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April 24, 2012 09:15 AM Eastern Daylight Time

ManageEngine Challenges IT to Rethink CMDB

Top Three Advantages for IT: Reduce Downtime, Improve End-User Experience and Prevent Costly Incidents

- Download “CMDB Implementation: A Tale of Two Extremes” at <http://ow.ly/an8Lo>
- View the video, “CMDB in 2012,” at <http://ow.ly/anbjD>
- See ServiceDesk Plus CMDB at [HDI 2012](#) or [Service Desk & IT Support Show](#)

HDI 2012

Service Desk & IT Support Show

PLEASANTON, Calif.--(BUSINESS WIRE)--ManageEngine, the real-time IT management company, is challenging IT departments of all sizes to rethink a configuration management database (CMDB) within their help desk environments, revealing the top three advantages for IT: reduce downtime, improve end-user experience and prevent costly incidents.

Today, ManageEngine debuts [ServiceDesk Plus 8.1](#), its ITIL-ready help desk software that features an all-new CMDB, as well as integrated asset management capabilities. The company is demonstrating the solution as a “Gold Sponsor” at [HDI 2012](#) on April 24-27, 2012 in Orlando, Florida, as well as at the [Service Desk & IT Support Show](#) on April 24-25, 2012 in London.

To learn more about CMDB and ServiceDesk Plus, ManageEngine released helpful resources for IT professionals, including:

- “CMDB Implementation: A Tale of Two Extremes” white paper <http://ow.ly/an8Lo>
- “CMDB in 2012” video <http://ow.ly/anbjD>
- “What’s New in ServiceDesk Plus 8.1” video <http://ow.ly/atq3t>

Many IT organizations are managing business-critical systems and services with network monitoring tools, help desk software and other solutions that provide notifications about problems and outages after they’ve already occurred and are impacting the business. A CMDB helps IT prevent problems before they happen by identifying and managing the relationships and dependencies of all technology assets — hardware, software, services and non-traditional devices — because today, any technology component may become business critical at any time.

For IT shops charged with delivering high quality business services to their users, the top three benefits of CMDB technology are:

- Reduce Downtime

The smartest way to ensure systems and services are available 24/7 is to create a comprehensive, direct visualization map that defines and displays the inter-relationship of each configuration item (CI) on the network. CMDB provides a complete representation of the network, including all IT assets and their inter-relationships, so that IT can understand the potential impact of planned and unexpected events to the environment. That clear and immediate insight drives faster assessment and resolution of IT issues.

- Improve End-User Experience

With the lightning-fast pace of business and e-commerce today, ensuring that end-users are never without the systems and applications they rely on is mission critical. Having a CMDB implemented helps IT departments resolve problems up to five times faster — or even avoid them altogether — by having greater visibility of all key IT assets. The result? Employees and end-users are never interrupted from a day’s work.

- Prevent Costly Incidents

Imagine the chaos for an IT department when a finance application goes down without a clear understanding of the relationship between each asset. It could mean hours of unnecessary backtracking and problem-solving for an already busy IT staff. A CMDB reveals the ramifications of such events before planned maintenance tasks are performed or disasters happen. Using a CMDB, IT can upgrade software, take hardware offline, and much more, with the least possible disruption to business users and services.

“Deploying a CMDB is probably one of the most effective ways IT can proactively manage and optimize their business-critical systems and services”

"Deploying a CMDB is probably one of the most effective ways IT can proactively manage and optimize their business-critical systems and services," said Uma Shankar, product manager at ManageEngine. "Still, a lot of companies are reluctant to adopt CMDB technology because it has a reputation as being complex and difficult to use. But it doesn't have to be, as we've shown with the ServiceDesk Plus CMDB. So now, we're really challenging people to take a fresh look at CMDB and what it can do for them."

Pricing and Availability

ServiceDesk Plus (8.1) will be available by the end of April. A free trial demo edition will be available at <http://ow.ly/ae66G>. The CMDB will be available as an add-on to the ServiceDesk Plus Professional Edition for \$995. For additional pricing information, please visit <http://ow.ly/9opLy>.

For more information on ManageEngine ServiceDesk Plus, please visit www.manageengine.com/servicedeskplus. For more information on ManageEngine, please visit <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](https://twitter.com/ManageEngine).

Related ManageEngine News

- ManageEngine Adds Configuration Management to ServiceDesk Plus; <http://ow.ly/a86dk>
- ManageEngine Integrates Desktop Central and ServiceDesk Plus; <http://ow.ly/7Sd4X>
- ManageEngine Releases iPhone App for Help Desk Management; <http://ow.ly/7HSzQ>

About ManageEngine ServiceDesk

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 18,000 environments worldwide have deployed 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, please watch the new video at <http://ow.ly/asBHU>, and please visit www.manageengine.com/servicedeskplus.

About ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organization's need for real-time services and support. Worldwide, more than 60,000 established and emerging enterprises — including more than 60 percent of the Fortune 500 — rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine is a division of Zoho Corp. with offices worldwide, including the United States, United Kingdom, India, Japan and China. For more information, please visit <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](https://twitter.com/ManageEngine).

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Tags: ManageEngine, real-time IT, Zoho, ServiceDesk Plus, configuration management database, CMDB, HDI 2012, Service Desk & IT Support Show, service desk, help desk, ITIL, self-service portal, IT management, IT manager, workflow automation, virtualization, cloud, desktop management, network management, server management

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May 15, 2012

ManageEngine Joins the Cisco Developer Network as a Registered Developer and Completes Cisco Interoperability Verification Testing

PLEASANTON, Calif.--(BUSINESS WIRE)--ManageEngine today announced that it has joined the Cisco Developer Network as a Registered Developer within the Cisco Application Velocity and Network Software... [More »](#)



May 10, 2012

ManageEngine IT360 Integrated IT Management Now Available for the iPad

PLEASANTON, Calif.--(BUSINESS WIRE)--Company Sees 600 Percent Increase in Visitors Accessing Product Demos via Mobile Devices. Live demo of the latest version of IT360 from an iPad: <http://ow.ly/aGQkM> [More »](#)



May 03, 2012

ManageEngine to Debut Private Social Network Exclusively for IT at Interop

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