



ManageEngine 
ServiceDesk Plus Cloud
The IT service desk of tomorrow

ManageEngine

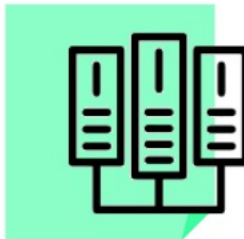
A division of Zoho Corporation, a bootstrapped, private, and profitable company



**Over 20 years of
IT management
solutions expertise**



**More than
30 million users
worldwide**



**Over 90 products
And free tools for
IT management**



**More than
190 countries**

ServiceDesk Plus

IT and enterprise service management tool



Used across 185 countries



Over 15 years of
IT help desk transformation



Used by more than
100,000 organizations worldwide



Available in
22 languages



Hosted in ManageEngine-owned
data centers



Easy migration

A maintenance-free help desk



Cloud-based help desk software



Flagship service of ManageEngine's cloud suite offering both cloud and on-premises deployment options



Hosted in ManageEngine-owned data centers

ServiceDesk Plus recognition





The cloud advantage: Zoho's own data centers

ServiceDesk Plus is hosted in ten data centers across the globe.

Data centers worldwide:

Zoho Corporation has ten data centers located in the Seattle, Dallas, Dublin, Amsterdam, Beijing, Shanghai, Chennai, Mumbai, Sydney and Melbourne.



State-of-the-art data centers with data processing options tailored to fit customer preferences



Highly secure facilities equipped with around-the-clock security measures



Periodic backups of user data across multiple servers, ensuring high availability



Strict adherence to industry standards to ensure data security and privacy



Data privacy

ManageEngine complies with a number of regulations and global standards, we hone our security hygiene while expanding the purview of our data compliance programs.

Cloud security and privacy:

ManageEngine is periodically audited and certified by trusted compliance bodies across the globe to emphasize the fact that your data is always safe and secure with us.



Dedicated team assigned to run privacy programs, internal audits, and awareness training for employees



All cloud services comply with industry standards to ensure data security and privacy



Privacy and security certifications that ManageEngine's cloud offerings comply with our compliance certificates



Data center compliance certifications:

US: SOC 1 TYPE II | SOC 2 TYPE II | HIPAA | PCI DSS

Europe: ISO 27001 | ISO 22301 | ISO 9001

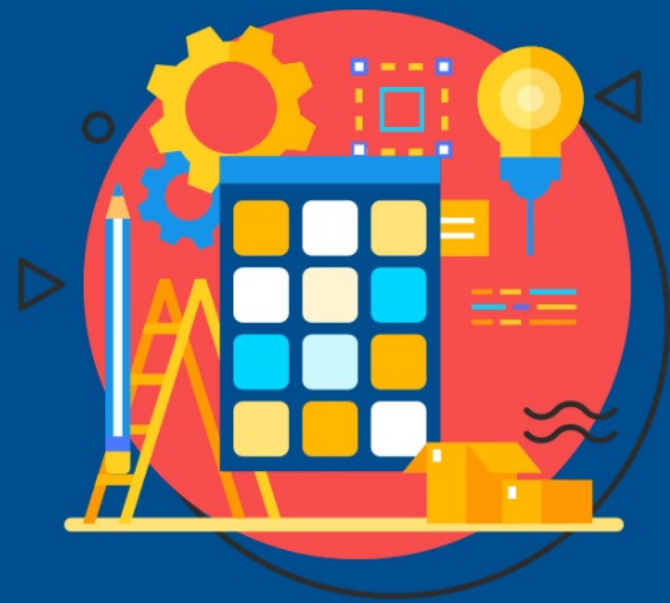
India: ISO 27001 | ANSI/TIA ISO 20000-1:2011 |
SOC 1 TYPE II | SOC 2 TYPE II

Australia: SOC 1 TYPE II | SOC 2 TYPE II | ISO 27001

China: ISO 9001 | ISO 22301 | ISO 27001 | ISO 27001 |
ISO 22301 | CNAS



What's new?



