Management

- Initiate Change Request
- Change Plans and CAB
- Approval from CAB Members
- Schedule Change Implementation
- Post Implementation Review
- Change History

CMDB

- Discover Assets
- Detailed Asset Inventory
- Software Library
- Asset Relationships

The tool that understands ITIL

ServiceDesk Plus is a complete, web-based help desk and asset management solution that helps you streamline and automate your IT support. The built-in ITIL workflow helps enterprises to easily adopt and implement best practices in IT Service Support.
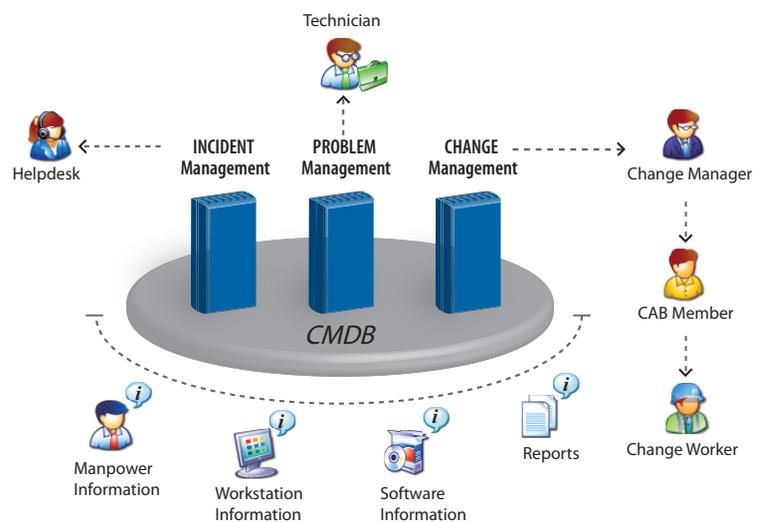
Customer Speaks

"We had looked at a number of different solutions and many of our technicians have had experience, including myself, with other help desk solutions. And we decided we were looking for something that is all encompassing. So when we evaluated ServiceDesk Plus, we realized the value that could bring us by bringing all of these different solutions all under one umbrella… we have been very happy with the product,"

- Justin Balog,
  IT Director, Security National Service Corporation

The SDP Package also includes : Purchase Order Management | Contract Management
Knowledge Base | Self-Service Portal | Robo Technician
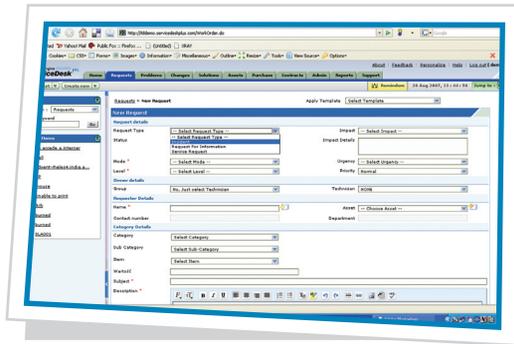
Incident Management

Improve your First Call Resolution rate, respond faster and meet Service Level Agreements.

▷ Respond to incidents on time
▷ Better utilize support resources
▷ Study impact on SLAs
▷ Better understand incidents and their impact on business

Problem Management

Get proactive with problem management. Fix the root cause and prevent recurring incidents.

▷ Easily identify problems with related incident details
▷ Better understand root causes and impact analysis
▷ Reduce errors
▷ Better error control and rollbacks
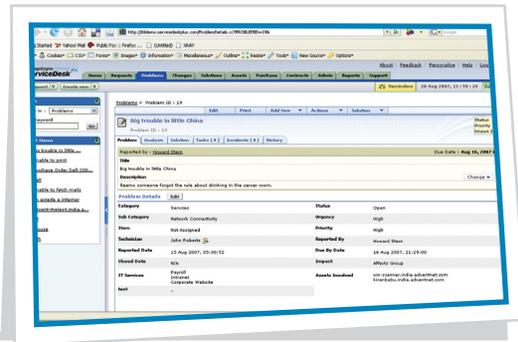
Change Management

Reduce downtime caused by unauthorized changes. Implement a Change Management system that helps you manage and rollout approved changes with accepted risk.

▷ Easily initiate changes (RFCs) and assign priorities based on urgency and impact on infrastructure
▷ Easily create Change Advisory Boards (CABs) and send Change Requests for approval
▷ Form implementation plans and review their progress

Configuration Management

Discover and uniquely identify assets, track status, ownership, and changes in configuration. Manage asset relationships to understand their impact on business.

▷ Auto discover assets, both IT and Non-IT
▷ Auto detect hardware and software details
▷ Better understand relationships between assets
▷ Maintain detailed database with all related asset information
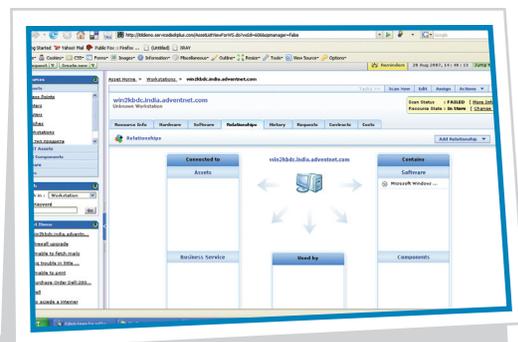
BENEFITS

Bosses Love It!

Get IT Service Management in one pack that is easy to implement. Helps you streamline your IT support process and improve user experience at an affordable cost.

Users Love It!

Provide intuitive self-service portal that helps users to find answers to common problems. Free up your support staff to focus on new initiatives.

Technicians Love It!

Empower your *support staff* to focus on resolving issues faster. Every information required - case history, user conversations, asset management, and software details are just a click away.