



ManageEngine 
ServiceDesk Plus

Unified service
management for the
digital enterprise

ManageEngine

A division of Zoho Corporation,
a bootstrapped, private, and
profitable company



18+ years of
IT management
solutions expertise



180,000+
customers



2,500+
employees



90+ products and free
tools for IT management



190+ countries



The
**common
challenges**
faced by ITSM teams



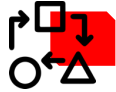
Inconsistent
service
delivery



Process
automation
gaps



Suboptimal
customer
experience



Siloed
approach
to service
management



Taking
service
management
beyond IT



Complying
with privacy
regulations

The result

The absence of a **wholesome** service delivery experience for all stakeholders involved: *users, agents, and management*

The difference that a **wholesome ITSM** tool brings to the table

- **Move service delivery from operational to strategic**
with intelligent automations and predictions, standardized workflows, and deep insights into data
- **Bridge the gap between business and IT**
through streamlined service management across the enterprise, and contextual integrations with business apps
- **Be the epicenter of IT infrastructure management,**
offering deep integrations with other IT management software
- **Transform customer experience**
by creating new and effective channels for support and collaboration
- **Achieve unrestricted extensibility**
with last-mile customizations for IT and business processes

Service management

with ManageEngine



ManageEngine

ServiceDesk Plus

IT & enterprise service management



ManageEngine

ServiceDesk Plus MSP

Service management for MSPs



ManageEngine

AssetExplorer

IT asset management



ManageEngine

SupportCenter Plus

Customer support

ServiceDesk Plus facts



In the market
since 2005



Used by 100,000+
organizations worldwide



Available in
37 languages



Offered as on-premises
& cloud versions



Hosted in ManageEngine-
owned data centers

ServiceDesk Plus Deployment options



On-premises



Cloud



Amazon Web
Services



Microsoft Azure



Why ServiceDesk Plus?



Best practice process workflows and features available out-of-the-box



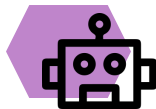
Highly customizable and scalable for different process maturities



Tight, contextual integrations with other IT management and business apps



A flexible and easy-to-use interface, resulting in a low learning curve



The latest in technology, including virtual assistants and AI capabilities



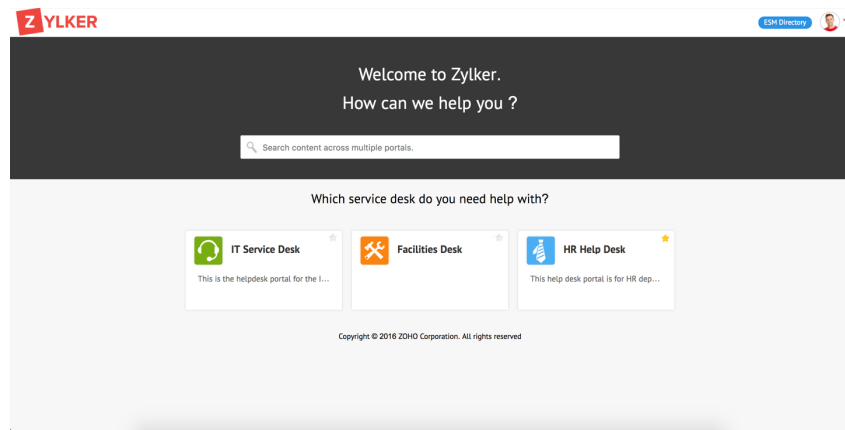
Flexible choice between the on-premises and cloud versions, with easy switching



The six ways ServiceDesk Plus makes your
ITSM wholesome

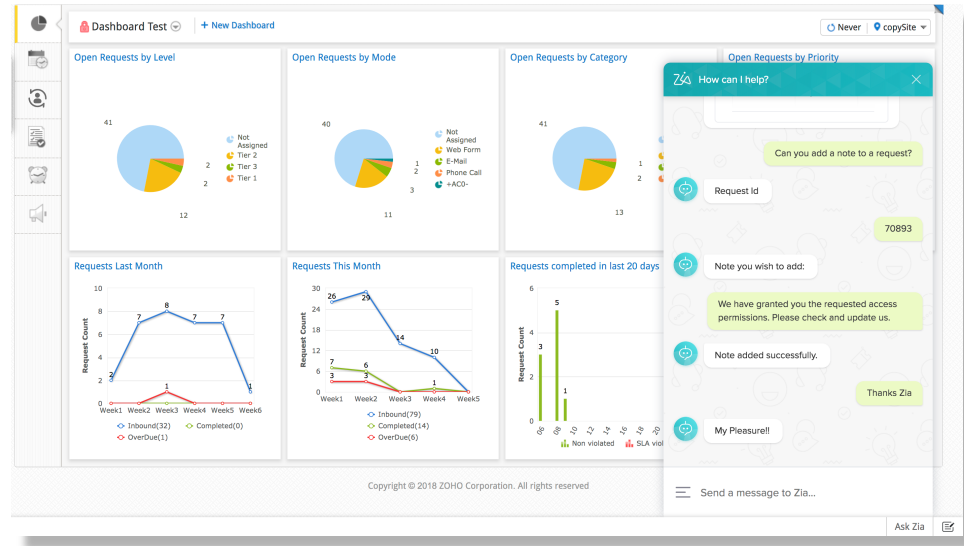
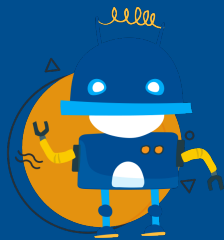


