ManageEngine

ServiceDesk Plus MSP

ManageEngine

A division of Zoho Corporation, a bootstrapped, private, and profitable company



18+ years of IT management solutions expertise



180,000+ customers



2,500+ employees



90+ products & free tools for IT management



190+ countries

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Common challenges

faced by managed service providers (MSPs)



Inaccurate time tracking and billing



Improper tracking and servicing of account tickets



Process automation gaps



Violations of service-level agreements (SLAs) and contracts



Suboptimal account (customer) experience



Lack of insights into help desk operations

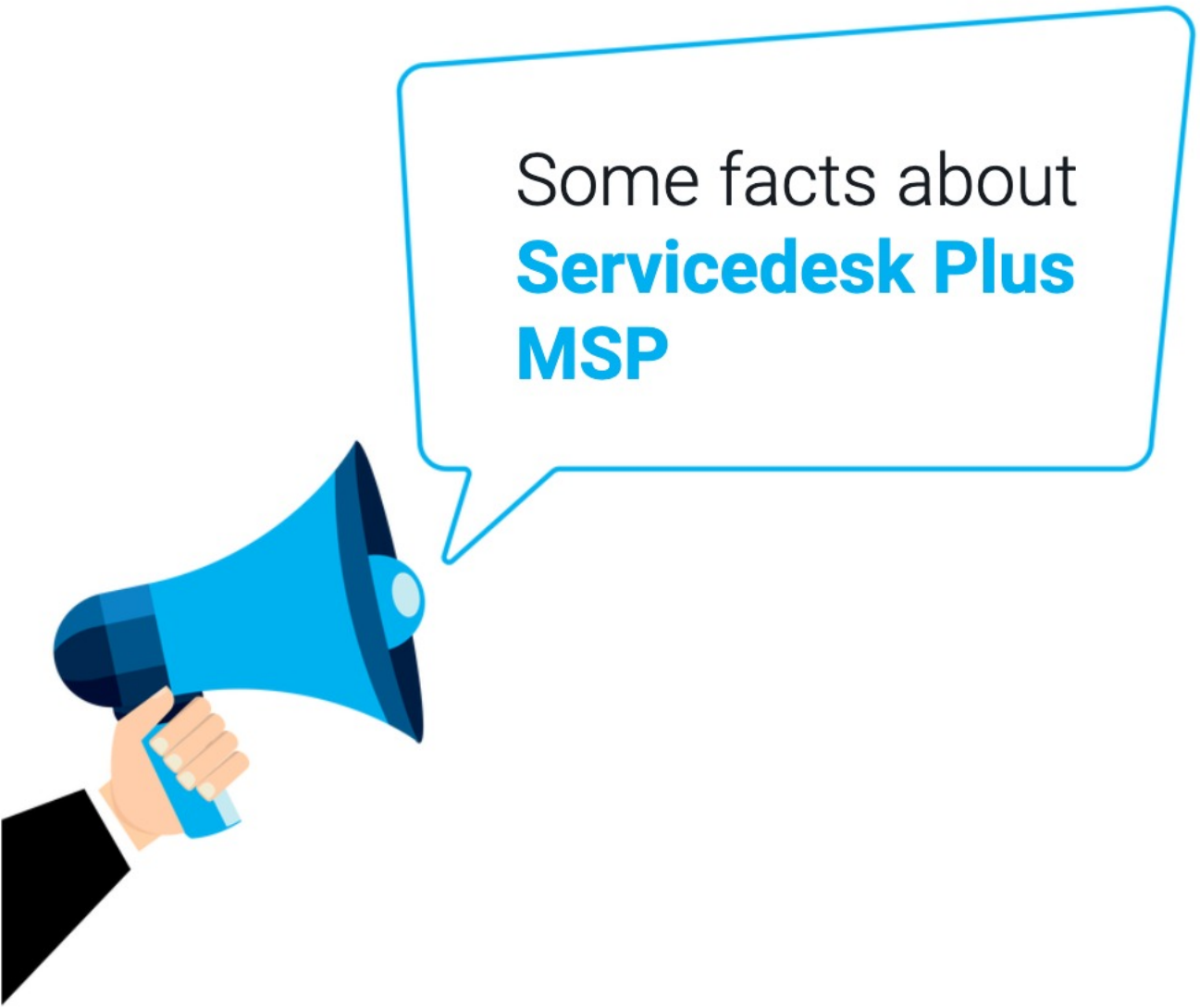
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The result

Substandard service delivery
experience for both *accounts* and *agents*,
resulting in loss of business.



