Reduce Downtime

That clear and immediate insight drives faster assessment, which can be critical in preventing costly incidents. Employees and end-users are never without the systems and services 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,” 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.

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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.

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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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