

Taking your support operations to the next level with ServiceDesk Plus



ManageEngine 
ServiceDesk Plus

ServiceDesk Plus is a game changer, as it helps IT and enterprise service teams go from daily firefighting to delivering awesome customer service.

While ensuring that businesses don't suffer any downtime, ServiceDesk Plus provides great visibility and control, making it easy to deal with issues. For more than 15 years, the tool has been delivering smiles to millions of IT folks, end users, and stakeholders alike.

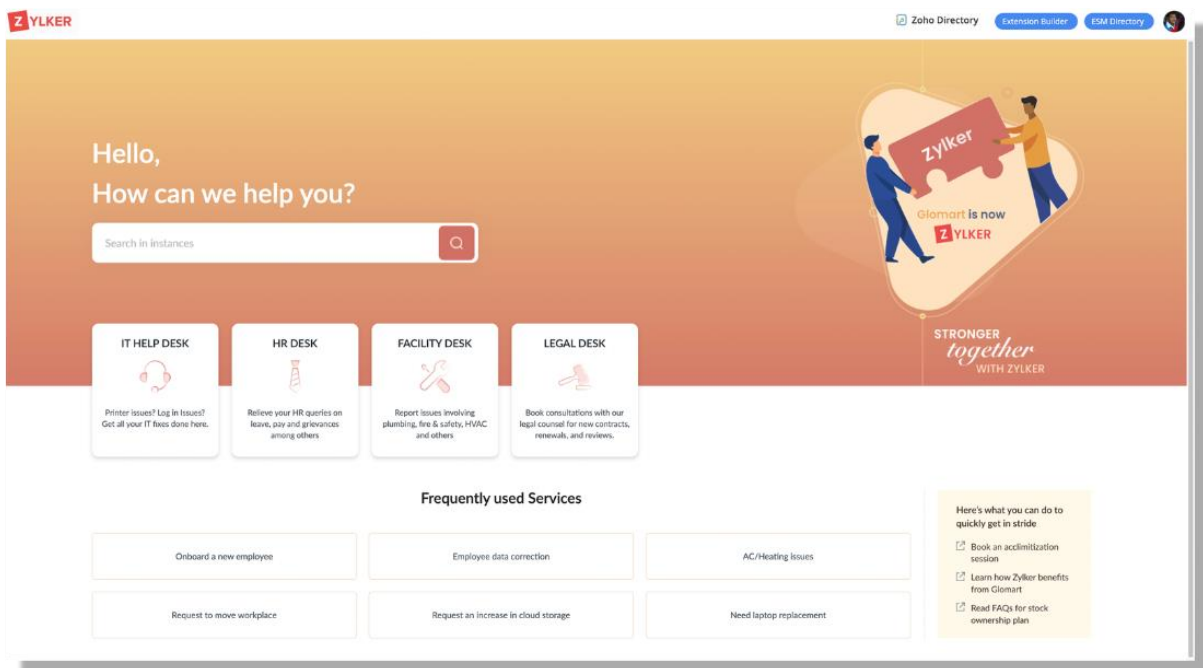
ServiceDesk Plus facts

- Best-practice process workflows and features available out-of-the-box
- In the market since 2005
- Used by 100,000+ organizations worldwide
- Available in 37 languages
- Offers on-premises and cloud models
- Hosted in ManageEngine data centers

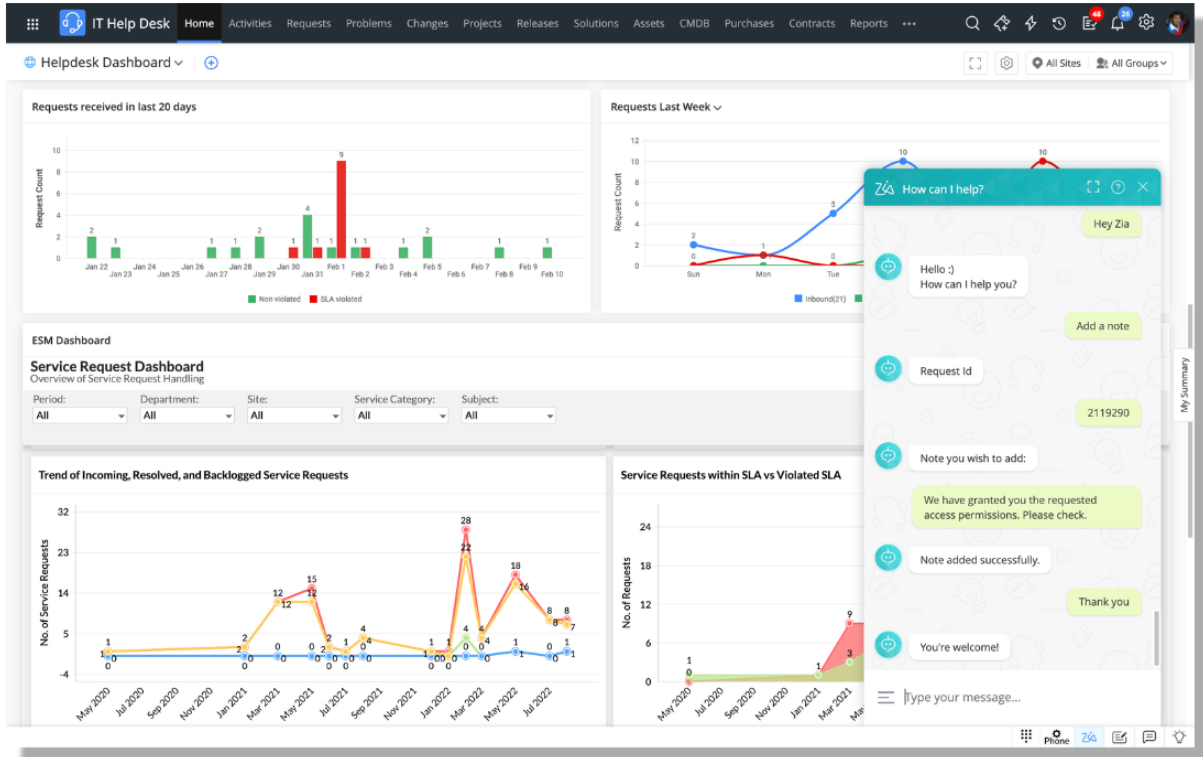
Why ServiceDesk Plus?