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- **ServiceDesk Plus MSP** is web based, ITIL-ready help desk software that helps MSPs centrally manage all accounts with automated billing and service contracts
- In the market **since 2009** and available in **36 languages**
- ServiceDesk Plus MSP can handle over **750 technicians**, over a million contacts, and **1,000 tickets/day** through a single instance
- Used across multiple industries such as hospitality, health care, computer hardware, government organizations, NGOs, and many more



Why
ServiceDesk Plus MSP?

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Best practices out of the box for optimal utilization of resources and reduction in delivery costs.



Scalable to handle organizations of all sizes as individual customers



Highly customizable right from account-specific user interfaces.
No coding skills required



Easy learning curve for IT staff and end users. Low time to market. Better customer satisfaction.



Ability to automate repetitive tasks to reduce delivery efforts and costs



Tight, *contextual integration* with other IT management and business apps, including for billing and invoicing

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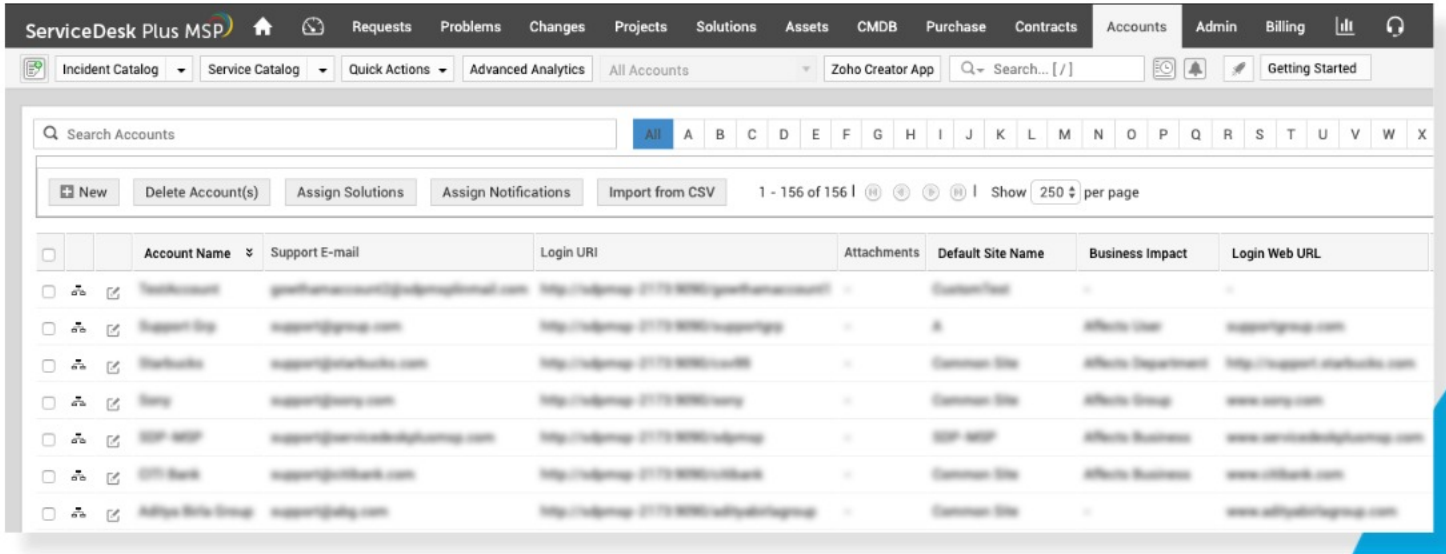
The eight ways ServiceDesk Plus MSP

