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ManageEngine Integrates Desktop Central and ServiceDesk Plus

The Integration of Desktop Management and ITIL Help Desk is the First Step in Meeting a Growing Demand for Integrated IT Operations

AUSTIN, Texas--(BUSINESS WIRE)--ManageEngine, makers of a suite of network, systems, applications, and security management software solutions, today announced the integration of **Desktop Central** and **ServiceDesk Plus**. Desktop Central provides centralized, web-based desktop management capabilities. When integrated with the ServiceDesk Plus ITIL help desk functionality, this combination of real-time IT management systems can help reduce resolution times and increase the productivity of service operations tasks. A free, 30-day, fully functional trial edition is available at <http://ow.ly/7R4ke>.

The IT operations team of large and medium enterprises uses a help desk system to track the user requests related to desktop management. Requiring team members to use one tool to manage incidents and another for request fulfillment is inefficient and introduces opportunities for error. By integrating these systems, help desk personnel can track requests and take action through a single pane of glass.

“As the adoption of enterprise software rises, demand for an integrated solution to manage IT operations increases in parallel. The integration of desktop management and the help desk is our first step in meeting this demand,” said Mathivanan Venkatachalam, director of product management at ManageEngine. “By improving operations efficiency, enterprises are increasing the value they provide to their users, while bringing down their operations costs.”

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Optimized for Real-time Response

Integrating desktop management with the help desk is advantageous in many ways:

- **Single sign-on** – Removes the hassle of logging into multiple tools and applications for incident management and request fulfillment.
- **Increased productivity** – Taking action on the desktop management tasks is just a click away, which saves the time spent on resolving the problem.
- **Enhanced auditing capabilities** – It is easier for enterprises to audit the tasks performed from a single solution than to collate information from multiple tools.
- **Achieve 360-degree ITIL process implementation** – ITIL process is not complete without service operations. Integrating desktop management capability into the help desk enables enterprises to complete their ITIL process cycle from a single solution.

Video clips of IT leaders describing their Desktop Central implementations can be seen on the ManageEngine website at <http://ow.ly/7N9v6>.

Availability and Pricing

A free, 30-day, fully functional trial edition is available at <http://ow.ly/7R4ke>. A free version that can manage up to 25 computers is also available. Pricing starts at \$545 for 50 computers under a single license. For additional pricing information, visit our store at <http://ow.ly/7N9t8>.

For more information on ManageEngine Desktop Central, visit <http://www.manageengine.com/desktop-central/>, and for more information on ManageEngine Service Desk Plus, visit www.manageengine.com/servicedeskplus.

For more information on ManageEngine, please visit 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 Releases iPhone App for Help Desk Management; <http://ow.ly/7HSzQ>
- ManageEngine Enables Mobile Access to On-Demand IT Help Desk Application; <http://ow.ly/7hRW1>

About ManageEngine Desktop Central

ManageEngine Desktop Central is a complete Desktop Management Software that provides Software Deployment, Patch Management, Service Pack Installation, Asset Management, Remote Control, Configurations, System Tools, User Logon Reports and Active Directory Reports. It is a network-neutral solution that can be used to manage desktops in Active Directory, Workgroups, or other directory services-based networks like Novell® eDirectory. It can manage computers in multiple domains and can also manage computers across WAN (branch offices). It comes in two flavors — one for an in-premise installation for Enterprises and the other for Managed Service Providers (MSPs) to manage their clients' desktops. For more information on ManageEngine Desktop Central, visit <http://www.manageengine.com/desktop-central/>.

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.

About ManageEngine

ManageEngine is the leading provider of cost-effective enterprise IT management software. The ManageEngine suite offers [Integrated IT Management](#), [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.

ManageEngine is a registered trademark of Zoho Corp. All other brand names and product names are trademarks or registered trademarks of their respective companies.

Tags: ManageEngine, real-time IT, Desktop Central, ServiceDesk Plus, Zoho, systems management, service desk, help desk, ITIL, IT management, IT manager, workflow automation, virtualization, cloud, IT management, business service management, desktop management, network management, server management

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