- 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 short learning curve
- Leverages the latest in technology, including virtual assistants and AI capabilities
- Flexible choice between the on-premises and cloud models, with easy switching

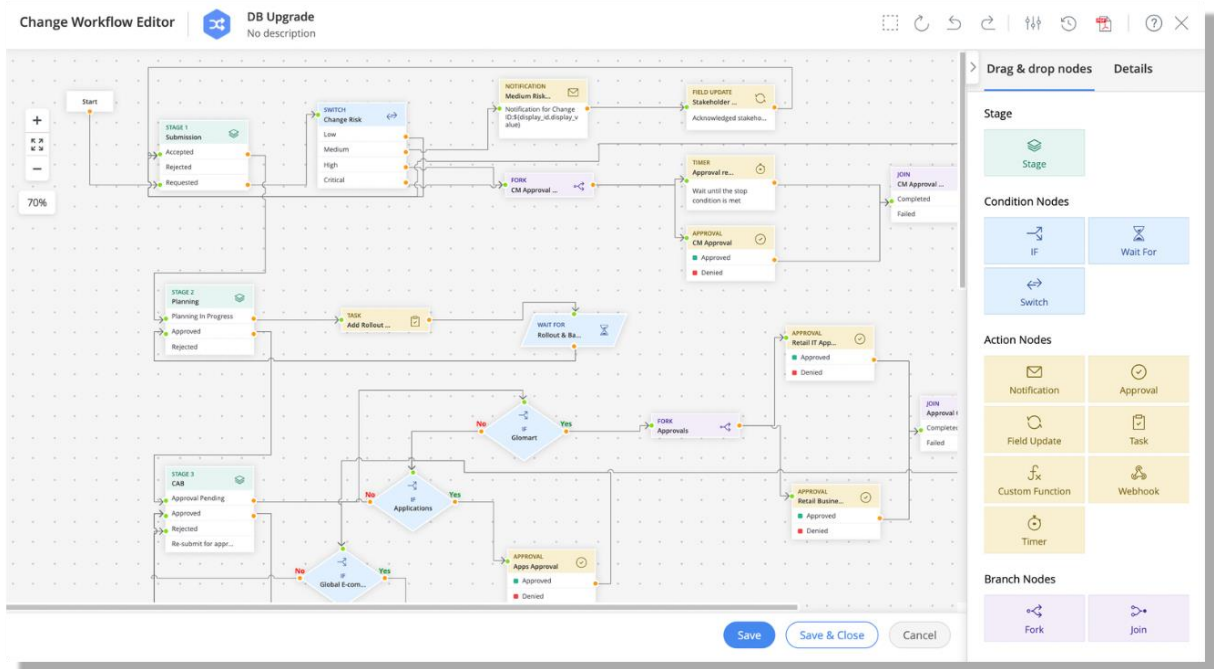
**The six standout
capabilities
offered by
ServiceDesk Plus**



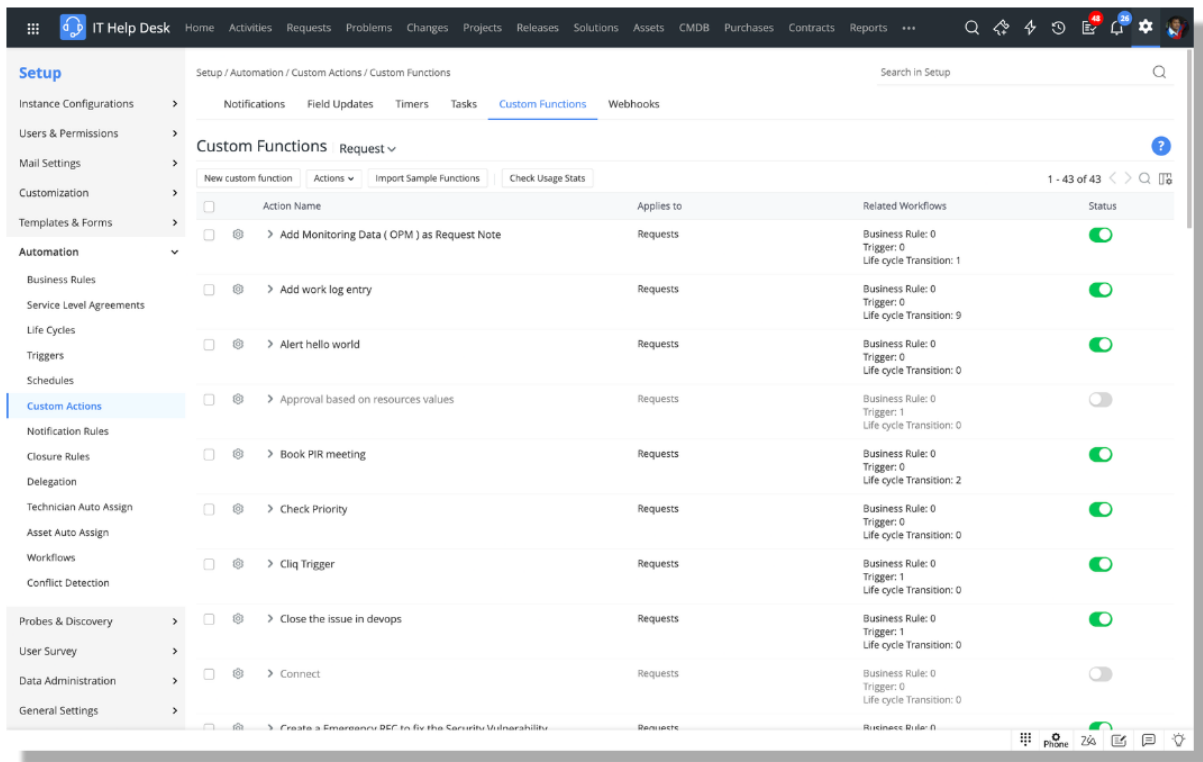
1. Make service management cross the boundary between IT and the enterprise



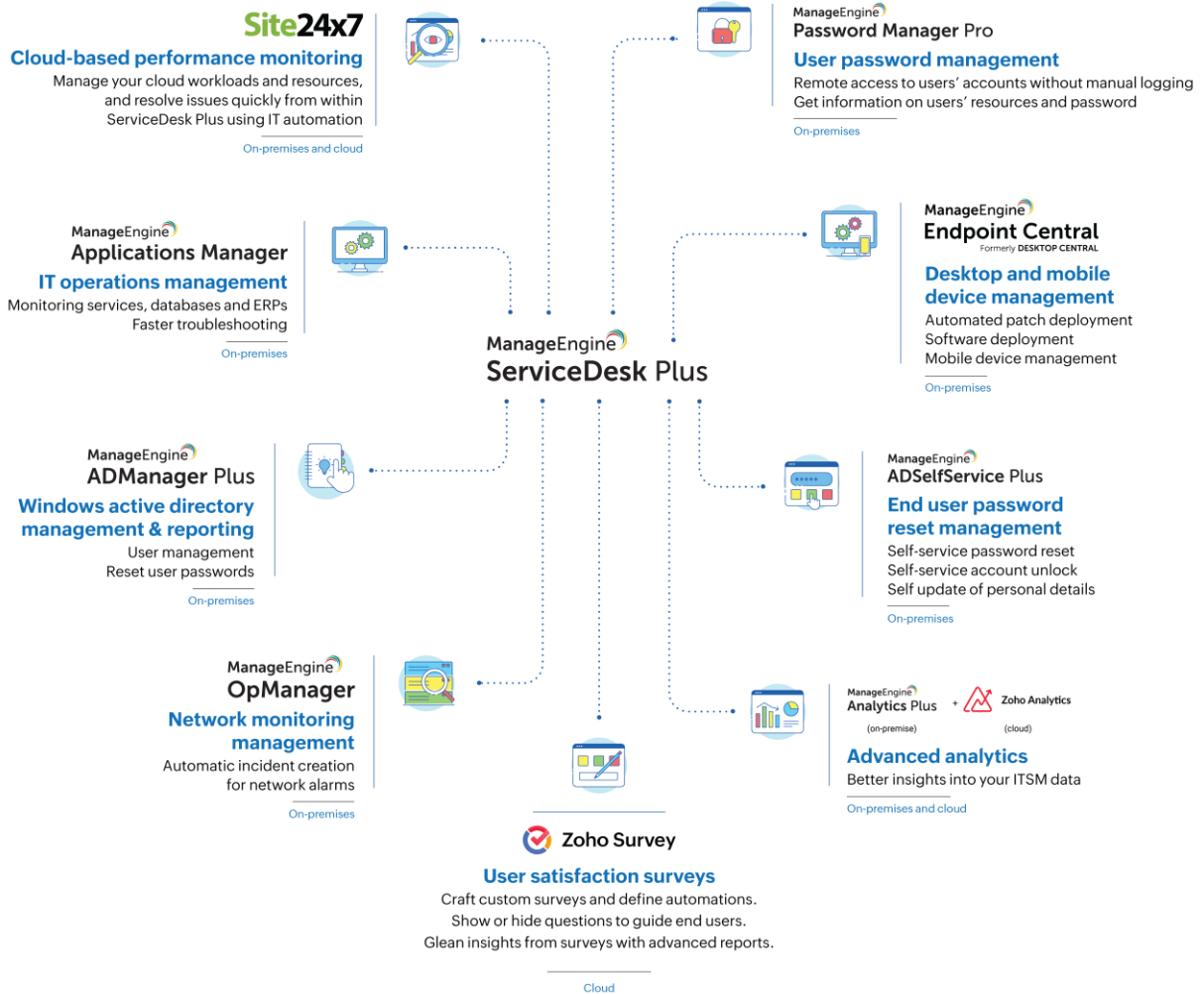
2. Leverage intelligent technology with AI-based automations



