

ManageEngine® ServiceDesk Plus MSP

Fact sheet

ServiceDesk Plus MSP is an AI-powered, PSA-ITSM platform by ManageEngine, specifically designed for MSPs. It features essential ITSM practices such as ITAM and CMDB along with powerful PSA capabilities. This makes it the perfect solution for MSPs seeking a single platform to efficiently design, manage, and deliver services for maximum profitability.

Best practice PSA and ITSM capabilities

- ✓ Industry-recommended ITSM framework
- ✓ Client management and rebranding
- ✓ Automated billing and invoicing
- ✓ Customer-specific customizations
- ✓ Omni-channel service desk
- ✓ Customizable self-service portal
- ✓ AI-augmented predictive intelligence and virtual support agent
- ✓ Workflow automation and orchestration
- ✓ No-code automations for request management
- ✓ Integrated remote control
- ✓ Contextual IT and business integrations



Over 10 years of transforming service desks for MSPs



Used across 185 countries



Available in 35+ languages



Built-in computer telephony integration

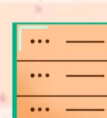


Standard edition free up to 5 technicians

Deployment models






SaaS



On-premises

Editions

Standard 	Professional 	Enterprise 
IT service desk + Automated billing	IT service desk with ITAM capabilities Problem management (add-on) CMDB (add-on)	Unified PSA-ITSM platform Service desk + ITAM + problem + change + release + IT project + CMDB
Change and release management (add-on) IT project management (add-on) Service Catalog (add-on)		
Failover service (add-on for the on-premises version) and Live Chat		
NA	Remote Access Plus (add-on)	



Pricing

Get started with the robust MSP platform today.

Check out our plans and pricing at mnge.it/sdpm-sp-pricing or scan the QR



Hardware requirements

Up to 100 requests or 30 logins

1.7GHz to 2.4GHz, 10MB to 12MB cache, 4 cores to 8 cores or any entry-level server-grade processor,

500GB hard disk, 16GB RAM, and PGSQL database

Up to 500 requests or 100 logins

2.4GHz to 3.0GHz, 12MB to 20MB cache, 6 cores to 8 cores or equivalent technology,

2TB hard disk, 32GB RAM, and PGSQL or Microsoft SQL database

Above 500 requests or 100 logins

3.0GHz to 4.5GHz, 30MB cache, 16 cores or equivalent technology,

2TB hard disk, 64GB RAM, and Microsoft SQL database

Supported databases

MSSQL 2016

MSSQL 2017

MSSQL 2019

MSSQL 2022

Supported browsers

Mozilla Firefox

Google Chrome

Microsoft Edge

Zoho Ulaa

Supported operating systems

Windows Server OS: (2019, 2022)

RedHat Linux (RHEL): 7 and above

Ubuntu: 20 and above

Cent OS: 8 and above

Debian: 10 and above