1 Make service management cross the boundary between IT and business with the enterprise service desk



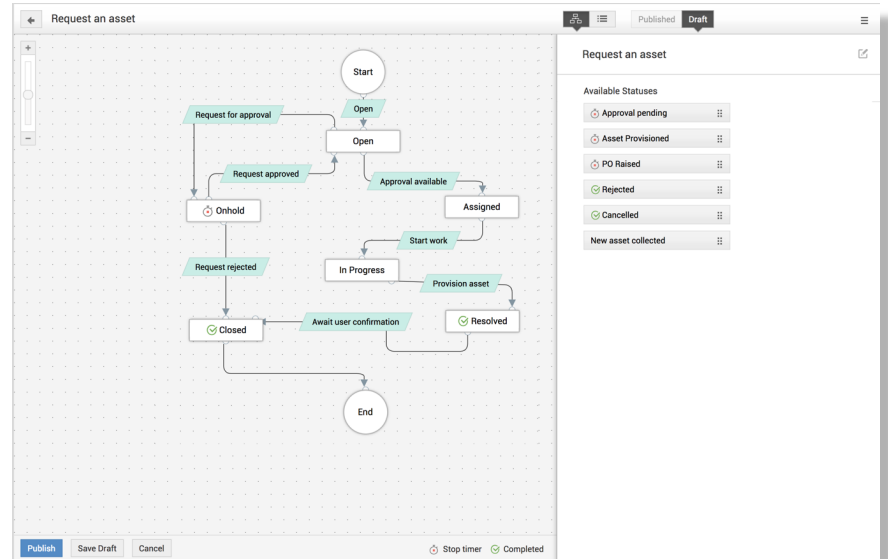
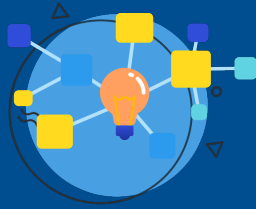
2

Leverage intelligent technology with AI-based automations



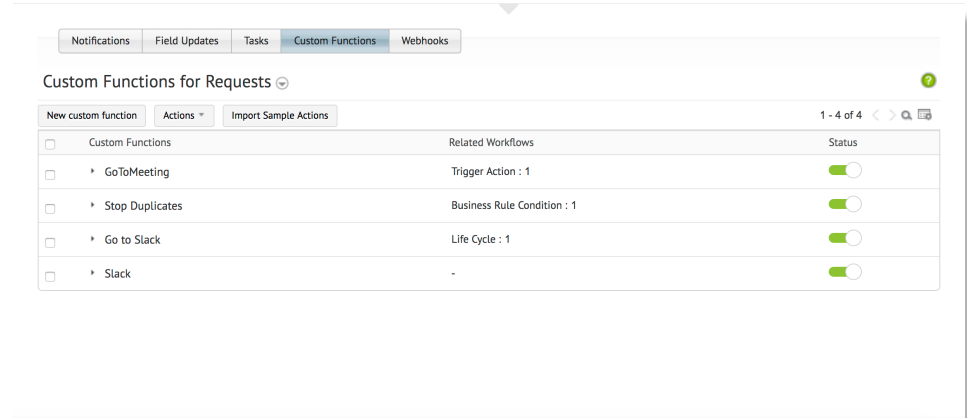
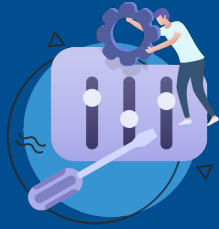
3

Standardize service
delivery with visual
process workflows



4

Make ITSM work
your way with last-mile
customizations





5 Build an integrated approach to service management with 360-degree IT integrations

Request ID : 26 [Edit] [Close] [Assign]

User creation request - Fred Dag - to Finance
By Catrin on 09/05/2018 07:31 PM Due D

Request Tasks (0/0) Resolution History

Description

Please onboard the new user, provision hardware and service

Reply Forward

Asset Details Edit

Resource required for new employee
All the resources required for new employee are listed in this

Choose the desktop model
HP

Choose the additional hardware required
External Harddisk

Actions [Reply] [Work Log Timer]

- Merge Request
- Link Requests
- Duplicate Request
- Print Preview
- Delete
- Convert Service to Incident
- ADMP - Add to Group
- ADMP - Modify Department
- MDM - Associate Profiles
- ADMP - Remove Folder Permissions
- ADMP - Enable user(s)
- ADMP - Unlock user(s)
- ADMP - Set Folder Permissions
- ADMP - Create user
- DC - Install/Uninstall software
- ADMP - Reset AD password
- ADMP - Delete user(s)
- ADMP - Disable users(s)
- DC - Run Script