3. Standardize service delivery with visual process workflows

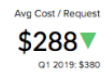


4. Make ITSM work your way with last-mile customizations

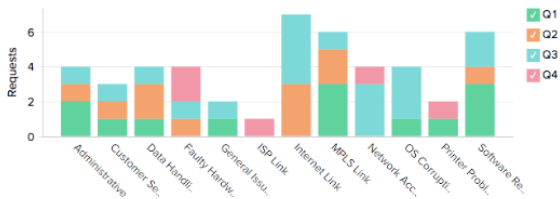


"On-premises" and "cloud" denote the deployment model of ServiceDesk Plus, where these integrations are available.

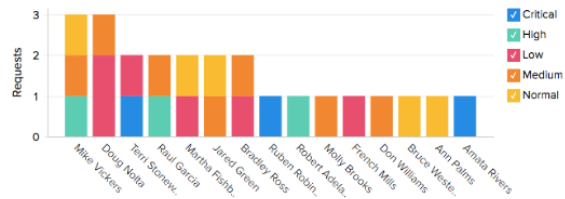
5. Build an integrated approach to service management, with 360-degree IT integrations



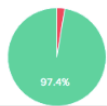
Areas With Highest Customer Dissatisfaction



Backlog Analysis by Customer



SLA Compliance vs Breached Trend - Last 12 Months



Request Resolution Time by Age Tier



6. Discover the meaning of your service desk data for better business decisions with advanced analytics

**Critical
capabilities of
ServiceDesk Plus
that can address
your support
challenges**

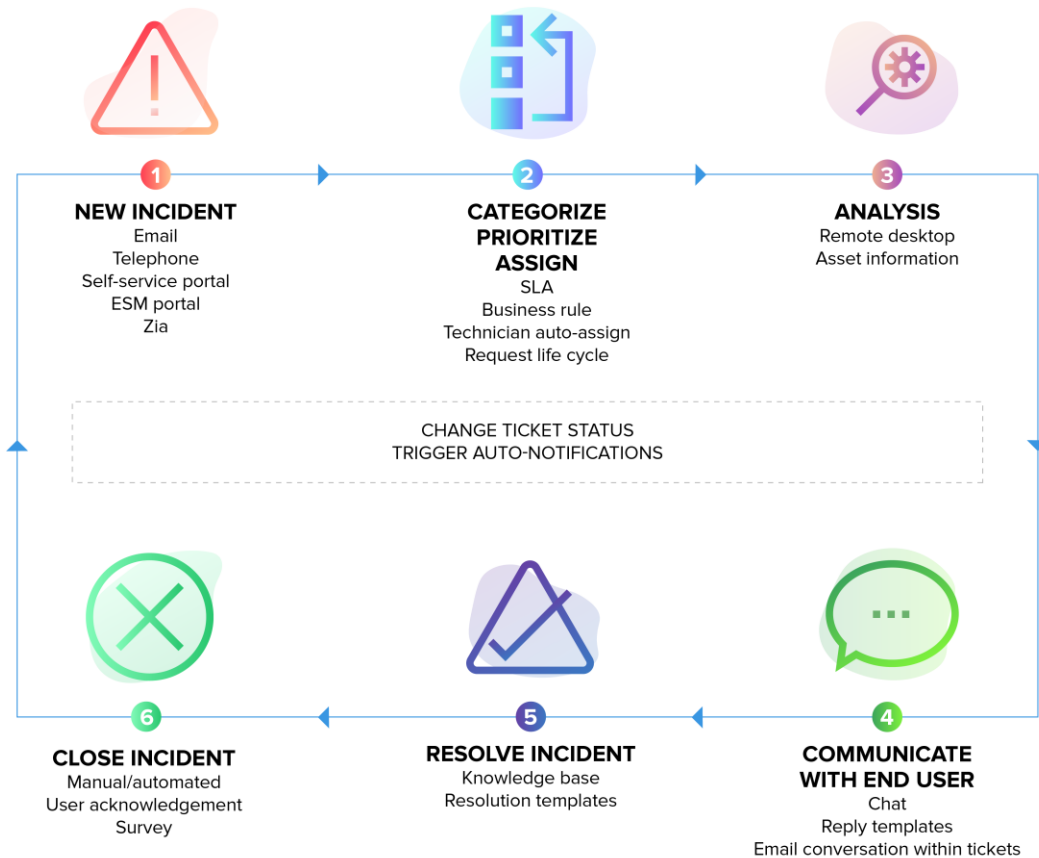
Incident management

Common issues that plague incident management operations

Issues	Impact
Incorrect ticket assignment	<ul style="list-style-type: none"> • Prolonged resolution times • Multiple ticket reassignments • High number of SLA violations
Prolonged resolution times	<ul style="list-style-type: none"> • Reflects badly on the service desk • SLA increased support costs for the IT organization
Fixes not working	<ul style="list-style-type: none"> • Suggests a poor quality of solutions • Reopening of tickets • Big ticket backlog • Can lead to major incidents
Frequent violations of SLAs	<ul style="list-style-type: none"> • A high number of overdue incidents reflects poorly on the service desk's ability to meet incident deadlines • Dissatisfied end users • SLA escalations can drain productivity
Not closing resolved tickets	<ul style="list-style-type: none"> • Results in skewed metrics • Increases ticket backlog

<p>Lack of communication strategy</p>	<ul style="list-style-type: none">• Constant calls to technicians for updates on tickets• Frustrated end users• Duplicate tickets being created for the same issue
<p>Not dealing with the root cause of issues</p>	<ul style="list-style-type: none">• Underlying issue causing tickets is never solved• Multiple tickets created for the same issue

