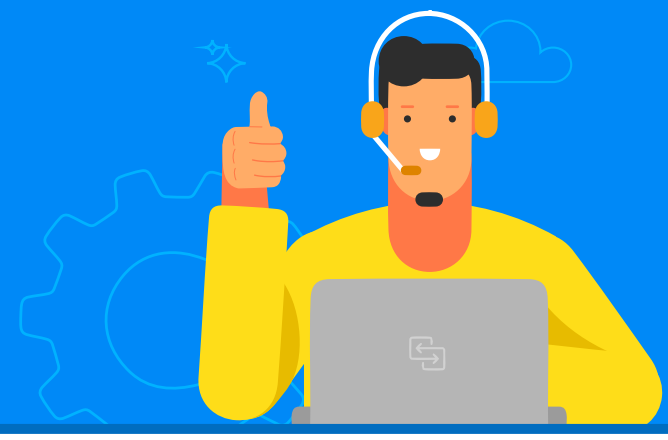
ManageEngine
ServiceDesk Plus



Migrate to ServiceDeskPlus with confidence

Welcome to ServiceDesk Plus

ServiceDesk Plus is an AI-powered, unified service management platform designed to help organizations of all IT maturity levels streamline and automate service delivery through robust workflows, low-code apps, and seamless integrations.

While selecting a new ITSM platform is a significant project, the migration process from an existing system often is a separate challenge altogether. At ServiceDesk Plus, we aim to minimize friction and ensure a smooth transition to our platform.

ServiceDesk Plus supports data migration through the built-in import wizard that can handle CSV, XLS, and XLSX formats. In cases where the migration includes extensive historical data, our professional services team offers end-to-end migration support, ensuring a smooth transfer managed by our experts.

This document is intended for all key stakeholders involved in your organization's ITSM platform migration. It outlines the three critical aspects of our professional services-led migration process, helping your teams understand what to expect and prepare accordingly.

- The scope and extent of migration support available for various third-party ITSM platforms
- The preparatory steps required from your organization
- The key phases and activities involved in the migration process

By understanding these aspects, your team can better plan and execute a successful migration to ServiceDesk Plus.

Scope of migration for third-party ITSM platforms

While ServiceDesk Plus can import data from any platform that supports CSV, XLS, or XLSX exports, we offer specialized migration support for popular ITSM platforms. This allows for more accurate data mapping and a smoother transition, ensuring minimal disruption to your service operations.

For all supported platforms, we can migrate a wide range of entities such as tickets with inline images, conversation threads, notes, attachments, and more, with feasibility determined on a case-by-case basis.

Platform-wise supported data formats

Platform	CSV	XLS	XLSX	XML	API	JSON
ServiceNow	✓	✓	✓	✓		
Atlassian Jira	✓	✓	✓	✓	✓	
Zendesk	✓	✓	✓			✓
Freshdesk	✓	✓	✓	✓		✓
Freshservice	✓	✓	✓	✓		
SolarWinds	✓	✓	✓	✓		
TOPDesk	✓	✓	✓		✓	
Atlassian Confluence	✓	✓	✓		✓	
HaloITSM	✓	✓	✓			
Others	Evaluated case by case based on feasibility and data quality.					