- Enter Resolution
- Add Notes
- Add Attachment
- Add Work Log
- Add Task
- Add Task(s) from Template
- View Task(s)
- Add Reminder
- View Reminder(s)
- Add Dependency

- Submit for Approval
- Associate PO
- Associate Change
- Search Solutions
- View Requester Details
- View Requests by Requester
- View Assets belonging to User



6 Weave privacy into service desk operations

Incident - Additional Fields

Single Line Pick List Multi Select Multi Line Numeric Date/Time Decimal

Label Name Company Address

☒ Holds personally identifiable information (PII) *i*

☒ Encrypt the Field *i*

☐ Common for both

Default Value

Value Length ☐ Allow only numbers

Description

Preview

Company Address

Note: Encrypt the field if it may contain user's personal data. Encrypted fields will not be present in any reports. from 1 to 250. used in the template.

Save Save and Close Cancel

Top ITSM capabilities



- ★ Enterprise service management
- ★ Incident and problem management
- ★ Change enablement
- ★ Release management
- ★ IT asset and configuration management
- ★ Configuration management database (CMDB)
- ★ Purchase and contract management
- ★ Project management
- ★ Service requests and request fulfillment
- ★ Knowledge management
- ★ Reporting and SLA management
- ★ Process and visual workflow design
- ★ Integration with IT management apps
- ★ Space management

Editions



Standard

IT help desk software

Incident management
Self-service portal
Knowledge base
Multi-site support
SLA management
Help desk reports

The perfect starter kit to
get your ticketing right.

Professional

help desk + asset management

Help desk management
IT asset discovery
Software asset
management
Asset inventory reports
Purchase &
contracts management

The right package for
integrated IT asset
management.

Enterprise

help desk + ITIL + asset + Project

Incident management
Problem management
Change enablement
Release management
IT project management
Service catalog
Asset management
CMDB
Space management

The complete ITIL®-ready ITSM
suite with all the features an IT
service desk needs.

Supported databases, browsers, & OSs



Windows Server 2012-2016
Windows 7/8/10
RHEL 8 & above
Ubuntu 14.0 & above



MSSQL 2017
MSSQL 2016
MSSQL 2014
MSSQL 2012
MSSQL 2010
MSSQL 2008
PostgreSQL



Internet Explorer 11
Microsoft Edge
Mozilla Firefox
Google Chrome

Customers



Customer reviews



ServiceDesk Plus is a game changer!

Overall, we're completely satisfied with ServiceDesk Plus. This product not only helps track incidents in the IT department, but we've been able to scale the system to include all other departments in our company. In comparison to our last help desk solution, ServiceDesk Plus is light years away from where we were.

IT operations manager | Industry: Finance | Role: Infrastructure and operations | Firm Size: 3B - 10B USD



ServiceDesk Plus recognition



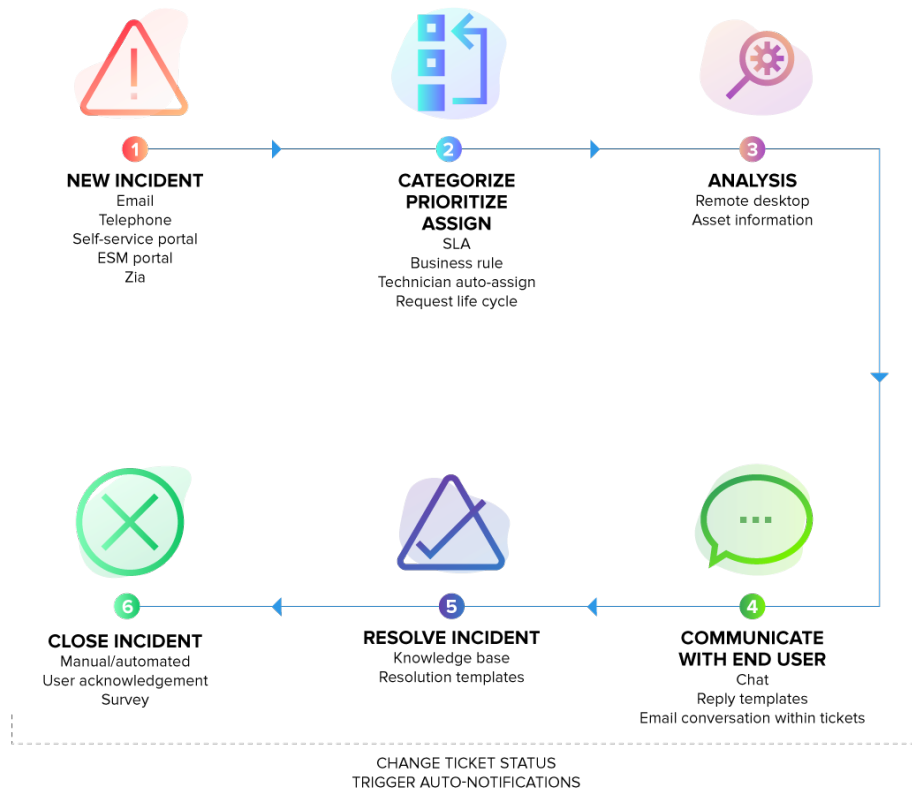


How
ServiceDesk Plus
enables best practice ITSM
for support operations



Incident management

Incident management workflow



Best practice incident management with ServiceDesk Plus



Enable multiple channels for reporting issues

Multimodal ticket creation via email, phone, self-service portal, virtual agent, and business apps