IT incident management workflow in ServiceDesk Plus



Achieve best practice incident management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Enable multiple channels to report 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, and priority matrix
Move to a shift-left model for L1 tickets	Self-service portal, solution auto-suggest, and Zia
Minimize resolution times	Request life cycle, integrated knowledge base, resolution templates, and 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, and notes
Reduce re-open rates and incident backlog	Automated ticket closure, incident KPIs, custom reports, and advanced analytics
Maximize end-user satisfaction	User surveys

KPIs in ServiceDesk Plus that help measure and improve your incident management operations

1. Average resolution time
2. Average initial response time
3. SLA compliance rate
4. First call resolution rate
5. Number of repeat incidents
6. Reopen rate
7. Incident backlog
8. Percentage of major incidents
9. End-user satisfaction rate
10. Total number of calls created/closed
11. Number of calls closed after/without violating SLA

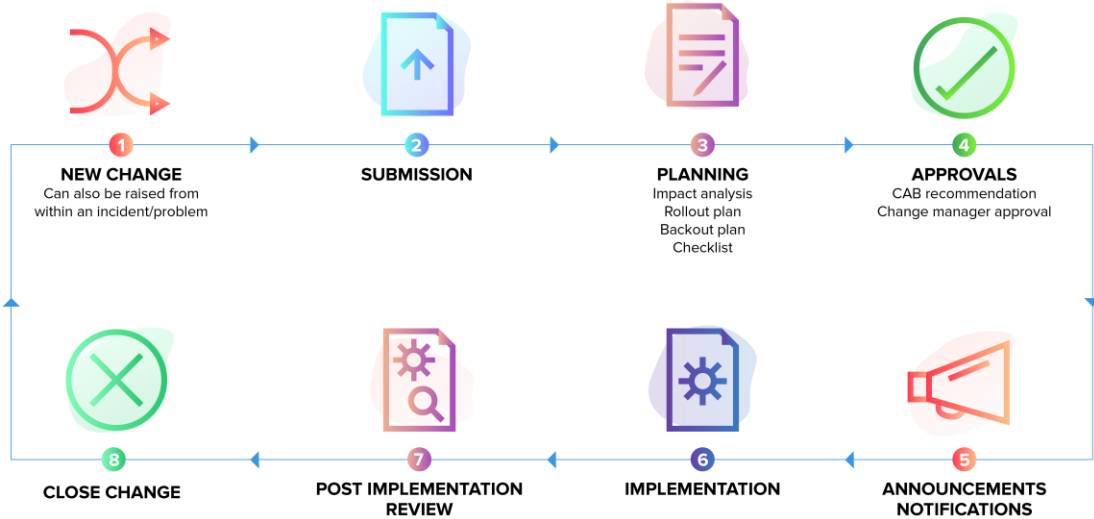
Change management

Common issues that plague change management operations

Issues	Impact
Failed changes	<ul style="list-style-type: none"> • Increased costs for the IT organization • Increased downtime of business operations • Negatively affects other business-critical services • Leads to an increased inflow of incidents
Unauthorized changes	<ul style="list-style-type: none"> • High change failure rate • Leads to changes causing incidents • Major incidents causing increased disruptions and downtime • Major changes slip through the gate as standard or emergency changes
Too many emergency changes	<ul style="list-style-type: none"> • Increases risk involved in change implementations • Changes with lower importance take precedence over genuine emergency changes • Risk of more incidents • Leads to a larger incident backlog

<p>Change collisions</p>	<ul style="list-style-type: none"> • Higher failure rates in change implementations • Increased downtime • Multiple business services going down at the same time • Increased number of incidents caused by changes
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IT change management workflow in ServiceDesk Plus



Achieve best practice change management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Identify the types of changes	Change types
Design processes for different change types	Change workflows, visual change life cycle with multistage processes
Define key roles and responsibilities	Change roles
Log, manage, and prioritize change proposals	Custom change templates, logging from incident or problem records, and change calendar
Gain clear insights on risks and the impact of changes	Risks; change planning, including impact analysis and rollout plans; and CMDB integration for downstream impact
Put an effective approval mechanism in place	CAB and change manager
Communicate schedules and downtime with stakeholders	Downtime schedule and announcements

Measure the progress and effectiveness of change implementations	Implementation checklist, tasks, and project association
Keep contingency plans in place	Backout plans
Implement continual service improvement	Post-implementation reviews and change KPIs
Make change management work with other ITSM processes	Integration with incident, problem, asset, project management, and CMDB

KPIs in ServiceDesk Plus that help measure and improve your change management operations

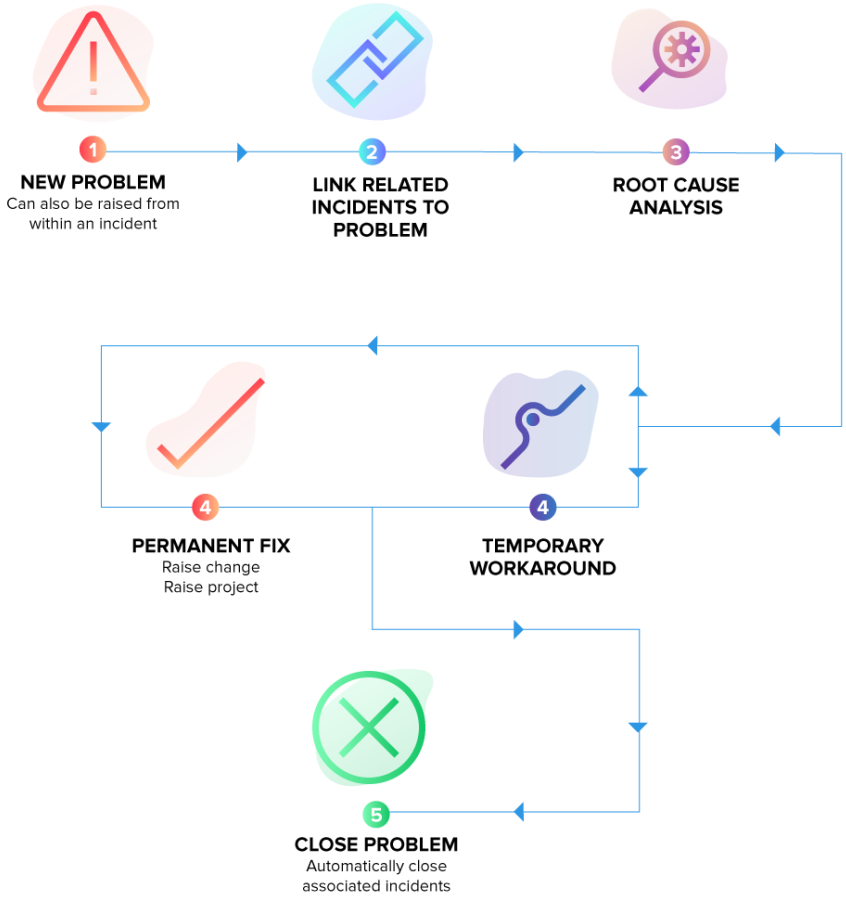
1. Number of unauthorized changes identified
2. Number of high impact service requests fulfilled without a change
3. Percentage of backed-out changes
4. Percentage of backed-out changes
5. Change acceptance rate
6. Schedule variance
7. Number of incidents caused by change
8. Percentage of changes completed on time
9. Percentage of unplanned outages

