

ManageEngine releases ServiceDesk Plus for MSPs



ManageEngine has released the latest edition of ServiceDesk Plus - MSP, the company's web-based, ITIL-ready help desk software specifically built for managed service providers. The latest version of ServiceDesk Plus - MSP comes loaded with features like QuickBooks integration and computer telephony integration (CTI), which allow service providers to concentrate on service delivery instead of worrying about the tools used to deliver service.

Managed service providers use a handful of tools from help desk software to billing and accounting applications to deliver services and manage their clients. Making these

tools work in harmony to provide better service to clients has always been a challenge for MSPs. Without that harmony, MSPs lose a lot of their productive time shuttling between these tools rather than focusing on what matters the most — service delivery. Now, ServiceDesk Plus - MSP makes this job easier for managed serviced providers with QuickBooks and CTI integration.

"Help desks for MSPs are business critical and should enable MSPs to deliver service in a profitable manner," said Umasankar Narayanasamy, director of engineering at ManageEngine. "We've enhanced

ServiceDesk Plus - MSP with new features that allow managed service providers to increase their efficiency and their bottom line at the same time. And we continue to make the standard edition of ServiceDesk Plus - MSP available for free, so MSPs see just how powerful our solution is — risk free."

The latest version of ServiceDesk Plus - MSP lets users integrate their help desks with the popular accounting software, QuickBooks. ServiceDesk Plus - MSP users who employ QuickBooks to invoice and bill customers can look forward to a seamless integration between the two products. Specifically, users will be able to sync accounts, work log types and work log time with customers, items and quantity across ServiceDesk Plus - MSP and QuickBooks, respectively. This out-of-the-box QuickBooks integration takes away the need for dual entries, making accounting and charging customers a lot easier for service providers.