

ServiceDesk Plus MSP Fact Sheet

ManageEngine 
ServiceDesk Plus MSP

ServiceDesk Plus MSP is a web based, ITIL-ready help desk software designed specifically for managed service providers (MSP). This all-in-one ITSM solution delivers comprehensive service desk, account management, asset management, remote controls, billing and advanced reporting in a multi-tenant architecture with robust data segregation. It empowers service providers to offer services and support to multiple clients with centralized controls, profitably.



10+ years of transforming service desk for MSPs



Used across 185 countries



Available in 37 languages



Computer telephony integration (CTI)



Standard edition free upto 5 technicians

Scalability

ServiceDesk Plus MSP can handle,



750
technicians



Unlimited
number of end users



4,000
requests per day



35,000
groups



30,000
IT assets



1000
accounts

Editions

| Standard | Professional | Enterprise |
|--|---|---|
| Help desk software + automated billing | Help desk + automated billing + asset + purchase & contracts management | Help desk + automated billing + ITIL+ asset + problem + change + purchase & contracts + IT project management + CMDB + Computer Telephony Integration |
| NA | Problem management (add-on) CMDB (add-on) | |
| Change management (add-on) Service Catalog (add-on) Project management (add-on) Computer Telephony Integration (add-on) | | |
| Fail over service (add-on) | | |

Feature highlights:

- ITIL-ready service desk
- Account management and re-branding
- Automated billing
- Account-based customizations
- Asset management and CMDB
- Service catalog
- Self-service portal
- Built-in reporting
- Integrated remote control
- 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

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Supported databases

MSSQL2017
MSSQL2016
MSSQL2014
MSSQL2012
MSSQL2010
MSSQL2008
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 \$1,445 for 10 technicians (annual subscription)
- **Professional edition** - Pricing starts at \$1,445 for 2 technicians and 250 nodes (annual subscription)
- **Enterprise edition** - Pricing starts at \$2,545 for 2 technicians and 250 nodes (annual subscription)