Problem management

Common issues that plague problem management operations

Issues	Impact
Failure to mark known problems	<ul style="list-style-type: none"> ● Redundant effort on recurring issues ● Unstable IT infrastructure ● Multiple tickets for the same issue
Low-quality RCA and fixes	<ul style="list-style-type: none"> ● Underlying issues remain unresolved ● Recurring incidents ● Increased cost of servicing per ticket
Incorrect problem prioritization	<ul style="list-style-type: none"> ● Increases the chances of a major problem being assigned the wrong priority and delays causing serious disruptions to critical IT services
Absence of streamlined RCA mechanisms	<ul style="list-style-type: none"> ● Prolonged RCA ● Delays in initiating RCA leading to delays in fixes

Problem management workflow in ServiceDesk Plus



Achieve best practice problem management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Identify incidents of an underlying problem that require a full investigation	Convert incidents to problems, and problem logging
Standardize the format for defining problems	Problem templates
Precisely define each major problem and quantify the business impact	Services affected and assets involved
Identify the problem owner	Problem roles and technician
Assign solution implementation to specific users with due dates	Tasks
Maintain a known error database	Mark problem as a known error
Track solution implementation and effectiveness	Analysis, workarounds, and RCA

Put notification mechanisms in place to keep stakeholders informed	Notification rules and announcements
Make problem management work in tandem with other ITSM processes	Associate incidents and changes with problems

KPIs in ServiceDesk Plus that help measure and improve your problem management operations

1. Average time to start RCA
2. Average time to complete RCA
3. Total number of uncompleted problems
4. Percentage increase/decrease of major incidents
5. Total number of problem records reported
6. Average resolution time of problems
7. Total number of known errors
8. Total number of unresolved problems
9. Total/average number of incidents associated with problems
10. Percentage of problems with an identified root cause
11. Percentage of problems with a workaround

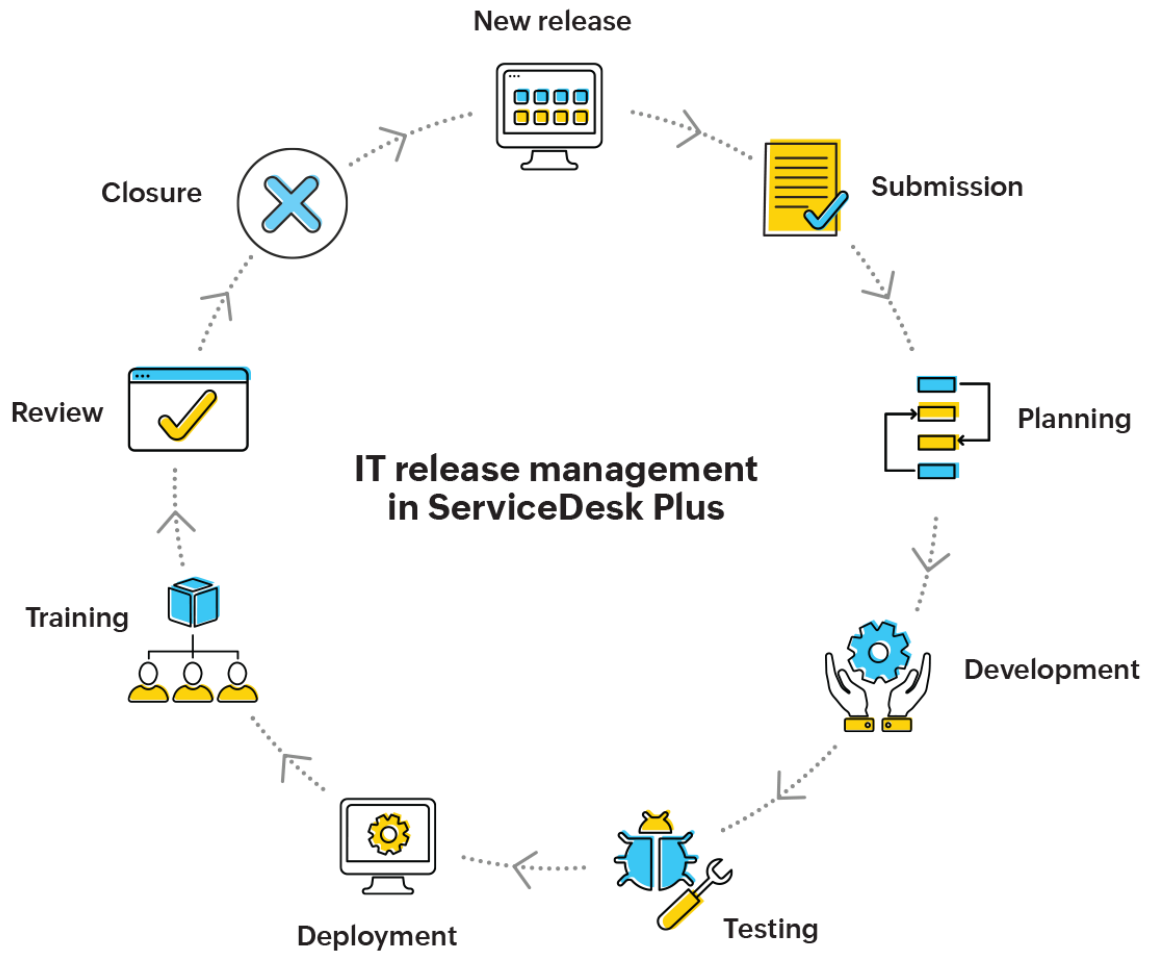
Release management

Common issues that plague release management operations

Issues	Impact
Lack of transparency and governance	<ul style="list-style-type: none"> • Increased chances of substandard releases being rolled out • Increased inflow of incidents
Poorly planned releases	<ul style="list-style-type: none"> • Other business-critical services negatively affected • Lack of clear information required to successfully roll out a release leads to failure
Unauthorized releases	<ul style="list-style-type: none"> • Unnecessary and unwanted software deployments • Major incidents caused by unauthorized releases • Unnecessary service desk costs

Lack of standard operating procedures	<ul style="list-style-type: none">• Substandard releases rolled out, leading to unforeseen issues• Key release stages and tasks slip through the cracks
Release collisions	<ul style="list-style-type: none">• Increased downtime• Multiple business services go down at the same time

IT release management workflow in ServiceDesk Plus



Achieve best practice release management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Categorize releases and handle them separately	Release types
Design unique workflows for different release types	Release workflows, visual change life cycles with multistage processes
Collect relevant release information for different release types	Release templates
Define key roles and responsibilities	Release roles
Keep stakeholders in the loop	Automatic notifications throughout the release workflow
Communicate schedules and downtime to stakeholders	Downtime schedule and announcements
Track the progress and effectiveness of release implementations	Implementation checklist, tasks, and project association

Ensure software deployments meet acceptable standards	Testing stage with approvals
Create clear documentation	Collect necessary information during various release stages, and log new releases from change requests
Make release management work with other ITSM processes	Associate changes and projects with releases