New user interface

Over 100 enhancements across the application, a visually pleasing interface, and an unparalleled user experience

1

Minimalist design - A simple and elegant user interface that offers an exceptional user experience



IT Desk

Request ID: # 7
Status: Resolved
Lifecycle: Low priority cycle
Priority: Low
Technician: Stephen Nelson
Group & Site: Network, New York
Tasks: 6
Reminders: 0
Approval Status: Not Configured
Attachments: 3

VPN facing frequent termination
Requested by Zhang Wei on Nov 25, 2019 07:27 PM

Status: Resolved Transitions: Close

Conversations Details Tasks Resolution Reminders Approvals Worklog Time Elapsed Analysis History

Request Details

Request Type	Incident	Impact	Affects User
Status	Resolved	Impact Details	Access issue
Mode	Web Form	Urgency	Normal
Level	Tier 1	Priority	Low
Site	New York	Category	Network
Group	Network	Sub Category	WAN
Technician	Stephen Nelson	Item	VPN
Emails To Notify	-	Assets	Zhang-9056
Created By	Karthikeyan Reddy	Department	IT Services
SLA	Low SLA	Template	VPN issues
Created Date	Nov 25, 2019 07:27 PM	Due by date	Dec 3, 2019 05:00 PM
Response Due By Time	Dec 2, 2019 07:27 PM		

Description

Attachments: VPN configuration.pdf (78 kb), Error message.png (484 kb), VPN incident.mp4 (1 mb)

Download all attachments Close

Due by: -
Worklog Timer

Linked Requests Attach
Associated Problem New Search
Change Caused by Request New Search
Change that Initiated Request Search

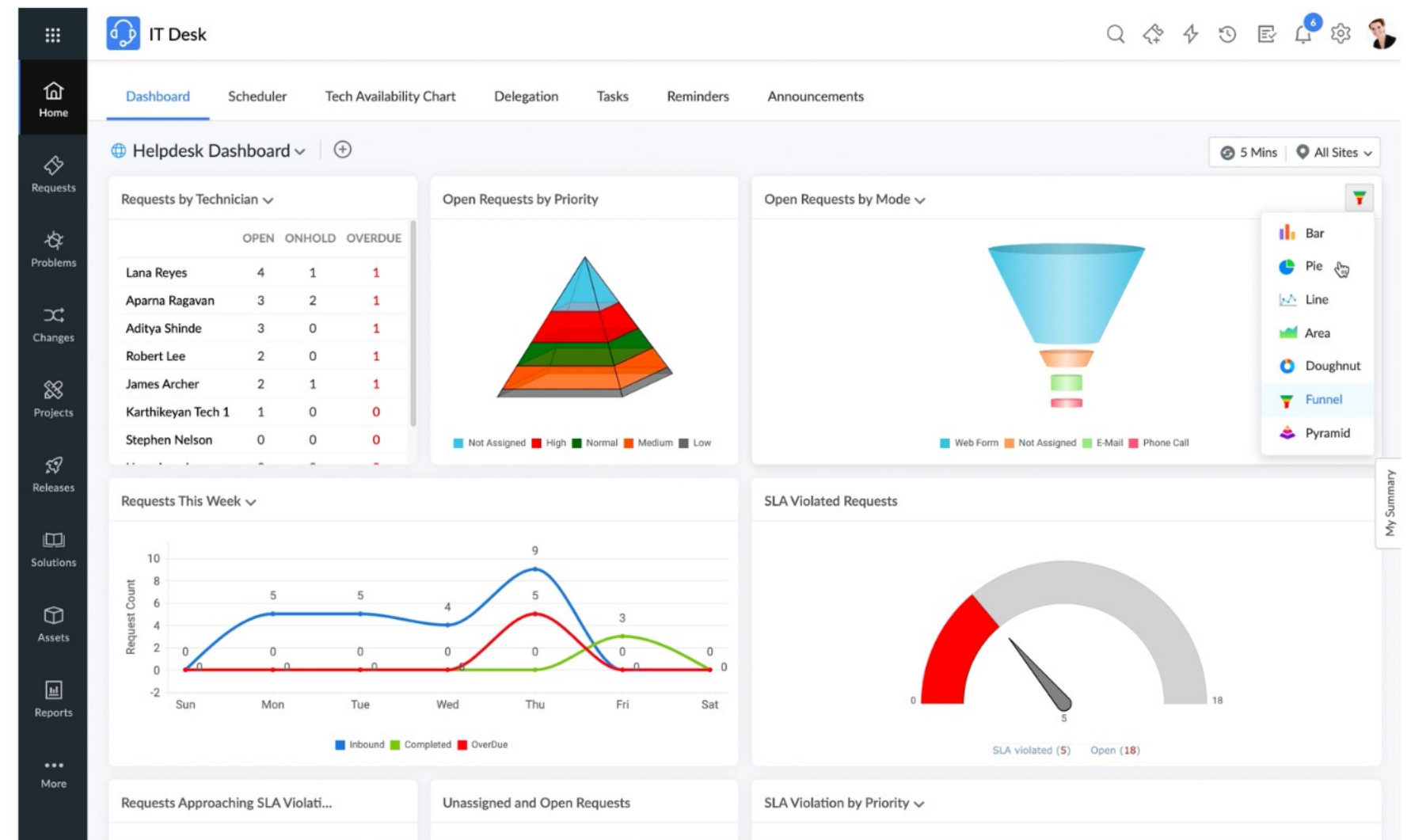
2 Table enhancements - Improved readability and data access without losing any context

