

MarketWatch

THE WALL STREET JOURNAL.

December 14, 2011

2:25 AM EST

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Latest News

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1:03a Nikkei Average closes down 0.4% at 8,519.13

12:56a Gold futures continue slide after Fed decision

12:12a S&P/ASX 200 Index ends down 0.1% at 4,190.50

12:01a This slump won't end until 2031

DOW

-66.45

NASDAQ

-32.99

S&P 500

-10.74

11,954.94

-0.55%

2,579.27

-1.26%

1,225.73

-0.87%

The Trading Deck

MICK WEINSTEIN

Europe will be fine

Portfolio manager Andy Schornack is optimistic on how Europe will turn out and therefore a contrarian bull on the financial sector.

PRESS RELEASE

Nov. 29, 2011, 9:15 a.m. EST

ManageEngine Releases iPhone App for Help Desk Management

ServiceDesk Plus Delivers Real-time IT User Experience

AUSTIN, Texas, Nov 29, 2011 (BUSINESS WIRE) -- -- iPhone app extends choices for mobile access to cloud-based help desk

--View, update and manage help desk tickets at any time, from anywhere

--Free iPhone app can be downloaded at <http://ow.ly/7HPwJ>

ManageEngine, makers of a suite of cost-effective, enterprise-grade network, systems, applications, and security management software solutions, today announced the availability of its ServiceDesk Plus iPhone app for remote interaction with ServiceDesk Plus, its on-demand, ITIL-ready help desk and asset management solution. This free app delivers core functionality similar to that in the recently-announced browser-based mobile interface to ServiceDesk Plus but packages this functionality in a form optimized for the iPhone.

In recent times, the predictability of global help desk requests has become increasingly difficult, and IT support teams are expected to support their users day or night, no matter where they reside. This real-time IT-oriented iPhone app facilitates the management of these requests. At any time and from anywhere, help desk personnel can use the ServiceDesk Plus iPhone app to access ServiceDesk Plus tickets in the cloud and respond rapidly, delivering a quick, focused resolution to users' issues.

"With an iPhone app that mobilizes help desk management, ManageEngine ServiceDesk Plus users will be taking a step forward in terms of flexibility and productivity, translating directly into greater cost efficiencies and user satisfaction," says Umasankar Narayanasamy, product manager at ManageEngine.

The ServiceDesk Plus iPhone app provides opportunities to increase the efficiency of the help desk team by dramatically reducing technical response and resolution times. App features include filtering requests based on criteria; creating, viewing and modifying user requests; picking up and assigning tickets, and more.

For current ManageEngine ServiceDesk Plus customers, the free iPhone application can be downloaded at <http://ow.ly/7HPwJ> . For more information on ManageEngine Service Desk Plus, visit [www.manageengine.com/servicedeskplus](http://www.manageengine.com/servicedeskplus) .

For more information on ManageEngine, please visit [www.manageengine.com](http://www.manageengine.com) ; follow the company blog at <http://blogs.manageengine.com> , on Facebook at <http://www.facebook.com/ManageEngine> and on Twitter at [@ManageEngine](http://twitter.com/ManageEngine).

Relevant ManageEngine News

-- ManageEngine Enables Mobile Access to On-Demand IT Help Desk Application: <http://ow.ly/7hRW1>

-- ManageEngine Boosts On-Demand Applications with Active Directory Integration; <http://ow.ly/60hjW>

About ManageEngine ServiceDesk Plus

ManageEngine ServiceDesk Plus integrates help desk requests and assets for managing organizations' IT effectively. It helps to implement ITIL best practices and troubleshoot IT service requests faster. ServiceDesk Plus is highly customizable, easy-to-implement help desk software. More than 10,000 IT managers worldwide use ServiceDesk Plus to manage their IT help desk and assets. ServiceDesk Plus is available in 23 different languages. For more information about ManageEngine ServiceDesk Plus, visit [www.manageengine.com/servicedeskplus](http://www.manageengine.com/servicedeskplus) .

About ManageEngine

ManageEngine is the leading provider of cost-effective enterprise IT management software and the only one making the 90-10 promise -- to provide 90 percent of the capabilities offered by the Big 4 at just 10 percent of the price. The ManageEngine suite offers enterprise IT management solutions including Network Management, HelpDesk ITIL, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting, and a Managed Services (MSP) platform. ManageEngine products are easy to install, setup and use, and offer extensive support, consultation and training. More than 50,000 organizations in 200 countries, from different verticals, industries and sizes use ManageEngine to take care of their IT management needs cost effectively. ManageEngine is a division of Zoho Corp. For more information on ManageEngine, please visit [www.manageengine.com](http://www.manageengine.com) .

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Tags: ManageEngine, ServiceDesk Plus, real-time IT, iPhone, Zoho, mobile, Apple, smartphones, service desk, help desk, ITIL, IT management, IT manager, IT service management, asset management, SaaS

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