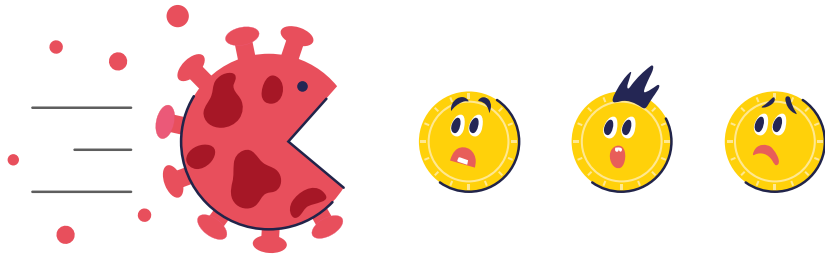




10 great reasons to choose ServiceDesk Plus as your ITSM platform

ManageEngine 
ServiceDesk Plus





The COVID-19 pandemic has brought the best out of IT teams worldwide. Businesses have had to pick up their stagnated revenue streams from remote locations, and IT teams have been at the forefront in enabling this large-scale migration from corporate premises to home offices. IT service desks have played their part in easing this transition with limited resources, especially with the cut-backs brought about by the pandemic.

With tapered off economic activity, organizations are insistent on IT investments being lean, efficient, and purposeful, and the last thing IT teams want is to be brought down by software with bloated functionalities and intractable contracts.

The right ITSM software, for the good times and the bad

While bloated, expensive software may work for the good times, the party has since stopped. An apt ITSM tool for the current circumstances should be highly functional yet agile, uncomplicated yet deeply customizable, and, overall, a framework-driven solution that helps IT deliver value in a distributed network without any friction.

ServiceDesk Plus, the flagship ITSM suite from ManageEngine, addresses the ITSM industry's move from service desk tools to an operations management system by lending the principles of ITSM to every vertical in an organization.

Here are a few key points to consider if you're debating renewing the contract of your current ITSM tool.



1

Compliance with best practice frameworks

ManageEngine ServiceDesk Plus is a full-stack ITSM suite. It's the centerpiece for the orchestration of your IT functions and it handles high maturity operations in IT environments, such as experience management, performance analysis, event management, delivery automation, and development. ServiceDesk Plus is PinkVERIFY® - certified by Pink Elephant for five ITSM practices: incident management, problem management, service request management, change management, and IT asset management. It also helps IT practitioners adhere to frameworks such as DevOps and Knowledge-Centered Service.



2

Choice of deployment

ServiceDesk Plus offers on-premises, public cloud, and SaaS deployment options with very minimal feature disparity, the exact same pricing model, unified customer touchpoints, and a hassle-free switchover between the options. Licenses can be seamlessly carried over from one model to another.

We host your data in best-in-class data centers across the globe, all of which are certified with ISO or SOC standards. When you sign up with ManageEngine, you are given the option to choose the data center location that you want your data to be hosted in.

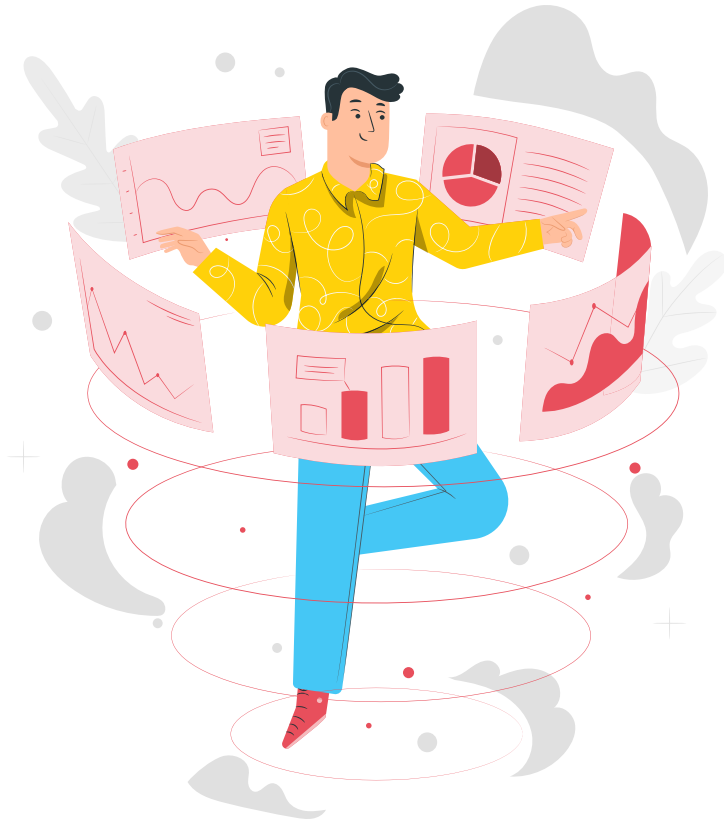


3

Native ESM capability

With ITSM tools finding traction beyond IT teams, the introduction of ServiceDesk Plus' ESM module has also led to other departments implementing ServiceDesk Plus and building custom instances by bundling with other ManageEngine solutions, as well as products from Zoho, our parent company.