The screenshot displays the ManageEngine IT Desk Scheduler interface. The main area shows a calendar for November 2019 with a grid of days from Sunday to Thursday. A notification panel is open on the right side, listing several events:

- New request created with ##35## from Karthikeyan Tech 1 (28 Nov 2019 03:36 pm)
- New request created with ##34## from Karthikeyan Req (28 Nov 2019 03:35 pm)
- Broadcast message from Karthikeyan Tech (28 Nov 2019 12:24 pm)
- Request ID :##15## has been Closed. (27 Nov 2019 06:31 pm)
- Broadcast message from Karthikeyan Tech (27 Nov 2019 06:27 pm)
- New request created with ##33## from James Archer (27 Nov 2019 03:47 pm)
- Your request with id ##17## has been

The interface includes a top navigation bar with options like Dashboard, Scheduler, Tech Availability Chart, Delegation, Tasks, Reminders, and Announcements. A left sidebar contains icons for Home, Requests, Problems, Changes, Projects, Releases, Solutions, and Reports. A bottom status bar shows "1 Reminder".

3 Powerful dashboard - Access all your data at a glance without navigating through multiple pages



4 Kanban view - Increase productivity, build collaboration, and ensure efficiency

The screenshot displays the 'IT Desk' interface in a Kanban view. The interface is organized into four columns representing different request statuses: Closed (4 items), On Hold (3 items), Resolved (6 items), and Open (17 items). Each card in the Kanban view contains the following information:

- Request ID:** Service Request ID or Incident Request ID.
- Title:** A brief description of the request.
- Requester:** The name of the user who submitted the request.
- Date/Time:** The date and time when the request was received.
- Priority:** Indicated by a colored pill (Low, Medium, Normal).
- Actions:** Icons for email, calendar, and clock.

The interface includes a top navigation bar with 'IT Desk' and search, filter, and refresh icons. A 'Group By' dropdown is set to 'Status'. A left sidebar contains navigation options: Home, Requests, Problems, Changes, Projects, Releases, Solutions, Assets, Reports, and More. The bottom right corner features zoom, print, and help icons.

5 Layout personalization - Select layouts, fonts, and colors to personalize the look and feel of the interface

The screenshot displays the 'IT Desk' interface. At the top, there's a header with the 'IT Desk' logo and a search bar. Below the header, there's a section for 'All Requests' with a filter icon and a 'Last 30 days' filter. A toolbar contains buttons for 'New Incident', 'Edit', 'Delete', 'Pick Up', 'Close', 'Merge', 'Link Requests', and 'Assign'. The main area is a table of requests with columns for 'Id', 'Subject', 'Requester Name', 'Technician', 'Group', 'Status', 'Due by date', and 'Created Date'. The table lists 14 requests with various statuses like 'Closed', 'Open', 'Resolved', and 'On Hold'. A sidebar on the left contains navigation icons for home, search, and other functions. At the bottom right, there are icons for a list and help.

