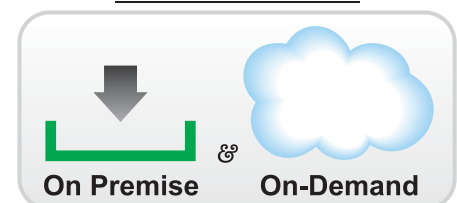




Give a **New Face** to your **IT Help Desk**

Available on both



Features

Incident Management

- Incident Detection and Classification
- Automation, Investigation and Diagnosis
- Resolution and Escalation
- Incident Closure

Problem Management

- Problem Detection and Classification
- Incident Associations and Root Cause Analysis
- Solutions and Known Error Records
- Problem Closure

CMDB

- Assets Discovery
- Detailed Asset Inventory
- Software Library
- Asset Relationships

Change Management

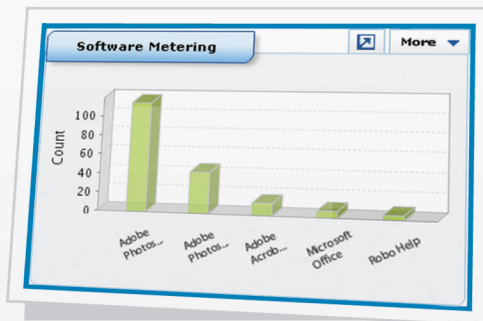
- Initiate and Plan Change Request
- CAB and Approval from CAB Members
- Change Calendar, Implementation and Review
- Change History

Service Catalogue

- Service Life Cycle
- Resource Requirements
- Approvals & SLA
- Access Control
- Service Delivery

The SDP Package also includes :

Purchase Order Management | Contract Management
Knowledge Base | Self-Service Portal | Robo Technician

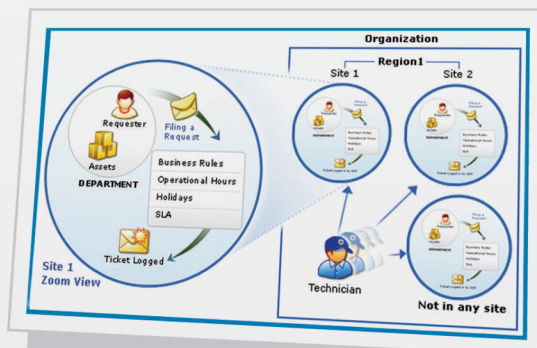
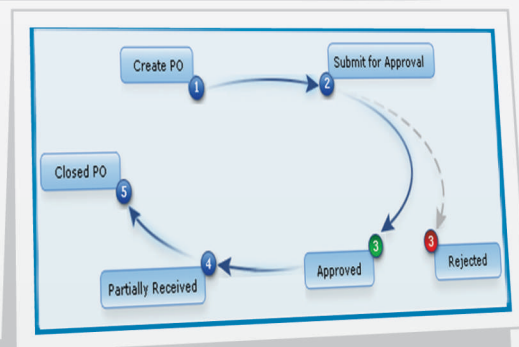


Software Asset Management

- Software Inventory
- Software Usage Tracking
- Software Grouping
- Software License Tracking and Compliance

Purchase and Contract Management

- Manage Product Catalog and Vendor Directory
- Get Notifications for Overdue POs
- Manage Support and Maintenance Contracts
- Renew Contracts and get Notifications

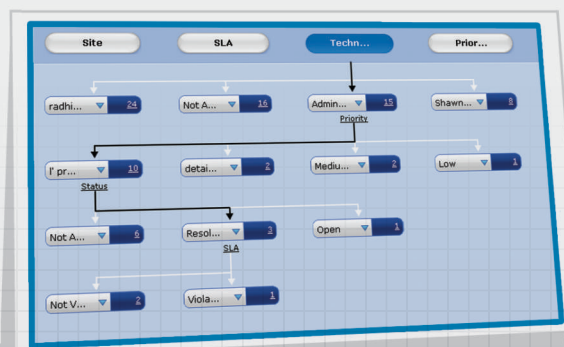


Global Helpdesk

- Multiple Sites for a Single Organization
- Multi-Site Personalization in 20 different Languages
- Configure Help Desk for each Site
- Site-based roles for Technicians

Reports

- More than 100 Canned Reports
- Point & Click Custom Reporting Wizard
- Integration with Crystal Reports
- Consolidated View using Flash Reports



Benefits

Bosses Love It!

Get IT Service Management in one pack that is easy to implement. Helps you streamline your IT support process and improve user experience at an affordable cost.

Users Love It!

Provide intuitive self-service portal that helps users to find answers to common problems. Free up your support staff to focus on new initiatives.

Technicians Love It!

Empower your support staff on focus on resolving issues faster. Every information required - case history, user conversations, asset management and software details are just a click away.

Web Site: <http://www.servicedeskplus.com>

For queries on products : eval@manageengine.com

For tech support : <http://support.servicedeskplus.com>

Toll free : +1 888 720 9500