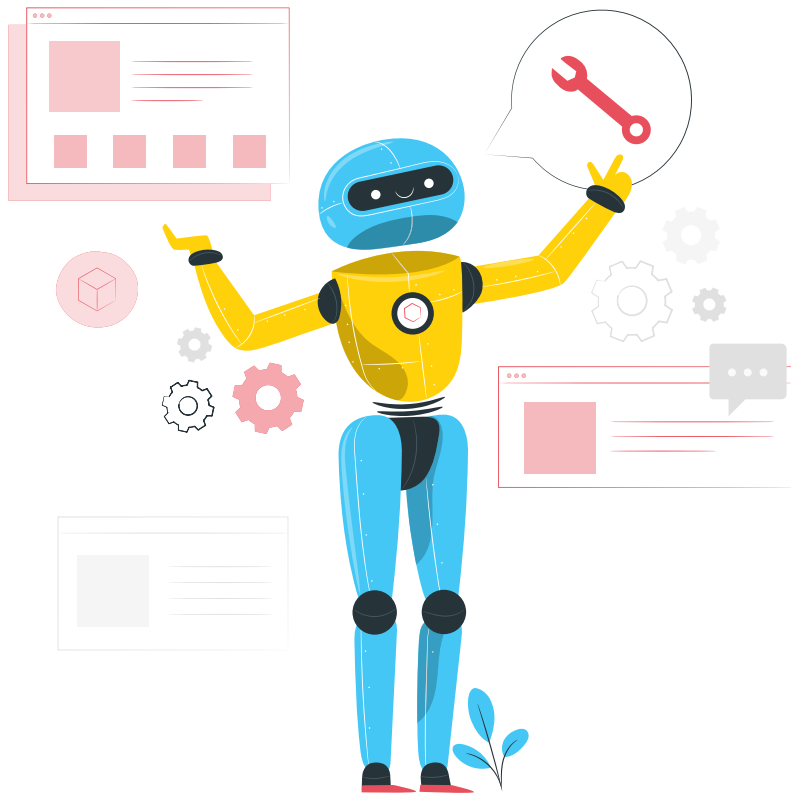
By integrating with Zoho's suite of business applications (such as its communication and collaboration suite, developer suite, digital workplace suite, and HRMS), providing prebuilt connectors, and allowing integrations with any third-party application, ServiceDesk Plus has seen more business-centric implementations built for various personas, such as facilities and HR teams.



4

The power of 360° ITSM

ServiceDesk Plus integrates natively with ManageEngine's industry-leading apps to give your service desk teams 360-degree control of your IT infrastructure. Be it managing networks, applications, and endpoints from the IT help desk console or accessing advanced service desk analytics, IT service desk teams can use ServiceDesk Plus to centrally orchestrate and manage their IT environment. ServiceDesk Plus integrates with Desktop Central for endpoint management, ADManager Plus for Active Directory management, OpManager for IT operations management, Mobile Device Manager Plus for mobile device management, and more.



5

An AI-enabled service desk

Zoho invests heavily in R&D. It has an exclusive Zoho Labs division with hundreds of people exploring cutting-edge technologies that include AI, ML, blockchain, distributed databases, and homomorphic encryption.

Zia, an AI assistant, is a native, organization-level service offered by Zoho. Zia can be easily deployed in all ManageEngine and Zoho applications, particularly ServiceDesk Plus, and can be trained to provide assistance based on the available help desk data. Zia, the service layer of Zoho, powers the AI and ML abilities of ServiceDesk Plus, from search to analytics to intelligence.



6

Visual workflow builders

ServiceDesk Plus offers module- and portal-agnostic graphical workflow builders to build automations for IT services and business processes, which can be customized end-to-end. We are working on prebuilt workflows for business processes such as user onboarding, travel requests, and multi-department NOCs.

