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July 03, 2012 09:15 AM Eastern Daylight Time

ManageEngine Soups Up ServiceDesk Plus-MSP with Service Catalog

Agent-Based Scanning, Technician Auto Assign Also Join Feature Set

- **Service Catalog streamlines MSP service delivery and improves operational efficiency**
- **See a demo of ServiceDesk Plus-MSP at <http://demo.servicedeskplussp.com>**
- **Free trial version of ServiceDesk Plus-MSP is available at <http://www.manageengine.com/products/service-desk-msp/download.html>**
- **Watch the overview video of ServiceDesk Plus-MSP at <http://www.manageengine.com/products/service-desk-msp/what-is-new-in-servicedeskplus-msp-8.0.html>**

PLEASANTON, Calif.--(BUSINESS WIRE)--[ManageEngine](#), the real-time IT management company, today announced it has added Service Catalog to [ServiceDesk Plus-MSP](#), its complete help desk for managed service providers (MSPs). The new feature helps MSPs streamline their service delivery and improve operational efficiency. To further improve life for MSPs, ServiceDesk Plus-MSP also gains agent-based scanning, technician auto assign, and integration with [Desktop Central-MSP](#). A demonstration of ServiceDesk Plus-MSP is available at <http://demo.servicedeskplussp.com>. A free trial version of the help desk is available at <http://www.manageengine.com/products/service-desk-msp/download.html>.

With multiple clients and accounts to manage, MSPs typically use several different tools to satisfy the diverse demands of their customer base. That juggling imposes higher costs for MSPs, who now must purchase and master multiple applications for professional services automation and other management tasks. With ServiceDesk Plus-MSP, an MSP can manage all clients with a single help desk tool.

“The new version of ServiceDesk Plus-MSP is built based on customer feedback and their expectations”

“The new version of ServiceDesk Plus-MSP is built based on customer feedback and their expectations,” said Jayakumar Karumbasalam, product manager at ManageEngine. “We have worked closer with our customers in getting their requirements, designing the feature blocks, and through the beta release, making the product more user-friendly and capable. The new version has been built to make ServiceDesk Plus-MSP a complete product with Service Catalog, agent scanning, technician auto assign and more.”

Making Life Easier for MSPs

ServiceDesk Plus-MSP is web-based, ITIL-ready help desk software with integrated asset management built specifically for MSPs. The latest round of feature enhancements for ServiceDesk Plus-MSP includes:

Service Catalog – With Service Catalog, MSPs can showcase the services offered to users from different accounts, with each account getting its own, unique catalog view. Service Catalog improves the operational efficiency of your help desk technicians by managing the service delivery process from approval to fulfillment. In addition, users can define the time involved for the delivery of each service item and bind it with a Service Level Agreement. Service Catalog enables users to create, maintain, assign approvers, define processes, deploy and monitor all your services. ServiceDesk Plus-MSP helps to capture information specific to each service and reduces the number of email iterations between the technician and the end user.

Agent-based scanning – To improve asset management functionality, ServiceDesk Plus-MSP lets administrators deploy agents on their assets to scan for asset information. The agents scan for changes in local and remote assets at periodic intervals and push those changes to ServiceDesk Plus-MSP. Agents also let users make remote desktop connections instantly.

Technician auto assign – The task of allocating tickets to technicians is now automated in ServiceDesk Plus-MSP. IT administrators no longer need to physically scan all incoming tickets and assign them to technicians. Now, tickets are automatically assigned based on the technician’s availability and access to tickets. MSPs can choose to assign tickets in a round-robin manner or based on the technician’s workload.

Desktop Central-MSP integration – Thanks to seamless integration with Desktop Central-MSP, users can perform desktop management functions from a single console and login. MSP help desk technicians can now perform functions like installing/uninstalling software, and applying user and group policies for firewall, printers, deploy patches and service packs — without leaving the ServiceDesk Plus-MSP console.

Pricing and Availability













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The new features above are available immediately in ServiceDesk Plus-MSP 8.0. Prices start at \$595 for ServiceDesk Plus-MSP Standard Edition.

For more information on ServiceDesk Plus-MSP, please visit <http://www.manageengine.com/products/service-desk-msp>. 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](https://twitter.com/ManageEngine).

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About ServiceDesk Plus-MSP

ServiceDesk Plus-MSP is web-based, ITIL-ready help desk software with an integrated asset management module built specifically for managed service providers (MSPs). It has been designed to handle multiple accounts in a single help desk so MSPs don't have to juggle multiple software applications. It is bundled with thoughtful features like Incident Management, Account Management, Asset Management, Knowledge Base, Service Level Agreements, Remote Control Management, and Purchase and Contract Management. For more information, please visit <http://www.manageengine.com/products/service-desk-msp>.

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](https://twitter.com/ManageEngine).

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Tags: ManageEngine, real-time IT, Zoho, ServiceDesk Plus, MSP, Desktop Central, managed service providers, Service Catalog, help desk, service desk, ITIL, integrated IT management, application performance monitoring, performance monitoring, cloud monitoring, virtualization, cloud, IT management, business service management, user experience monitoring, workflow automation, network management, server management

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