Before the migration begins

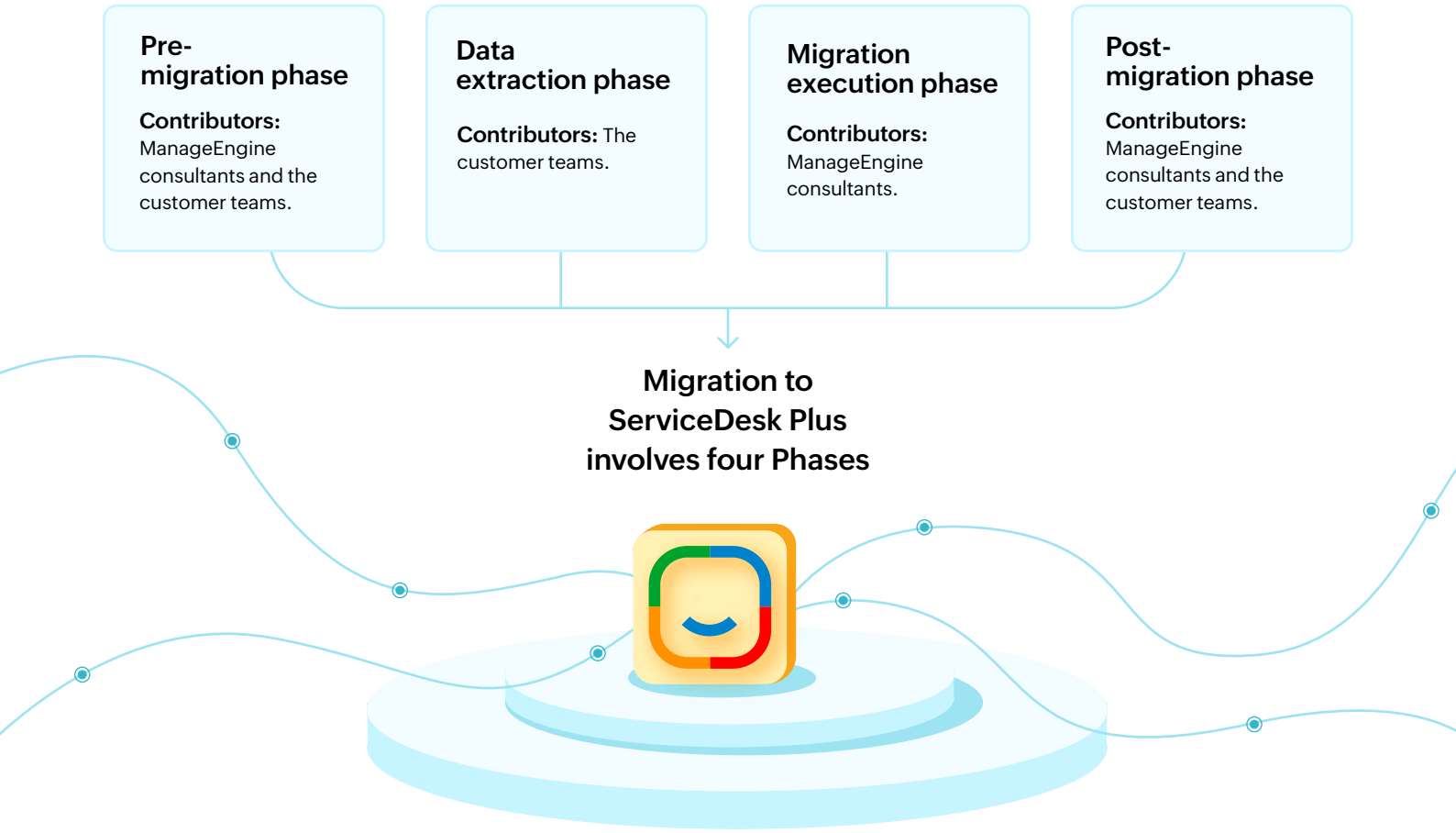
Data from your current ITSM platform should be exported and shared with us in a supported format. If you encounter any difficulties during the extraction process, our migration experts are available to guide you in retrieving the data correctly.

Best practices to keep in mind:

- Appoint key stakeholders to define the migration scope and validate data across each module after migration. Involving both IT administrators and department heads ensures alignment on expectations and module priorities.
- Determine the volume of data to be migrated, as larger datasets can extend the migration timeline. It's best to categorize data into what must be migrated such as tickets, knowledge base articles, and CMDB records, and what can be archived or excluded.
- Implement a change freeze window during the migration period to avoid data mismatches or version conflicts between systems.
- Plan an onboarding session for technicians and end users to get familiar with ServiceDesk Plus and its user interface. Our team can assist with both in-person and virtual training sessions to ensure a smooth transition.

Phases of the migration process

We'll outline the key activities across the four phases of our ITSM platform migration process. You'll also find real-world examples from successful migrations, including insights into what organizations experienced at each stage.



01 **Pre-migration preparation**

This phase focuses on defining the scope of the migration, identifying key stakeholders, establishing timelines, and setting the expectations of the migration process.