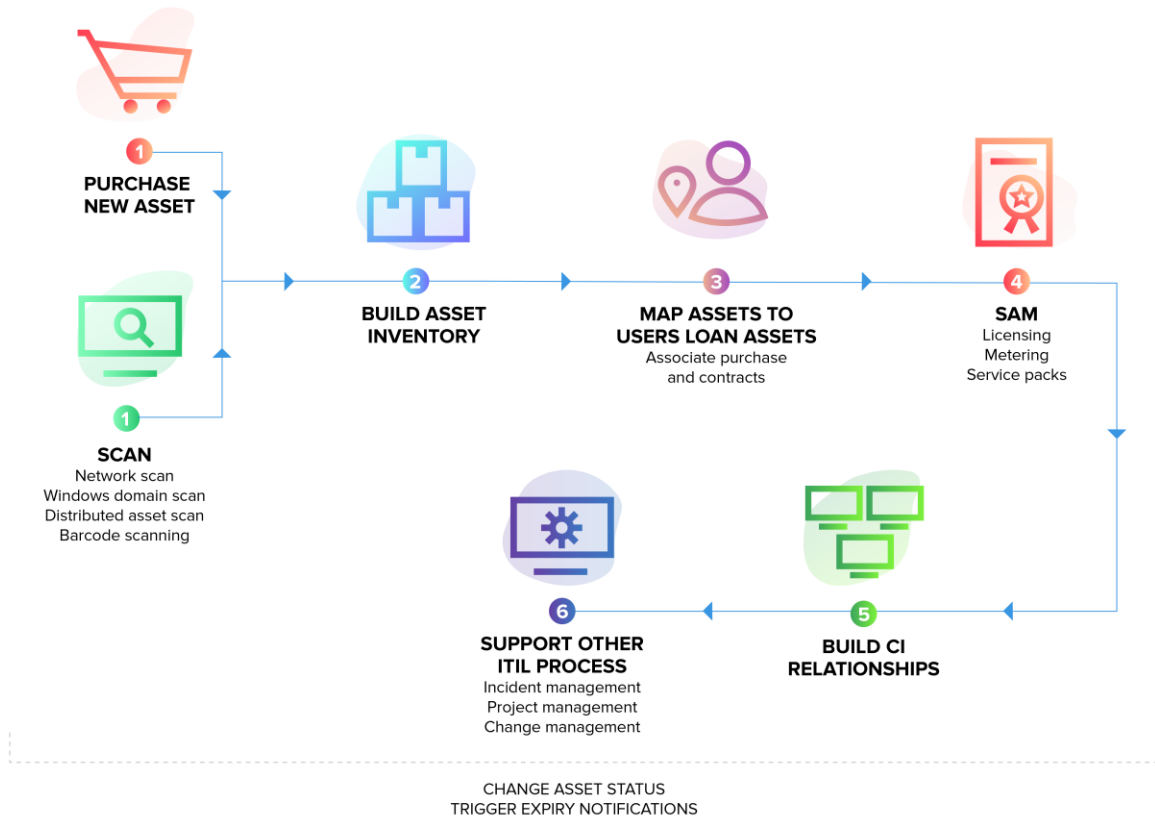
Asset Management

Common issues that plague asset management operations

Issues	Impact
<p>Inability to identify critical assets</p>	<ul style="list-style-type: none"> ● Hard to make well-informed decisions about which assets need to be upgraded ● Lack of complete information on hardware and software assets, leading to uninformed impact analysis during change implementations ● Incomplete problem diagnosis and RCA
<p>Unorganized asset information</p>	<ul style="list-style-type: none"> ● Ghost assets ● Different systems of asset records that are not reconciled ● No single view of assets ● Reporting challenges during audits
<p>Unavailability of real-time asset statuses</p>	<ul style="list-style-type: none"> ● Technicians waste time managing redundant assets ● Challenges in asset request fulfillment, increased risk in change implementation, and improper diagnosis of issues ● Unoptimized software license utilization and poor ROI on software investments

<p>Inaccurate asset relationship information</p>	<ul style="list-style-type: none"> ● Incorrect asset ownership information ● Challenges during impact analysis and RCA of issues due to reduced reliability of the CMDB ● Difficulties in tracking loaned assets
<p>Ineffective warranty and contract management</p>	<ul style="list-style-type: none"> ● Assets going out of maintenance contracts ● Service discontinuation for software assets with terminated licenses
<p>Inability to track the number of older, prohibited, and vulnerable software installations</p>	<ul style="list-style-type: none"> ● Higher risk of vendor audit violations and hefty fines ● Security risks

IT asset management workflow in ServiceDesk Plus



Achieve best practice asset management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Gain control over all hardware and software inventory	Multi-source discovery modes (agents, Windows/network/distributed scans), and barcodes
Classify asset and product types	Asset types and product types
Track assets across their life cycle from requisition to retirement, along with ownership	Asset states, user-workstation mapping, and asset loans
Map relationships between assets and business services	CMDB, CI types, CI relationships, and business views
Keep track of asset depreciation and other costs	Depreciation, cost center, and 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 IT purchases	Purchase management, vendor list, approvals, invoice and payment, and associated assets
Centralize the asset contracts management process	Contract details, renewal details, child contracts, expiry notifications, and associated assets
Ensure that your ITAM supports other ITSM processes	Asset information in incidents, problems, changes, and projects; mapping to CMDB

KPIs in ServiceDesk Plus that help measure and improve your asset management operations

1. Hardware summary
2. Software summary
3. Audit history by workstation
4. Audit history by timeline
5. Audit history by changes
6. Total number of loaned assets
7. Prohibited software installations
8. Rarely used software installations
9. Computers by OS
10. Total number of active contracts
11. Assets depreciated by 50 percent or below
12. Assets by product type
13. Assets by vendor
14. Assets by site