Collect comprehensive information on the issue during ticket logging

Customizable incident templates



Perform hands-free categorization, prioritization, and assignment

Business rules | Technician auto-assign | Priority matrix



Move to a shift-left model for L1 tickets

Self-service portal | Solution auto-suggest | Zia

Best practice incident management with ServiceDesk Plus



Minimize resolution times

Request life cycle | Integrated knowledge base | Resolution templates | Request sharing and collaboration



Track and manage SLAs

Response and resolution SLAs | SLA escalations, and actions



Ensure prompt and relevant communication on ticket progress

Notification rules | Canned responses | Notes



Reduce reopen rates and incident backlogs

Automated ticket closure | Incident KPIs | Custom reports | Advanced analytics



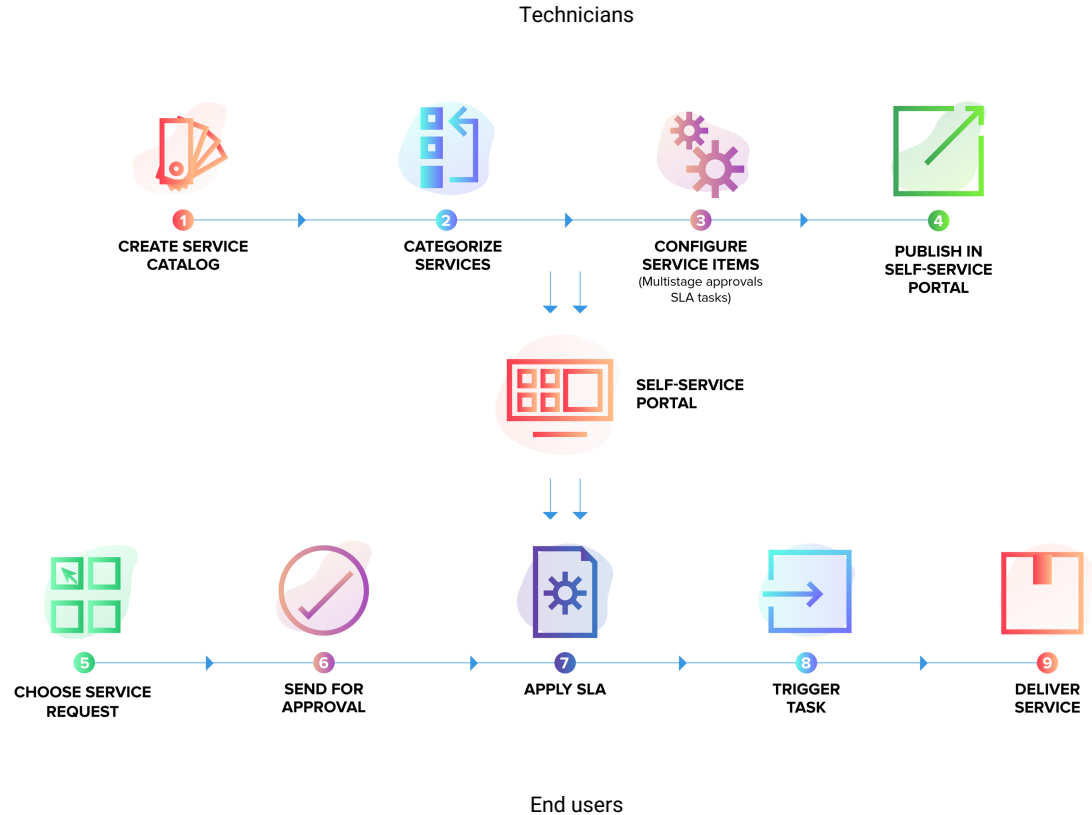
Maximize end-user satisfaction levels

User surveys



Service request management

Service request management workflow



Best practice service request management with ServiceDesk Plus



Showcase the wide range of
IT services offered and
improve IT visibility

Service categories | Service
templates | Resources



Present the right services to
the right users

Role-based user access |
User groups



Involve the right
stakeholders

Technician groups | User
groups | Organization roles |
Service request approvers



Increase the efficiency of
service delivery

Business rules | Request
life cycle | Tasks

Best practice service request management with ServiceDesk Plus



Define authorization, escalation, and notification policies

5-stage approval process | SLAs |
Notification rules



Set the right service level expectations for end users and technicians

Response and resolution SLAs | SLA escalation
notifications, and actions



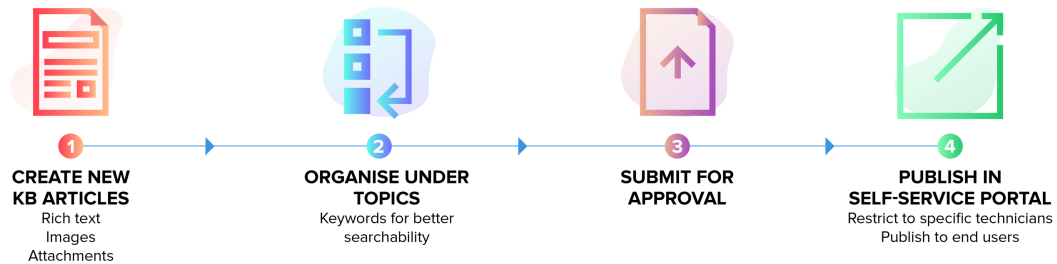
Track service delivery costs

Service costs | Resource
costs



Knowledge management

Knowledge management workflow



Best practice knowledge management with ServiceDesk Plus



Structure and organize the knowledge base

Rich text editor | Topics |
Keyword search



Maintain authorship and version information

Solution owner | History



Keep a review and approval process in place

Solution review and
approvals | Solution
expiration



Define access privileges on knowledge artifacts

Technician roles | User
groups

Best practice knowledge management with ServiceDesk Plus



Preserve knowledge from incidents and problems

Convert resolutions into knowledge base articles



During ticket creation, provide end users with contextual suggestions from the knowledge base

