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ManageEngine Project Management and ServiceDesk Combo Goes GA

ServiceDesk Plus Project Management Module Moves Out of Beta
- Project milestones, tasks integration, and other new features now generally available
- Take a video tour of the ServiceDesk Plus project management module at http://ow.ly/jL24E
- Download the demo version of the product management module at http://ow.ly/jL2dJ
- Hear industry expert insight: Project Management and IT webinar, http://ow.ly/jL10Z

Business Wire   **Press Release:** ManageEngine – Tue, Apr 9, 2013 9:15 AM EDT

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PLEASANTON, Calif.--(BUSINESS WIRE)--

ManageEngine, the real-time IT management company, today announced the general availability of the project management module for its ITIL-ready help desk software, ServiceDesk Plus. With the project management module moving out of beta, IT administrators now have a production-level, integrated tool for managing large IT help desk projects and for collaborating with different teams and experts. A video tour of the ServiceDesk Plus project management module is available at http://ow.ly/jL24E.

Managing day-to-day IT operations and IT services in silos creates a huge workload for IT administrators. As an IT department scales up, individual projects may become individual islands of activity that inadvertently change configuration items and adversely impact related, critical applications or services. An integrated tool for managing both IT operations and IT services ensures that critical applications and services will continue to operate at peak efficiency.

"One of the biggest headaches in IT service management is simply the coordination of help desk projects," said Uma Shankar, director of product management at ManageEngine. "Word docs and Excel spreadsheets just don't work. Effectively managing all of the individual milestones and tasks for any given project basically requires a dedicated project management solution. And that's what the ServiceDesk Plus project management module delivers — project management designed expressly for the IT service management team."

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 to divide any size project into different milestones and divide each milestone into different tasks. This level of detail helps when assigning tasks to the technicians and tracking their activities as well as when documenting the respective tasks.

The project management module helps to set security levels by customizing roles and permissions to each project member based on the requirement and availability. The module performs feasibility checks by cost estimation and resource management. It also tracks all the changes made and tasks completed through the help of a Gantt chart and calendar view, making it much easier for IT staff to track the status of a project in a single dashboard.

ManageEngine is highlighting the advantages project management can bring to IT in "Project Management and IT – Workflow or Traffic Wreck?" a webinar presented by Dennis Drogseth, vice president, Applications and Business Services at Enterprise Management Associates. The webinar looks into key trends impacting the demands on IT from both inside and outside IT and how these are requiring new approaches to project management, portfolio management and ITSM-driven governance. The pre-recorded webinar is available now for on-demand playback at http://ow.ly/jL10Z.

Pricing and Availability

The ServiceDesk Plus project management module is available immediately, free of charge, for users of the ServiceDesk Plus Enterprise Edition. The new module is also available as an add-on for users of the Professional Edition. Download ServiceDesk Plus at http://www.manageengine.com/servicedeskplus/download.html.

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.

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 72,000 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, 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.

ManageEngine is a 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, Zoho, ServiceDesk Plus, service desk, help desk, ITIL, project management, IT management, IT manager, IT administrator, workflow automation, virtualization, cloud, desktop management, network management, server management

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- Yes, how else could they be so rich?
- No, they just have a leg up on everyone else

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