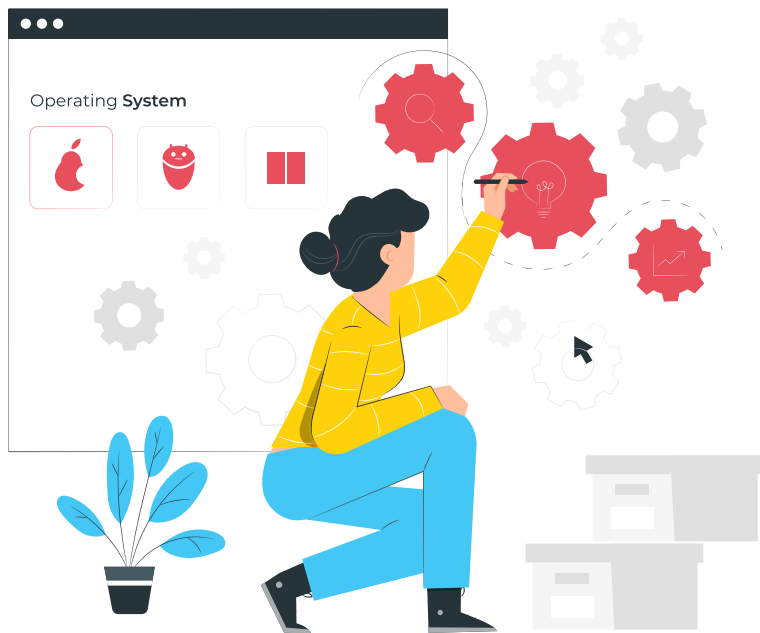
7

Developer integrations and custom apps



ServiceDesk Plus can integrate with any third-party application. Technicians can manage data or trigger and schedule tasks within ServiceDesk Plus and other applications by means of webhooks, custom functions, and callback functions. Admins can use these features to turn ServiceDesk Plus into a command center for various IT and business processes, such as DevOps and employee onboarding.

ServiceDesk Plus also provides developers with Zoho developer tools (IPaaS tools, a low-code app builder, and extension builders, including an IDE) to build custom extensions, applications, and modules for any unique requirements.



8

Extensive platform integrated with the Zoho Marketplace

ServiceDesk Plus has evolved into a platform on top of which many different applications can be built, allowing the exchange of data and workflows within apps and functioning as an operating system for the entire organization.

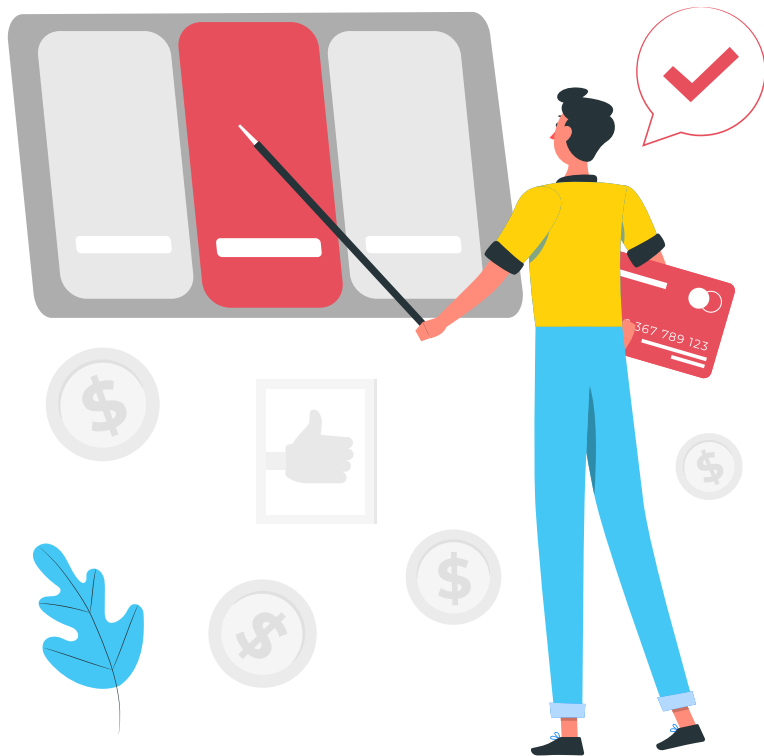
Organizations can then publish their work on the Zoho Marketplace. This provides the flexibility to customize ServiceDesk Plus according to your environment without waiting for a custom solution from us.



9

A leader in ITSM, trusted by 100,000+ organizations

ServiceDesk Plus has been in the market since 2005 and has over 100,000 customers. We have always been region- and vertical-agnostic, as shown by our customers in 190 countries around the world. You can reach us for assistance directly or through our 100+ partner network spanning North America, Latin America, Europe, the Middle East and North Africa, and the Asia Pacific region.



10

Flexible editions, transparent licensing

ServiceDesk Plus has flexible editions spanning all ITSM maturity levels. The transparent licensing model is based on the number of IT technicians (agents) and the number of IT assets to be managed. You can also select a base edition and choose from a wide buffet of available add-ons to pay for only what you need. Bottom line, ServiceDesk Plus is the right kind of investment for a world-class ITSM initiative.



The next step?

Try our 30-day, fully functional [free trial](#) of ServiceDesk Plus.

You can also schedule a free, [personalized demo](#) that showcases what ServiceDesk Plus can do when calibrated to your IT ecosystem.