Solution auto-suggest | Self-service portal



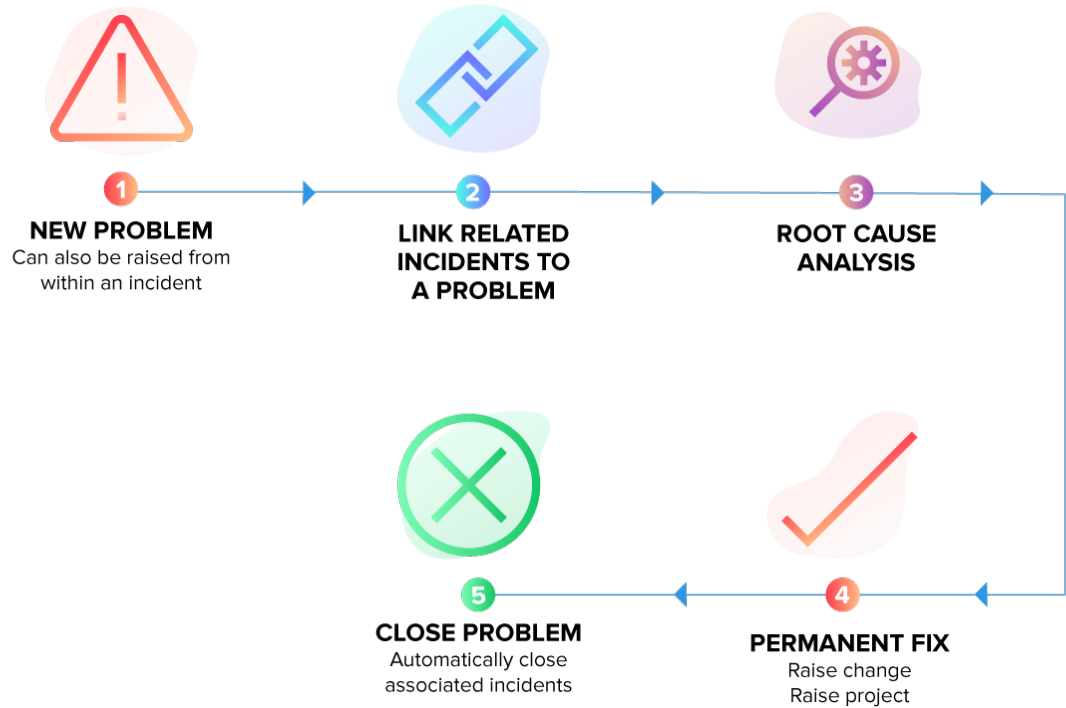
Track usage and efficiency metrics

Requests resolved by a specific solution



Problem management

Problem management workflow



Best practice problem management with ServiceDesk Plus



Identify incidents that require a root cause investigation

Create a problem ticket from an incident
| Problem logging



Precisely define each major problem and quantify the business impact

Services affected | Add assets involved in templates



Standardize the format for defining problems

Problem templates



Identify the problem owner

Problem roles | Technician

Best practice problem management with ServiceDesk Plus



Assign solution implementation to specific users with due dates

Tasks



Maintain a known error database

Label a problem as a known error



Track solution implementation and effectiveness

Analysis | Workarounds | RCA



Keep notification mechanisms in place to keep stakeholders informed

Notification rules | Announcements

Best practice problem management with ServiceDesk Plus



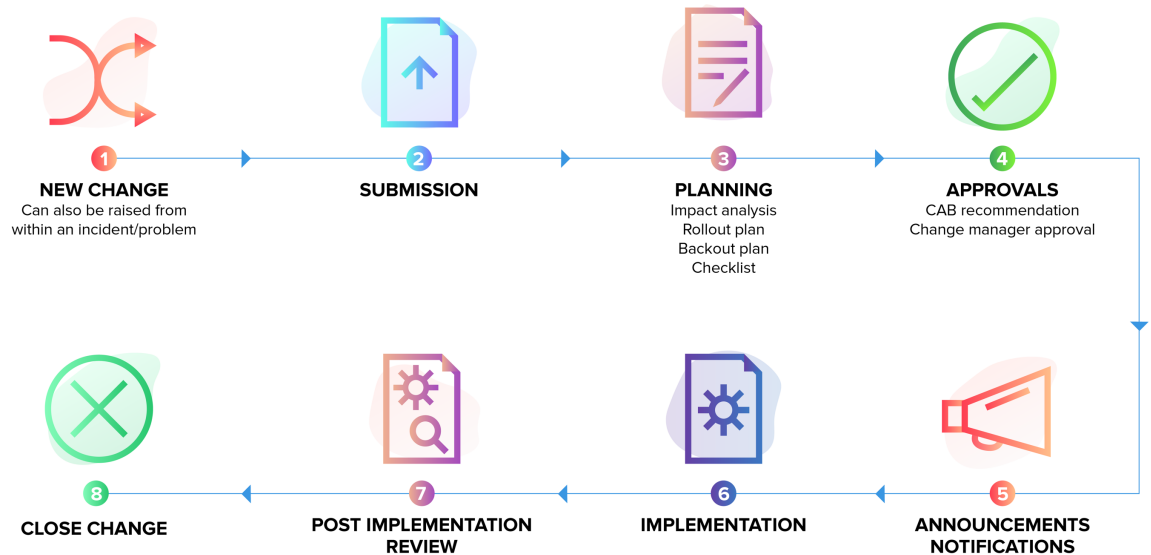
Make problem
management work in
tandem with other ITSM
processes

Associate incidents and
changes with problems