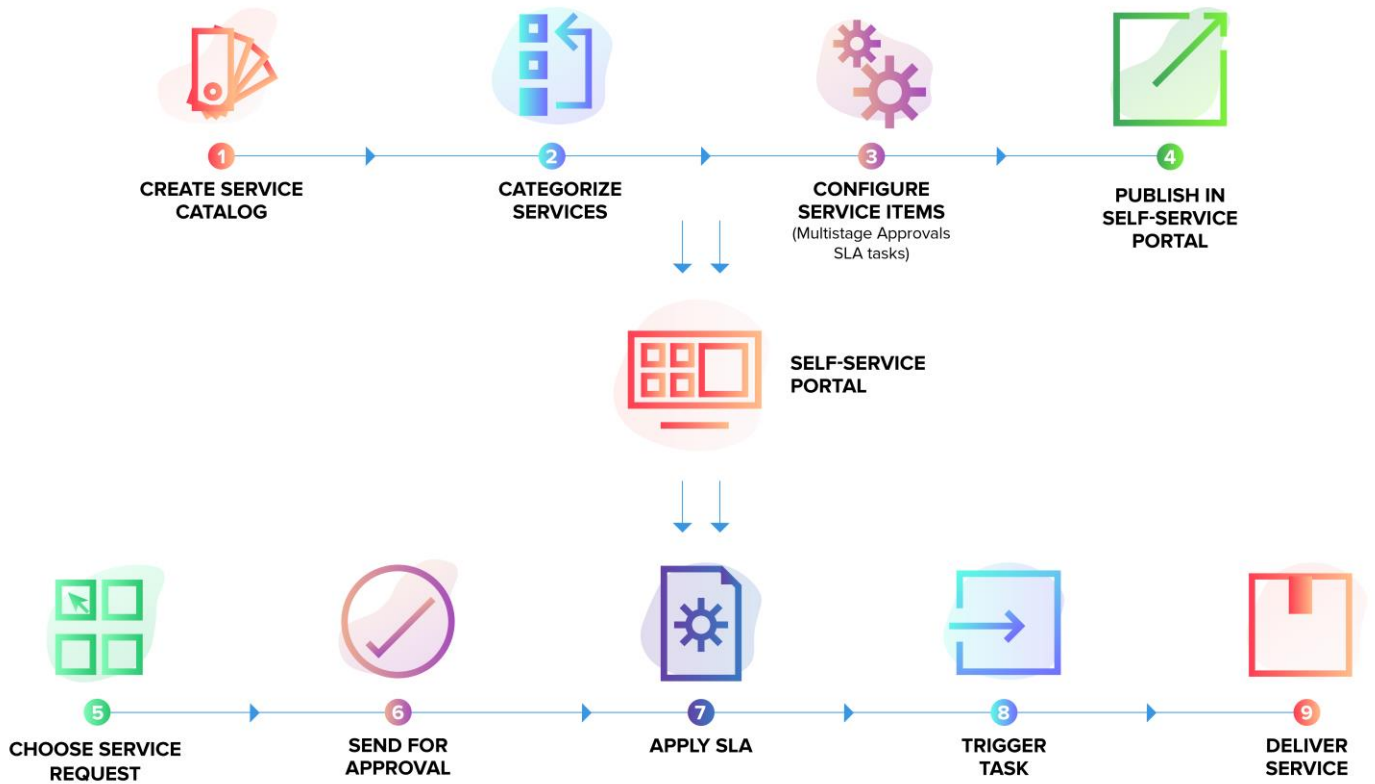
Service request management

Common issues that plague service request management operations

Issues	Impact
<p>Poor information collection</p>	<ul style="list-style-type: none"> ● Lack of relevant information to deliver swift services ● Incorrect service requests raised by end users ● Wrong services/devices being issued
<p>Errors in processing</p>	<ul style="list-style-type: none"> ● Incorrect provisioning of services ● Delays in service delivery
<p>Lack of oversight and control</p>	<ul style="list-style-type: none"> ● People accessing and submitting service requests that they aren't entitled to ● Higher chances of unapproved provision of services ● Increased cost per request
<p>Poor communication between the service desk and end users</p>	<ul style="list-style-type: none"> ● Back and forth info exchange delays service delivery ● End users unaware of the progress of the service request ● Repeat duplicate request submissions

<p>Not setting the right expectations with respect to delivery times</p>	<ul style="list-style-type: none"> ● Inaccurate service delivery expectations leads to dissatisfied users ● Increased number of SLA violations of service requests
<p>Missed service delivery deadlines</p>	<ul style="list-style-type: none"> ● Increased costs from SLA violations and escalations ● Delayed service delivery
<p>Triaging tasks between different individuals/departments</p>	<ul style="list-style-type: none"> ● Lack of clear ownership, resulting in delays ● Dependent tasks remain unfulfilled ● Incomplete service request fulfillment

IT service request management workflow in ServiceDesk Plus



Achieve best practice service request management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Showcase the wide range of IT services offered, and improve IT visibility	Service categories, service templates, and resources
Present the right services to the right users	Role-based user access, and user groups
Involve the right stakeholders	Technician groups, user groups, organization roles, and service request approvers
Increase the efficiency of service delivery	Business rules, request life cycle, and tasks
Keep track of asset depreciation and other costs	Depreciation, cost center, and GL codes
Define authorization, escalation, and notification policies	Five-stage approval process, SLAs, and 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 and resource costs

KPIs in ServiceDesk Plus that help measure and improve your service request management operations

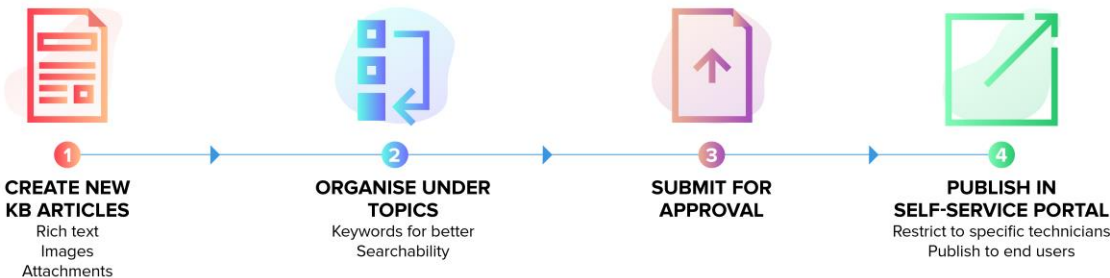
1. Number and percentage of service requests completed within agreed target times
2. Average time taken to handle each type of service request
3. Percentage of service requests that violated SLAs
4. Average cost per type of service request
5. Customer satisfaction (surveys)
6. Service requests resolved at the first point of contact
7. Service request backlog
8. Mean elapsed time for handling each type of service request
9. Percentage of fulfilled service requests that had all necessary approvals

Knowledge management

Common issues that plague knowledge management operations

Issues	Impact
Ineffective solutions	<ul style="list-style-type: none"> ● Higher ticket re-open rates ● Longer resolution times ● Forces technicians to reinvent the wheel every time
Unapproved solutions	<ul style="list-style-type: none"> ● Risk of creating more interruptions and tickets ● Higher chance of SLA violations and escalations
Outdated solutions	<ul style="list-style-type: none"> ● Longer resolution times ● Decreased technician productivity from reworking outdated solutions
Incorrect solution categorization	<ul style="list-style-type: none"> ● Makes it hard for end users to find relevant solutions ● Longer response and resolution time ● Reduces team productivity

IT knowledge management workflow in ServiceDesk Plus



Achieve best practice knowledge management with ServiceDesk Plus

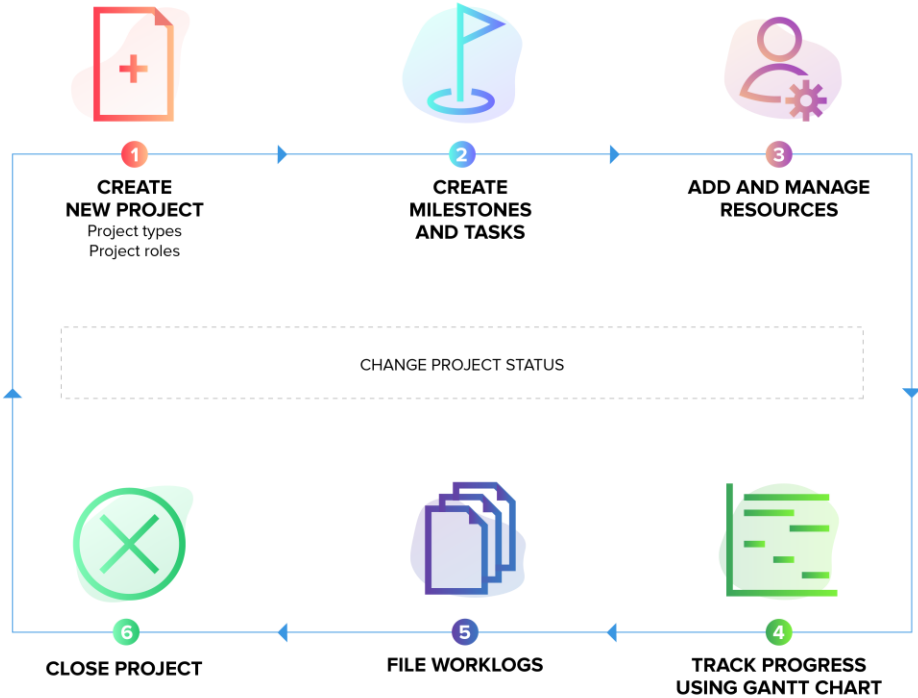
Best practices	ServiceDesk Plus features
Structure and organize the knowledge base	Rich text editor, topics, and keyword search
Maintain authorship and version information	Solution owner and history
Keep a review and approval process in place	Solution review and approvals; solution expirations
Define access privileges on knowledge artifacts	Technician roles, user groups
Preserve knowledge from incidents and problems	Convert resolutions into knowledge base articles
Provide end users with contextual reference to the knowledge base during ticket creation	Solution auto-suggest, self-service portal
Track usage and efficiency metrics	Requests resolved by a specific solution

