

Design, automate, deliver, and manage IT services profitably

for your clients



Multi-tenant
architecture



Built-in PSA and
RMM capabilities



Industry-recommended
ITSM framework



Last-mile,
low-code
customizations



Integrations with CRM,
accounting, and other
business apps




Flexible editions
and transparent
licensing

Empowering the world's leading MSPs to provide seamless managed services to their clients

Out-of-the-box capabilities for all of your managed services needs

- Account and contact management
- Billing and contracts
- Incident management
- Problem management
- IT asset management
- CMDB
- Change enablement
- Project management
- Resource management
- Self-service portal
- Service catalog management
- Knowledge management
- Request life cycle
- SLAs
- Live chat
- Over 150 canned reports
- Live dashboards
- Advanced analytics
- Time sheets
- Field service management
- Computer telephony integration (CTI)
- Deep integrations



"ServiceDesk Plus MSP is very straightforward to configure and fits the majority of our business requirements. It has encouraged us to improve our processes to adhere to ITIL® standards."

—Liam, operations team lead, Frontier Technology Ltd.

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