Change enablement

Change enablement workflow



Best practice change enablement with ServiceDesk Plus



Identify the type of change

Change types



Define key roles and responsibilities

Change roles



Design processes for different change types

Change workflows | Visual
change life cycle with
multistage processes



Log, manage, and prioritize change proposals

Custom change templates |
Logging from incident or
problem records | Change
calendar

Best practice change enablement with ServiceDesk Plus



Gain clear insights on risks and the impact of changes

Risks | Change planning,
including impact analysis and
rollout plans | CMDB integration
for downstream impact



Communicate schedules and any downtime to stakeholders

Downtime schedule |
Announcements



Put an effective approval mechanism in place

CAB | Change manager



Measure the progress and effectiveness of change implementations

Implementation checklist |
Tasks | Project
association

Best practice change enablement with ServiceDesk Plus



Keep contingency plans in place

Back-out plans



Implement continual service improvement

Post-implementation
reviews | Change KPIs



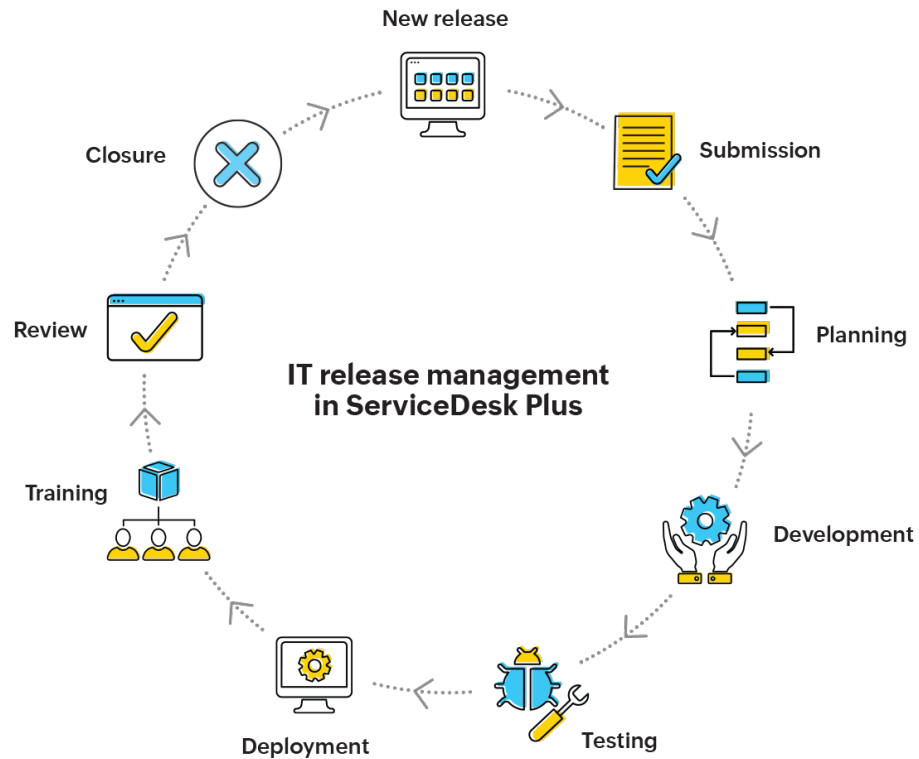
Make change management work with other ITSM processes