Id	Subject	Requester Name	Technician	Group	Status	Due by date	Created Date
1	Adobe Illustrator error 42 P42	Zhang Wei	Aparna Ragavan	Software Assets	Closed	Oct 28, 2019 12:27 PM	Oct 21, 2019 11:45 AM
2	Weak wifi signal in block 4	José Luis	Lana Reyes	Network	Open	Oct 25, 2019 01:45 PM	Oct 22, 2019 11:45 AM
3	Please provide me an account in Zoho CRM	Karthikeyan	Aditya Shinde	User Accounts	Closed	Oct 25, 2019 12:37 PM	Oct 21, 2019 11:45 AM
4	Please create a product test account	Stephen Nelson	Robert Lee	User Accounts	Open	Oct 24, 2019 03:38 PM	Oct 24, 2019 11:45 AM
5	Please install Forticlient in my machine	Gerald Blu	Lana Reyes	Software Assets	Open	Oct 23, 2019 12:39 PM	Oct 18, 2019 11:45 AM
6	Please increase storage space for my email account	Rajesh Kumar	James Archer	User Accounts	Resolved	Oct 28, 2019 12:41 PM	Oct 24, 2019 11:45 AM
7	VPN facing frequent termination	Zhang Wei	Stephen Nelson	Network	On Hold	Oct 30, 2019 12:57 PM	Oct 24, 2019 11:45 AM
9	Please download the specified file from the given link	Dean Thompson	Aditya Shinde	User Accounts	Open	Oct 28, 2019 01:30 PM	Oct 24, 2019 11:45 AM
10	Unable to access file - FTP connection error	Brent Field	Aparna Ragavan	Network	Open	Oct 24, 2019 02:45 PM	Oct 24, 2019 11:45 AM
11	Please setup a GoToMeeting with Dynex	Heather Spoon	Lana Reyes	Software Assets	Open	Oct 29, 2019 02:35 PM	Oct 23, 2019 11:45 AM
12	Unable to sync Outlook	Steve Carter	Aparna Ragavan	Software Problems	Open	Oct 28, 2019 02:35 PM	Oct 21, 2019 11:45 AM
13	Please grant me wifi access to the internet	Jimmy Chang	James Archer	Network	Open	Oct 24, 2019 02:36 PM	Oct 24, 2019 11:45 AM
14	Please delete the specified account from AD	David Blake	Lana Reyes	User Accounts	Open	Oct 24, 2019 07:37 PM	Oct 22, 2019 11:45 AM



Release management

Release management:

Deploy releases with greater transparency and fewer risks



Streamline the movement of projects into production environments



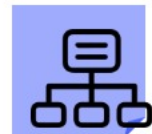
Ensure efficient governance with custom workflows, roles, and templates



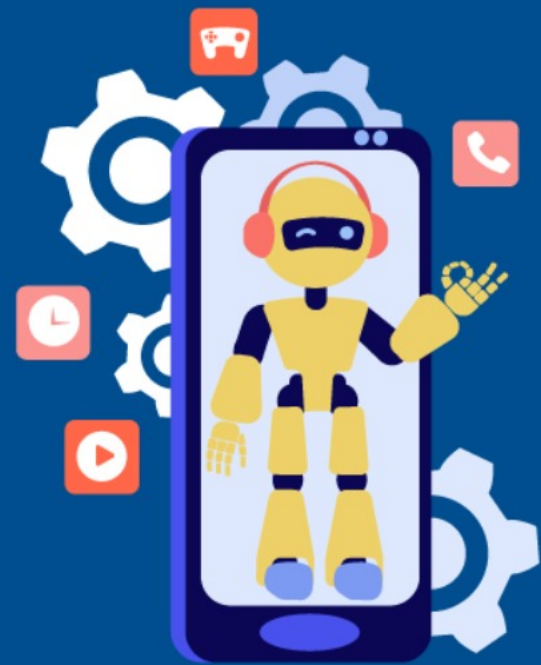
Create due documentation by logging new releases from change requests



Avoid release conflicts with the integrated calendar view of changes and releases



Create custom workflows for releases with a graphical drag-and-drop canvas



AI-powered ITSM (Zia)

A set of AI and ML technologies built exclusively by ManageEngine to bring intelligence and automation to IT management

Zia:

The conversational virtual support agent for ServiceDesk Plus

Zia, Zoho's AI assistant for business:



Helps bridge the gap between end users and the IT service desk



Acts as the first point of contact



Reduces the service desk team's response time



Increases end-user satisfaction rates



Request Life Cycle (RLC)

Request Life Cycle

Design the complete life cycle of a ticket visually using a simple drag-and-drop canvas.