KPIs in ServiceDesk Plus that help measure and improve your knowledge management operations

1. Percentage of tickets closed using existing KB articles
2. Average time from when a knowledge article is created until it is available via self-service
3. Percentage of articles available via self-service for end users
4. Percentage of tickets resolved on first contact using knowledge articles that are published to self-service
5. Number of times a solution was accessed
6. Number of solutions per category
7. Usefulness of each solution

Project management

IT project management workflow in ServiceDesk Plus

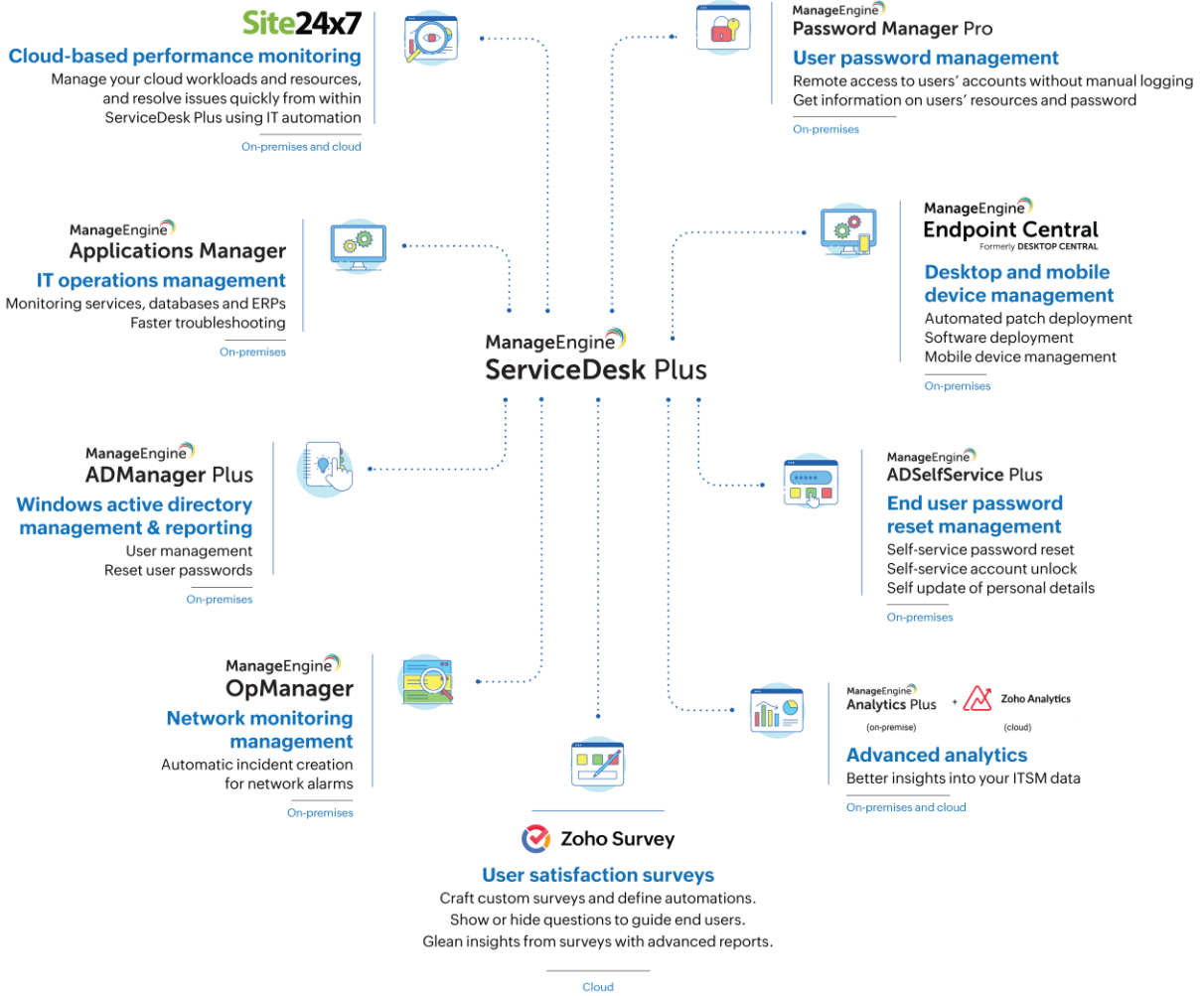


Achieve best practice project management with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Identify the scope, budget, and time; collect relevant information beforehand	Project templates
Break down projects into sub-activities	Milestones, tasks
Define different roles and responsibilities	Project roles and members
Effectively track the progress of projects	Project status, Gantt charts
Keep track of the effort spent at a granular level	Worklogs
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

Integrations

Supercharge ServiceDesk Plus with powerful integrations



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

Capabilities	Integration
<p>Convert network alarms into tickets, and have them automatically categorized and assigned to technicians</p>	<ul style="list-style-type: none"> ● OpManager ● Site24x7
<p>Continuously monitor servers and databases, and log any alarms instantly as service desk tickets</p>	<ul style="list-style-type: none"> ● Applications Manager
<p>Enable automated patch deployment, software uninstallation and installation, remote control sessions, and mobile device management right from within the service desk</p>	<ul style="list-style-type: none"> ● UEM suite
<p>Allow end users to unlock their AD accounts and reset passwords from within the self-service portal</p>	<ul style="list-style-type: none"> ● ADSelfService Plus

<p>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</p>	<ul style="list-style-type: none">● ADManager Plus
<p>Allow service desk technicians to remotely access users' accounts and devices securely from their service desk without any manual logging</p>	<ul style="list-style-type: none">● Password Manager Pro
<p>Gain better insights into your IT service desk operations by creating powerful reports and dashboards instantly without the hassle of writing complex database queries</p>	<ul style="list-style-type: none">● Analytics Plus

Reporting

IT reporting workflow in ServiceDesk Plus



Achieve best practice reporting with ServiceDesk Plus

Best practices	ServiceDesk Plus features
Keep tabs on your key service desk metrics	<ul style="list-style-type: none"> ● Out-of-the-box reports ● Live dashboards ● Custom dashboard widgets
Mine information about your service desk from the available data	<ul style="list-style-type: none"> ● Custom reports ● Tabular, matrix, summary, and audit reports ● Query reports ● Custom CI reports
Keep key stakeholders and CXOs informed periodically	<ul style="list-style-type: none"> ● Scheduled reports ● Email reports automatically ● Export reports as HTML, PDF, XLS and CSV files

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