Integration with incident,
problem, asset, project
management, and CMDB



Release management

Release management workflow



Best practice release management with ServiceDesk Plus



Identify the type of release

Release types



Define key roles and responsibilities

Release roles



Streamline the movement of projects into production environments

Release workflows | Visual release life cycle with multistage processes



Log, manage, and prioritize releases

Custom release templates | Logging new releases from changes | Release calendar



Project management

```
graph TD; 1((1)) --> 2((2)); 2 --> 3((3)); 3 --> 4((4)); 4 --> 5((5)); 5 --> 6((6)); 6 -.-> CS[CHANGE PROJECT STATUS]; CS -.-> 1;
```

1 CREATE NEW PROJECT
Project types
Project roles

2 CREATE MILESTONES AND TASKS

3 ADD AND MANAGE RESOURCES

4 TRACK PROGRESS USING GANTT CHART

5 FILE WORKLOGS

6 CLOSE PROJECT

CHANGE PROJECT STATUS

Best practice project management with ServiceDesk Plus



Collect all relevant information beforehand to identify the scope, budget, and time needed

Project templates



Break down your projects into subactivities

Milestones | Tasks



Define different roles and responsibilities

Project roles | Members



Effectively track the progress of projects

Project status | Gantt charts

Best practice project management with ServiceDesk Plus



Keep track
of the effort spent
at a granular level

Worklog



Use data to make better
decisions on-the-go

Project overview map |
Project reports



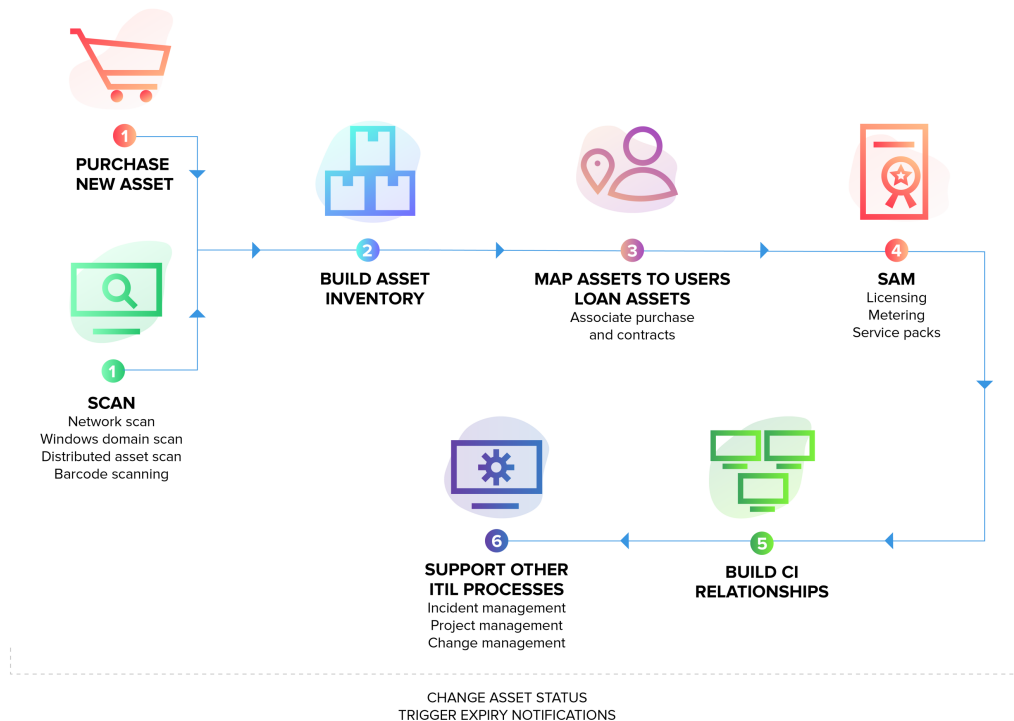
Integrate project
management with other
ITSM modules

Associate requests and
changes with projects



Asset management

Asset management workflow



Best practice asset management with ServiceDesk Plus



Gain control over all hardware and software inventory

Multi-source discovery modes (Agents, Windows/network/distributed scans) | Barcode-based discovery



Classify asset and product types

Asset types | Product types



Track assets across their life cycle from requisition to retirement, along with ownership

