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ManageEngine ServiceDesk Plus Launches Project Management Beta

New Module Debuts at LEAD*it* 2012 in Australia;
Unifies Service Desk and the Project Management Office

- New ServiceDesk Plus features: project milestones and tasks integration, task planning management, effort estimation, Gantt view, and cost calculations

- Meet ManageEngine at LEAD*it* 2012 in booth #S5

LEADit 2012

August 21, 2012 09:18 AM Eastern Daylight Time

PLEASANTON, Calif.--(BUSINESS WIRE)--ManageEngine, the real-time IT management company, today announced the beta version of its Project Management module for the company's ITIL-ready help desk software, ServiceDesk Plus. Available immediately, the Project Management beta module is designed for different teams and experts to collaborate in managing help desk projects of any size. With the ability to split a project into different milestones — and milestones into numerous tasks — ITSM team members can manage and track tasks from start to finish.

ManageEngine made today's announcement at LEADit 2012, the 15th Annual National Conference of itSMF Australia, running August 20-22 at the Gold Coast Convention Centre in Queensland. A silver sponsor of the show, ManageEngine will be demonstrating ServiceDesk Plus and the Project Management beta module in booth number S5.

"The Project Management module in ServiceDesk Plus breaks down the project and service silos. Now, ServiceDesk Plus provides IT organizations with an integrated solution that gives them provisioning access to resources, which fosters the frictionless delivery of IT services."

Making Large Projects in IT Departments Manageable

IT companies today face significant challenges in supporting operational processes and service management as individual, isolated activities. As an IT department scales up, it needs an integrated tool to manage large projects and implementations. Otherwise, individual projects may become silos of activity that inadvertently change configuration items and adversely impact related, critical applications or services.

"The need of the hour is the convergence of service desk and project management for large projects in IT organizations," said Uma Shankar, director of product management at ManageEngine. "The Project Management module in ServiceDesk Plus breaks down the project and service silos. Now, ServiceDesk Plus provides IT organizations with an integrated solution that gives them provisioning access to resources, which fosters the frictionless delivery of IT services."

The Project Management module in ServiceDesk Plus serves as the implementation tool to carry out IT changes identified in the application's Change Management module. The Project Management module helps administrators and project managers create milestones and tasks on new projects and assign resources based on the requirements and availability.

The Project Management module can perform feasibility checks by cost estimation and resource management. In addition, the module tracks all the changes made and tasks completed through the help of a Gantt chart and Calendar View, and it documents the projects implemented in IT.

The advantages of service desk and project management fusion are highlighted in the recent webinar, "The Convergence of the Service Desk and the Project Management Office." Featuring Charles Betz, research director of IT Portfolio Management at Enterprise Management Associates, and hosted by ManageEngine, the webinar shares insights, use cases and best practices for combining these two functions. A replay of the webinar is available at http://ow.ly/d2Gmq.

Pricing and Availability

The beta version of the ServiceDesk Plus Project Management module is available immediately, free of charge, for customers of ServiceDesk Plus Enterprise Edition. The production version of the Project Management module will be generally available later this year and will also be free for ServiceDesk Plus Enterprise Edition customers.

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

Related ManageEngine Resources

- ManageEngine ServiceDesk Plus Beta: http://beta.servicedeskplus.com/
- Webinar replay, "The Convergence of the Service Desk and the Project Management Office": http://ow.ly/d2Gmq

Related ManageEngine News

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- ManageEngine Adds Configuration Management to ServiceDesk Plus; http://ow.ly/a86dk
- ManageEngine Integrates Desktop Central and ServiceDesk Plus; http://ow.ly/7Sd4X

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 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, service desk, help desk, LEAD*it*, ITIL, project management, self-service portal, IT management, IT manager, workflow automation, virtualization, cloud, desktop management, network management, server management

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