helps you deliver exceptional services profitably

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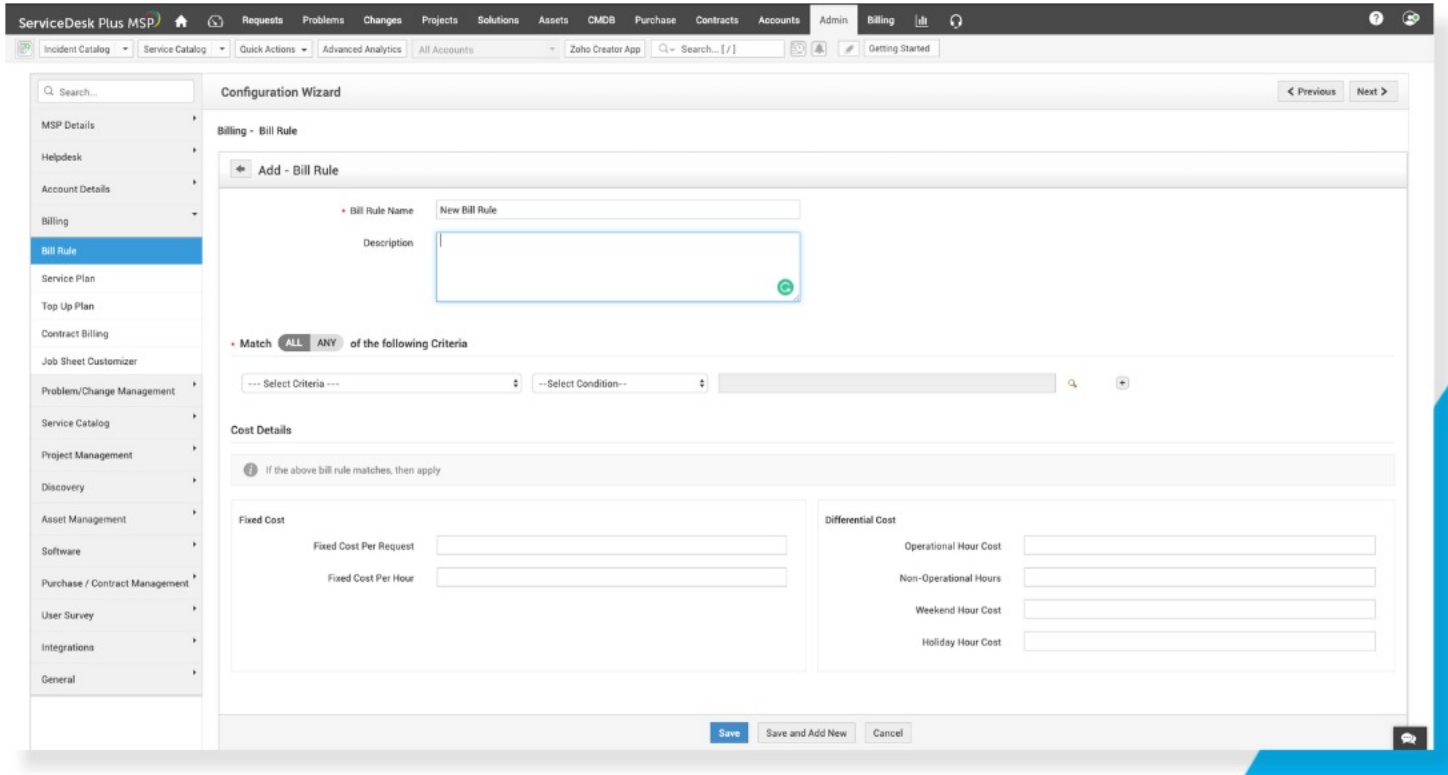
1

Smartly manage IT service delivery for multiple organizations with account management



