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March 08, 2012 09:15 AM Eastern Daylight Time

ManageEngine Mobilizes ServiceDesk Plus On-Demand with iPhone App

Native iPhone Interface Lets IT Staff Manage Help Desk Requests Anywhere, Anytime

- **ServiceDesk Plus On-Demand** enables remote management of entire ticket lifecycle

- **New API lets users integrate ServiceDesk Plus On-Demand with other apps**

- **Video demo of the iPhone app for ServiceDesk Plus On-Demand is available at http://ow.ly/9kjur**

- **Free iPhone app can be downloaded at http://ow.ly/9446I**

PLEASANTON, Calif.--(BUSINESS WIRE)--ManageEngine, the real-time IT management company, today announced it is mobilizing IT help desk managers with the launch of its iPhone app for ServiceDesk Plus On-Demand, the company's online ITIL-ready help desk software with asset management. To help provide real-time, 24x7 support to geographically distributed users, the ServiceDesk Plus On-Demand native app for iPhone frees IT support teams to manage help desk tickets from an Internet-connected iPhone — anytime, anywhere.

"More IT organizations support users around the clock and around the world. Help desk techs have to respond in kind, which means help desk management via mobile device is here to stay," said Rajesh Ganesan, director of product management at ManageEngine. "The native iPhone app we've rolled out for ServiceDesk Plus On-Demand offers a rich user interface and the ability to work securely in offline mode. Those and other advantages are going to drive adoption and engagement, improving IT's ability to respond to the new help desk realities."

On the Go with ServiceDesk Plus On-Demand

The iPhone app for ServiceDesk Plus On-Demand lets users manage the complete lifecycle of a help desk ticket, regardless of location. Future releases of ServiceDesk Plus On-Demand will include support for mobile access via native Android and Blackberry apps. For iPhone users, today's announced iPhone app lets them:

> **"More IT organizations support users around the clock and around the world. Help desk techs have to respond in kind, which means help desk management via mobile device is here to stay"**

- Create new tickets, categorize, and edit request details

- Assign and pick up requests

- Reply to users with resolution and close tickets

- Update request status

- Track time spent on tickets via worklogs

- Search tickets by subject, requester or priority

- Customize ticket views

In addition to ServiceDesk Plus On-Demand, ManageEngine is providing mobile device interfaces for other applications, giving more of its users easy mobile access and 24x7 visibility for monitoring and managing IT infrastructure. The company's mobile interfaces offer dashboard views as well as actionable options for initiating corrective measures in response to alerts, extending the company's real-time IT management capabilities to IT staff armed with mobile devices.

The ManageEngine mobile interface collection includes:

- OpManager – mobile web app

- ServiceDesk Plus On-Premise – mobile web app and native app (iPhone)

- ServiceDesk Plus On-Demand – mobile web app and native app (iPhone)

- IT360 – mobile web app (designed for the iPad)

ServiceDesk Plus On-Demand API

In addition to its iPhone app, ServiceDesk Plus On-Demand now features a RESTful application programming interface (API). In turn, customers can now integrate ServiceDesk Plus On-Demand with their existing applications for network monitoring, intranet web applications and other third party SaaS applications. The API currently provides integration hooks to various help desk modules including Requests, Incidents, Users, Notes, Worklogs and a host of other administrator functions. Ultimately, the API will evolve to include all the capabilities of ServiceDesk Plus On-Demand.

Pricing and Availability

ServiceDesk Plus On-Demand starts at $14, $24 and $54 per month for the Standard, Professional and Enterprise editions, respectively. It is available for sign up at http://ondemand.manageengine.com/service-desk/index.html. A fully functional 30-day trial version is also available.

For more information on ManageEngine ServiceDesk Plus On-Demand, please visit http://ondemand.manageengine.com/service-desk/index.html. 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.

Related ManageEngine News

- ManageEngine to Launch Mobile Device Management Services at Mobile World Congress; http://ow.ly/8UAOK

- ManageEngine Invites BMC Numara Users to Switch to ServiceDesk Plus - Free for a Year; http://ow.ly/8QmU8

About ManageEngine ServiceDesk Plus On-Demand

Building on the success of ServiceDesk Plus On-Premise with 12,000 customers, ServiceDesk Plus On-Demand is a complete, SaaS-based, ITIL-ready help desk system for businesses of all sizes. With integrated asset management, ITIL workflows, knowledge base, a self service portal, extensive reporting and pay-as-you go pricing, it enables the IT organization to provide best-in-class service to their users at unmatched value for the money. For more information on ServiceDesk Plus On-Demand, please visit http://ondemand.manageengine.com/service-desk/index.html.

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 55,000 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, iPhone, on-demand, ITIL, desktop management, service desk, help desk, integrated IT management, network configuration, application performance monitoring, performance monitoring, cloud monitoring, virtualization, cloud, IT management, business service management, user experience monitoring, workflow automation, network management

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