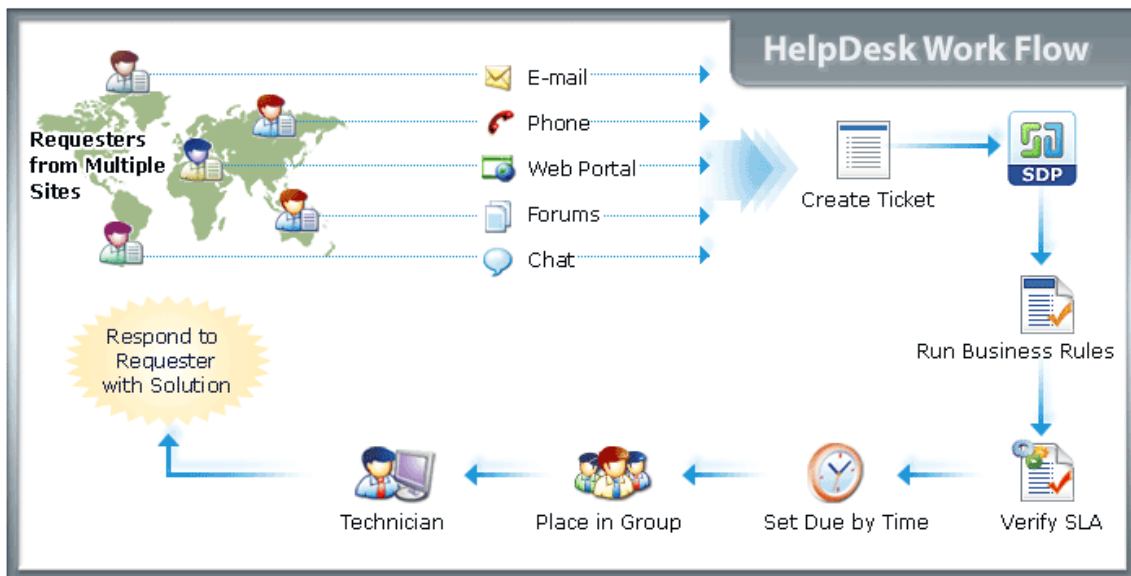


ServiceDesk Plus Features



ServiceDesk Plus help desk management gives you everything to manage your help desk requests effectively. It includes self-service portal, knowledge base, auto routing of requests, notifications, sla management, email integration, LDAP, AD integration, API integration, custom request form, user survey, flash reports, multi-site support, help desk reporting.

- **Self-service portal** to enable login for users to submit their trouble tickets
- Web-based **knowledge-base system** for users and technicians to search and add the troubleshooting docs
- **NMS Integration** to integrate with Network Monitoring Software for tracking events and network failures
- **Service Level Agreements** to set escalation levels for the SLA violations
- **Multi-site functionality** to manage requests, assets and technicians separately for different sites in your organization
- **Email Integration** to handle all the help desk emails sent by the users
- **Notification alerts** via email or sms, to inform users or technicians for request handling
- **Request scheduling** to manage and track the preventive maintenance tasks
- **API integration** to integrate your web-based help desk software with any third-party software
- **Active Directory integration** to enable user authentication with single sign-on functionality
- **Robo technician** to automate the "reset password requests"
- **Request survey** to know the technician competent level and user satisfaction level on request resolutions

- [Flash Reports](#) to get a consolidated view on what is happening with your helpdesk
- [Help Desk Reports](#) to schedule and review the reports based on Request-status, SLA-violation and many more from the list of default reports or to create your own custom reports

ServiceDesk Plus-Asset Management

ServiceDesk Plus asset management helps you manage and track all the assets in your organization. It includes integrated [Asset Management](#), [Purchase Management](#), [Contracts Management](#) along with Helpdesk(Standard Edition Features). The Asset management also comes with [Software compliance & license tracking](#), [Product Catalog](#), [Asset Reports](#) etc.

- [Asset scan](#) to add all assets across the organization without any manual effort
- Track information pertaining to all the assets and relate each request to specific assets
- **Dynamic asset groups** to manage asset based on its properties
- [Product catalog](#) to create and manage a comprehensive list of all the [assets](#) and product types that your organization owns
- [Software license management](#) to track software usage, **license violations** and ensure compliance
- [Software license compliance](#) to maintain accurate software information for software audits
- **Software usage tracking** to manage the purchase of frequently used software
- [Purchase management](#) to track and manage your IT purchases, Generate POs and automatically create assets from POs
- Contract management to track all your support/maintenance contracts and lease agreements and get alerted when contracts are due for expiry

ITIL Ready

ServiceDesk Plus ITIL ready helps to streamline your IT service with the ITIL best practices easily. The workflow designed out of the box helps you implement without any expert consultations. It includes Incident Management, Problem Management, Change Management, Release Management and Configuration Management Database (CMDB).

- **Incident Management** - Restore normal services as soon as possible with workarounds or solutions to make sure that it does not affect business
- **Problem Management** - Find the root cause of incidents and reduce the impact on business. **Problem Management** is a proactive approach that prevents recurrence of **incidents**
- **Change Management** - Implement a comprehensive **change management** system that allows you to handle pre-approved changes and changes with complete approval cycle
- **Configuration Management Database(CMDB)-CMDB** is a centralized repository that holds all the information about all the assets. CMDB also manages the relationship between the Configuration Items (CIs)

SDP Advantage

Easy to use

Affordable

Efficient

Single Download

ITIL Help Desk out of the box

Hazzle free