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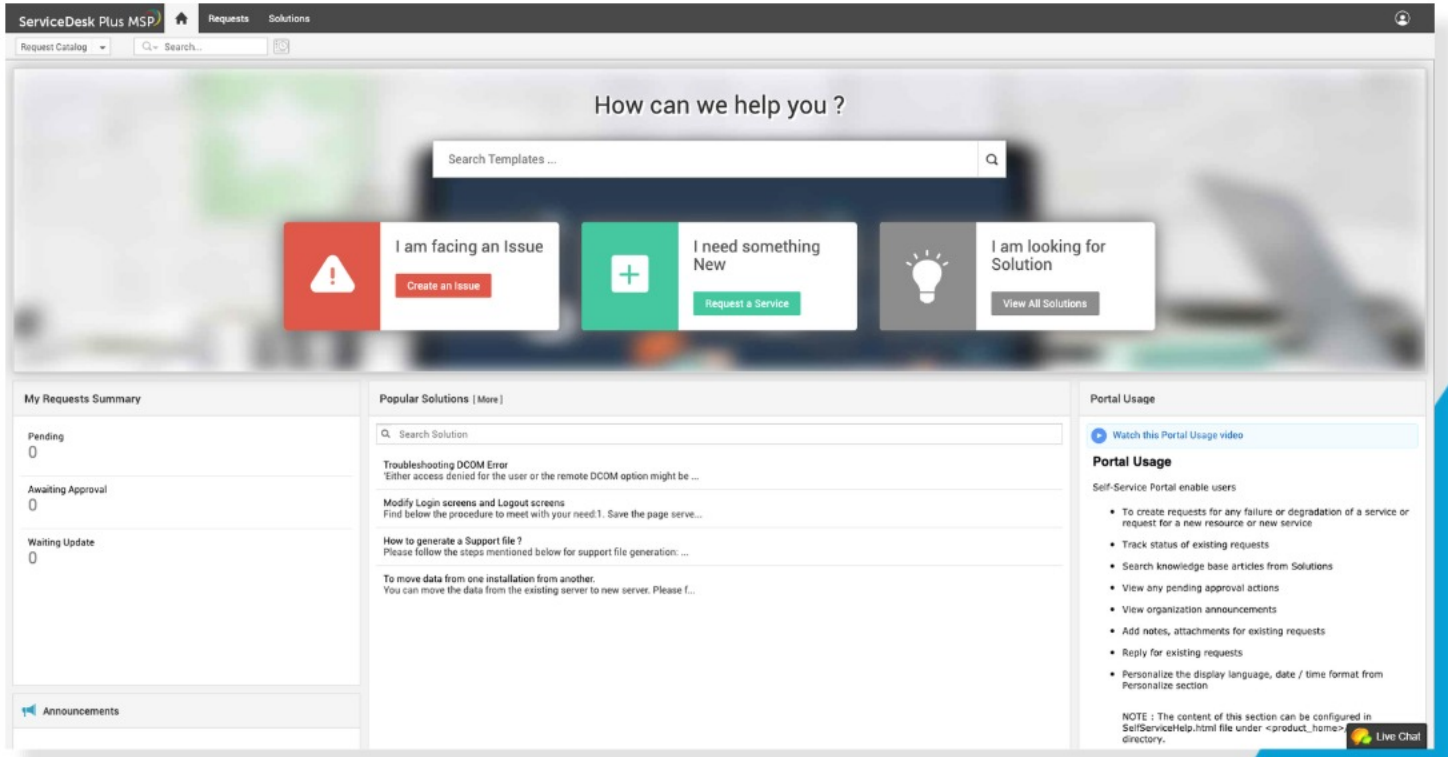
2 Say goodbye to cumbersome billing processes with automated billing



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3

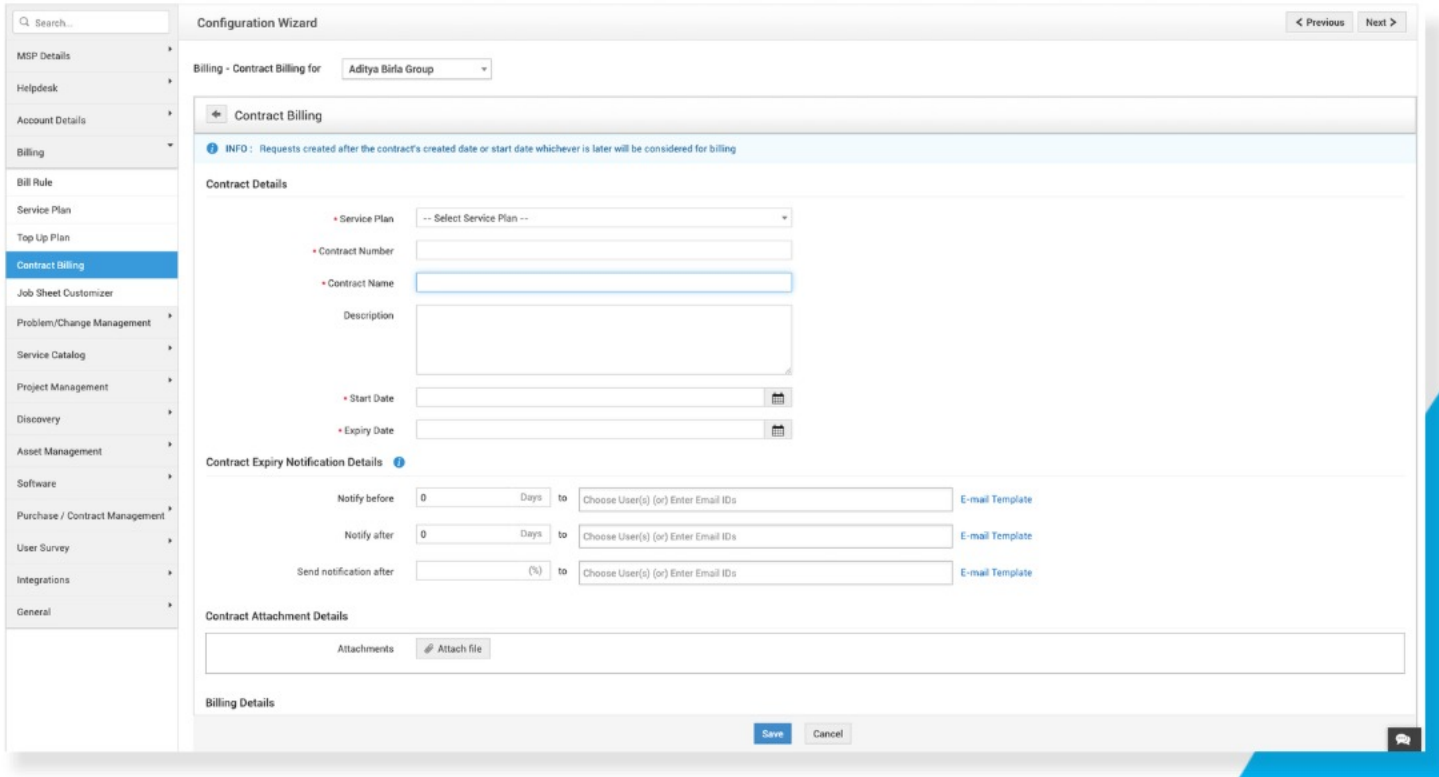
Personalize the look & feel unique to each account with rebranding & a highly customizable self-service portal