02 **Data extraction**

This phase is about exporting the required data from the existing system in the supported format. If data extraction proves to be more challenging than anticipated, our migration experts can assist you at every step.

03 **Migration execution**

During this phase, the identified data is transferred to the ServiceDesk Plus environment. A test migration is conducted to validate transfer and data integrity before production migration begins.

04 **Data validation and post-migration support**

Following the migration, the customer team validates the accuracy of the migrated data. During this phase, our product experts provide 'hyper care to the migrated instance by monitoring the environment for potential issues.

Once the migration is complete, our professional services team tests all configured workflows, documents key configurations, conducts admin training, and formally hands over the platform after sign-off. This ensures the transition is both seamless and sustainable.

Real-world examples of our migration services



01 How preparation made the difference

One of our North American customers, a leading organization in the agricultural sector, successfully migrated from ServiceNow to ServiceDesk Plus. Instead of moving their entire ServiceNow setup with three years of data, which would have been a massive amount of data to transfer, the customer chose to migrate only the most critical modules: incident records and tasks listed under request items (RITMs).

By clearly defining the scope upfront, the migration was completed and fully validated within just 10 days, significantly reducing both time and complexity. This highlights how thoughtful planning can accelerate timelines and minimize disruption during the transition.

Migration highlights

Historical data:	Three years
Prior platform:	ServiceNow
Records:	50,000 requests (incidents and RITM tasks) All associated textual data with the incidents and RITM tasks Relevant work notes and comments Inline images and attachments
IT service desk size:	75 technicians
IT assets managed:	6,000
Duration of migration:	10 business days

02 Ensuring the integrity of tickets

A global technology services provider and consultancy needed to migrate over 150,000 tickets and 700 changes covering employee onboarding, offboarding, and a variety of IT changes. The data spanned more than five years of client operations. The provider's exported files contained only plain text, which meant critical ticket notes with inline images and formatting were missing. A direct data import was not possible in this form.

Our migration team developed a tailored approach. By working with the raw XML files, we successfully migrated ticket bodies and notes while preserving both formatting and inline images. This ensured the original format of the ticket body was retained and gave the enterprise a complete and accurate historical record in its new platform.

Migration highlights

Historical data:	Five years
Prior platform:	Freshservice
Records:	Over 150,000 tickets and more than 700 change requests, along with associated metadata, notes, and inline imagesIT service desk size: More than 50 technicians managing over 140 clients

03 Simplifying a massive migration

A major finance organization needed to migrate hundreds of thousands of tickets spread across five instances. The challenge was that Jira limited exports to just 10,000 records at a time for CSV, XLS, and XLSX exports, and only 1,000 records at a time for an XML export. Relying on offline data migration would have meant a long, manual process with a high risk of errors and data corruption.

That's when the customer turned to our professional services team. To streamline the migration and eliminate manual effort, we used Jira's API to automate data extraction and apply filters based on their specific requirements. This ensured only the necessary data was migrated, improving accuracy and reducing turnaround time. The migration also included attachments and notes, which were critical for compliance and auditing.

Migration highlights

Prior platform:	Atlassian Jira
Portals:	Five
Tickets:	Over 100,000
Entities handled:	Tickets, notes, and attachments

Frequently asked questions (FAQ)

01 **Which ITSM platforms are supported for migration to ServiceDesk Plus?**

We currently support migrations from the following platforms: ServiceNow, Zendesk, Freshservice, Freshdesk, SolarWinds Service Desk, Atlassian Confluence, Atlassian Jira, and HaloITSM.

02 **What if my current platform isn't listed among the supported platforms?**

We also support migrations from platforms not listed above. Our migration team will evaluate your current setup to determine feasibility and define the scope of the migration.

03 **What is the typical duration of a migration project?**

The migration timeline varies based on factors like ticket and data volume, attachments, inline images, conversations, and other entities. Depending on the case, it can take anywhere from a few days to a few weeks.

04 **Are migration services included in the licensing cost of ServiceDesk Plus?**

No, migration services are offered as part of our Professional Services and are billed separately from the license cost.



Not sure where to start? Talk to our migration expert

Simply drop an email to
eval@manageengine.com

or call us on our toll-free number at
+1.888.720.9500