

ServiceDesk Plus Fact Sheet

ManageEngine
ServiceDesk Plus

ServiceDesk Plus is a full-stack ITSM suite with integrated asset and project management capabilities. With advanced ITSM functionality and easy-to-use capability, ServiceDesk Plus helps IT support teams deliver world-class service to end users with reduced costs and complexity. Available on-premise and on cloud, ServiceDesk Plus comes in three editions and is available in 37 different languages. Over 100,000 service desks, across 185 countries, trust ServiceDesk Plus to optimize IT service desk performance and achieve high end user satisfaction.



15+ years of IT help desk transformation



Trusted by 100,000+ service desks



Used across 185 countries



Available in 37 languages



Standard edition free upto 5 technicians

Scalability

ServiceDesk Plus can handle,



750
technicians



Unlimited
number of requesters



4,000
requests per day



7,000
sites



35,000
groups



30,000
IT assets

Product
availability



SaaS Solution



On-Premise

Editions

Standard	Professional	Enterprise
Help desk Software	Help desk + Asset management	Helpdesk + asset + problem + change+ release+ IT project management + CMDB
NA	Problem management (add-on) CMDB (add-on)	
Change and release management (add-on) IT project management (add-on) Service Catalog (add-on)		
Fail over service (add-on)		
NA	System tools (add-on)	

Automations and workflows

- Conversion of emails into help desk tickets
- Application of SLAs on tickets based on ticket criteria
- Organizing, despatching, and assigning tickets
- Preventive maintenance tasks
- Custom change workflows, and processes
- Periodic asset scans and audits
- End user communication process
- Report generation and distribution

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

ManageEngine
ServiceDesk Plus

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.

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