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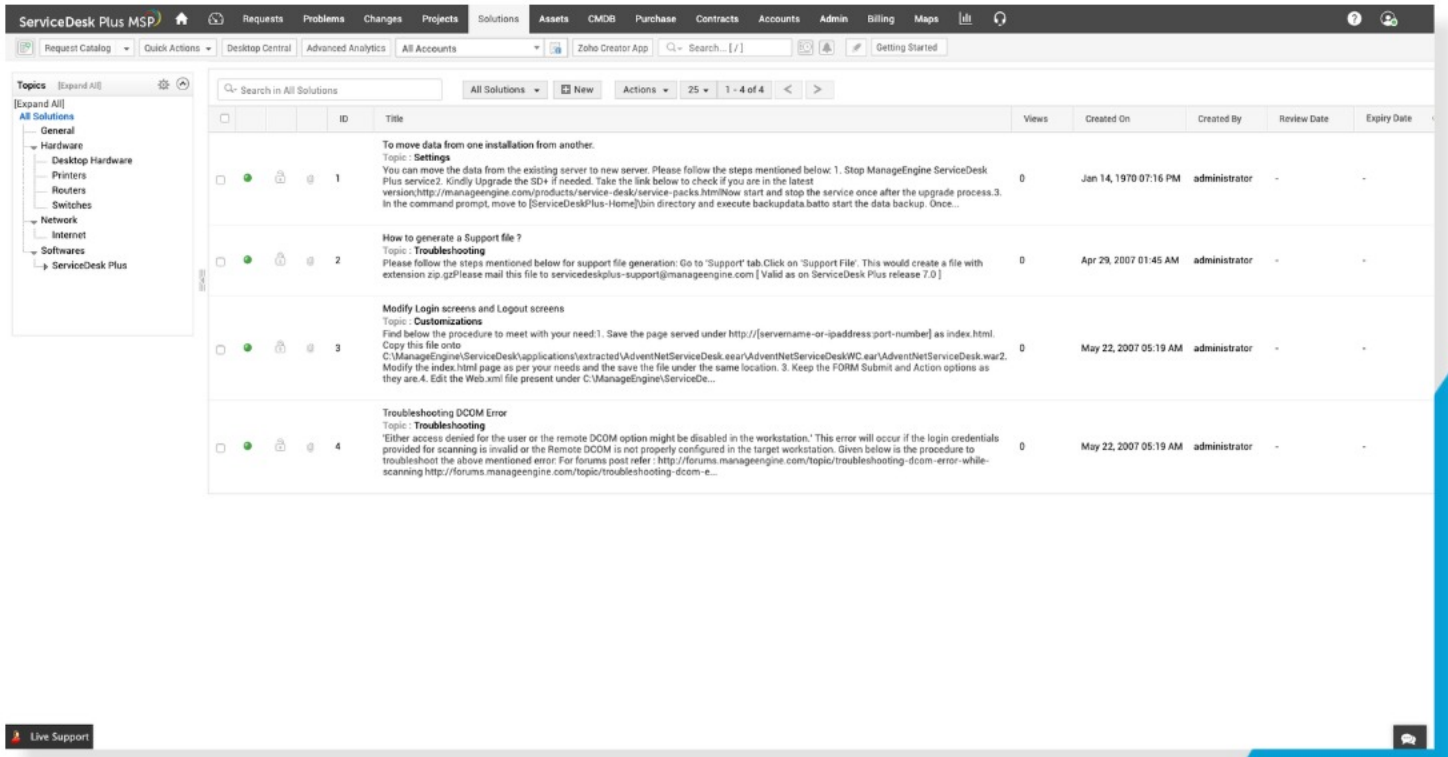
4

