**products & innovations**

# ManageEngine advances ServiceDesk Plus analytics with Zoho Reports integration

ManageEngine has announced that ServiceDesk Plus, the IT help desk software, is now integrated with Zoho Reports, the online reporting and business intelligence application from Zoho.com. Available immediately as an add-on module, the Zoho Reports integration lets ServiceDesk Plus users easily analyse their IT service desk data as well as create insightful reports and visually rich dashboards for informed decision-making.

Timely access to meaningful, IT service management data and reports gives IT managers the intelligence they need to optimise their service desk operations. For instance, knowing hourly patterns of incoming service ticket volumes helps improve resource planning. Acquiring such intelligence, however, typically requires users to spend a lot of time writing complex database queries to mine service desk information. Most IT service desk teams are too busy resolving end user issues to perform those advanced analytics.

The new Zoho Reports add-on complements the ready made and custom reports previously available in ServiceDesk Plus. The new add-on provides an easy, efficient way to derive business intelligence out of IT operations data — no database queries required. Instead, the Zoho Reports add-on lets IT service desk managers and agents quickly create powerful reports and dashboards using a flexible, drag-and-drop interface.

**For further information visit: www.manageengine.com**