Asset states | User-workstation mapping | Asset loans



Map relationships between assets and business services

CMDB | CI types | CI relationships | Business views

Best practice asset management with ServiceDesk Plus



Keep track of asset depreciation and other costs

Depreciation | Cost center |
GL codes



Manage all your software license investments

Software, license, and
agreement types



Track software usage and compliance

Software metering | Software
and license dashboards



Stay on top of your IT purchases

Purchase management |
Vendor list | Approvals |
Invoice and payment
| Associated assets

Best practice asset management with ServiceDesk Plus



Centralize the asset contracts management process

Contract details | Renewal
details | Child contracts |
Expiry notifications |
Associated assets



Ensure that your ITAM supports other ITSM process

Asset information in incidents,
problems, changes, and
projects, and mapping to CMDB



Reporting

Reporting in ServiceDesk Plus



Reporting in ServiceDesk Plus



Keep tabs on your key service desk metrics

Out-of-the-box reports |
Live dashboards | Custom
dashboard widgets



Keep key stakeholders and CXOs informed periodically

Scheduled reports | Email
reports automatically |
Export reports as HTML,
PDF, XLS, and CSV files



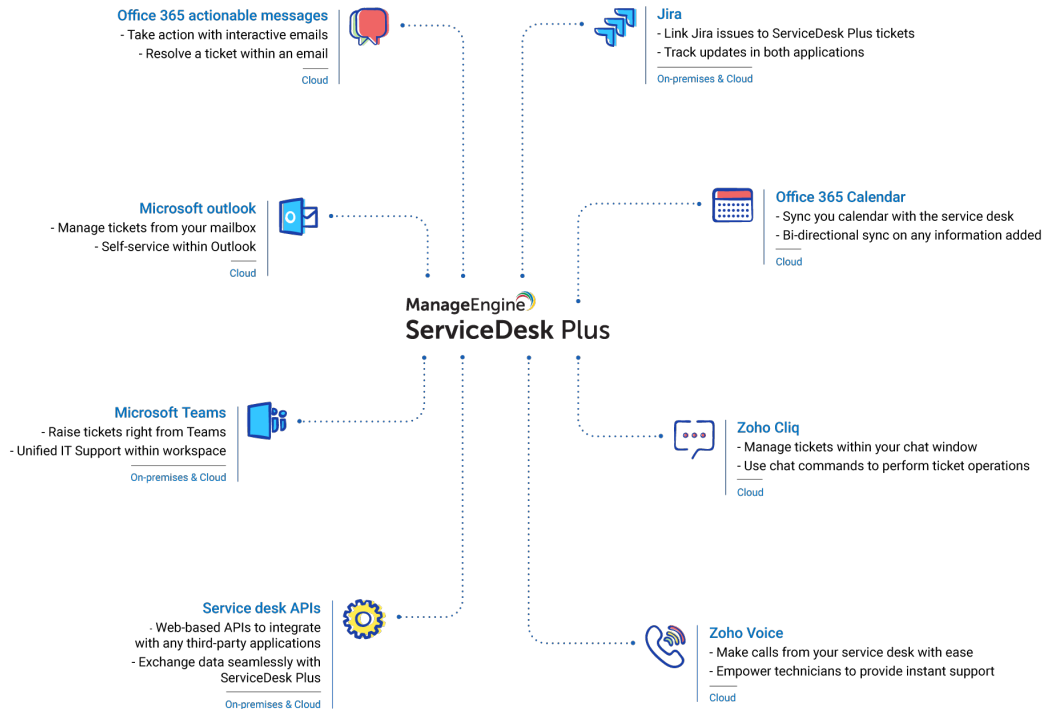
Mine information about your service desk from the available data

Custom reports (tabular,
matrix, summary, and audit
reports) | Query reports |
Custom CI reports



Integrations

Integrations in ServiceDesk Plus



"On-premises" and "cloud" denote the deployment model of ServiceDesk Plus, where these integrations are available.

Integrations in ServiceDesk Plus



Convert network alarms into tickets, and have them automatically categorized and assigned to technicians

ManageEngine
OpManager



Continuously monitor servers and databases, and log any alarms instantly as service desk tickets

ManageEngine
Applications Manager

Integrations in ServiceDesk Plus



Enable automated patch deployment, software installation and uninstallation, remote control sessions, and mobile device management—all right from the service desk

ManageEngine

Desktop Central

ManageEngine

Mobile Device Manager Plus



Allow end users to unlock their AD accounts and reset passwords from within the self-service portal

ManageEngine

ADSelfService Plus

Integrations in ServiceDesk Plus



Empower service desk teams to perform a wide variety of AD management tasks, like adding, deleting, enabling, or disabling AD accounts right from within ServiceDesk Plus

ManageEngine
ADManager Plus



Allow service desk technicians to remotely access users' accounts and devices securely from their service desk without any manual logging

ManageEngine
Password Manager Pro

Integrations in ServiceDesk Plus



Gain better insights into your IT service desk operations by creating powerful reports and dashboards instantly without the hassle of writing complex database queries

ManageEngine 
Analytics Plus

Thank You!

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