Some of the areas where you can use RLC:



Guide technicians at each step



Restrict access to a group or individual



Request information only when it's required



Provide contextual notifications



Abort ticket processing



Invoke custom scripts whenever required



Problem Life Cycle (PLC)

Problem Life Cycle (PLC)

Establish custom life cycles to increase your problem-solving maturity

With PLC, you can:



Design custom life cycles to navigate problems through various paths



Collect precise information by mandating certain fields be filled out at each stage



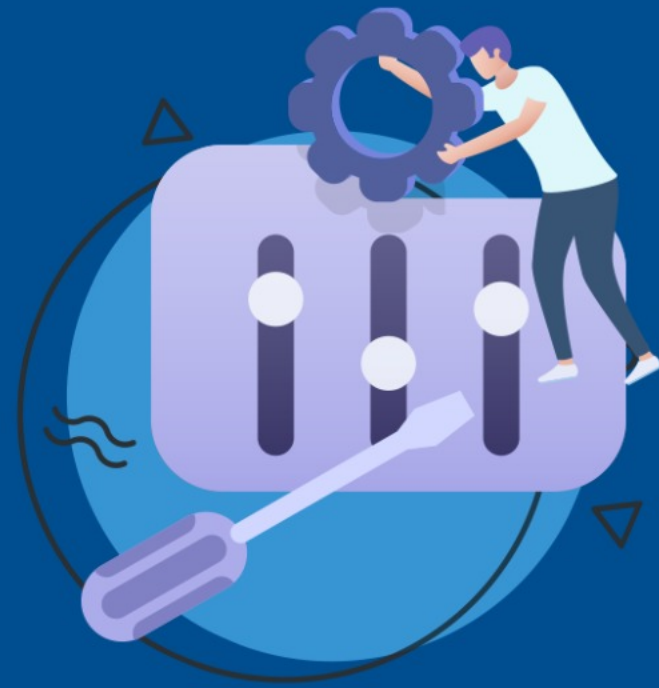
Ensure tickets move to the next status only when certain conditions are met



Configure events that occur before, during, or after a ticket reaches a particular status



Leverage third-party applications by triggering webhooks as tickets move through statuses



Custom actions

Custom actions

Configure custom actions to enhance your ITSM capabilities with maximum flexibility using:

- **Notifications**
- **Tasks**
- **Automations**
- **And webhooks**
- **Also, script your own custom functions using Deluge, Zoho's scripting language**



Enterprise Service Management (ESM)

Enterprise Service Management

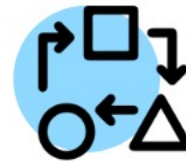
A one-stop shop for all your internal service delivery processes



Create service desks for all non-IT departments in under 60 seconds



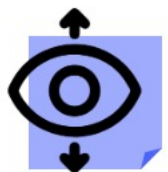
Manage users and service desks from a central ESM directory



Create workflows and automations unique to each business unit



Give employees role-based access to various service desks



Extend ITSM best practices to your organization's non-IT teams

ENTERPRISE SERVICE MANAGEMENT IN SERVICEDESK PLUS



ENTERPRISE USERS

ESM PORTAL

SERVICE DESK INSTANCES



IT
SERVICE DESK



HR
SERVICE DESK



FACILITIES
SERVICE DESK



FINANCE
SERVICE DESK



TRAVEL
SERVICE DESK



Integrations in ServiceDesk Plus

Integration

Get 360-degree visibility and control over your IT infrastructure

ServiceDesk Plus offers powerful integrations with industry-leading apps from ManageEngine and other products:

ManageEngine
Desktop Central

ManageEngine
Analytics Plus

Microsoft
System Center
Configuration Manager

 Jira Software

 zapier

 slack

 Cliq


Zoho Flow

Add-ons are:

- Remote control
- Custom apps
- Reports



ManageEngine 
ServiceDesk Plus

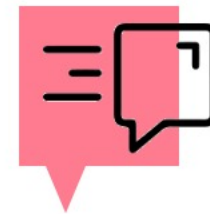
Microsoft 365 integrations



Outlook add-in



Outlook calendar sync



Microsoft Teams



Platform and marketplace

Enhance existing capabilities to customize, extend, and integrate ServiceDesk Plus using low-code technology built by ManageEngine

Road map



Sandbox



Custom menu



Service cost



Facilities desk



**Resource image
/shopping cart**

On-premises or cloud?



Data and access level



Maintenance



Infrastructure costs



**Pay-as-you-go
pricing**



**Application
uptime ownership**



Rollout time

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.

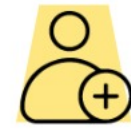
Enterprise

help desk + asset + project

- Incident management
- Problem management
- Change management
- IT project management
- Service catalog
- Asset management
- CMDB

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

Quick start guide



Sign up



Setting up an organization



Custom Domain



User Enrollment



Mail integration



Mobile apps

Product walk-through



**Incidents and
service requests**



Knowledge base



**Problem, change,
and asset management**



Projects



**Reports and
dashboards**



CMDB

Customers



DENSO



KOFAX

valmont



Thank You!

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