Customize plan type, bill cycle, allowance and usage for each customer with unique service plans



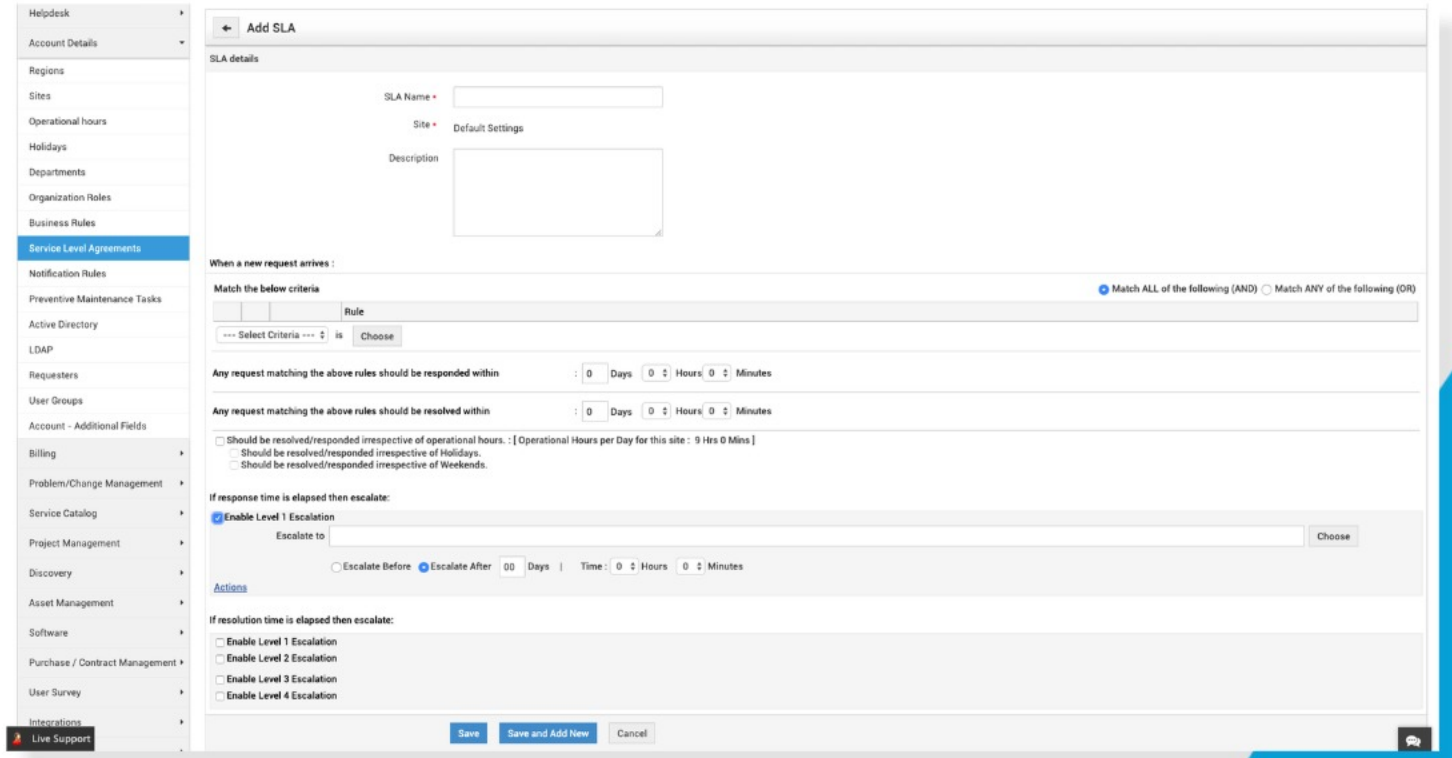
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5 Improve resolution times and promote end-user self service by leveraging the account-specific knowledge base



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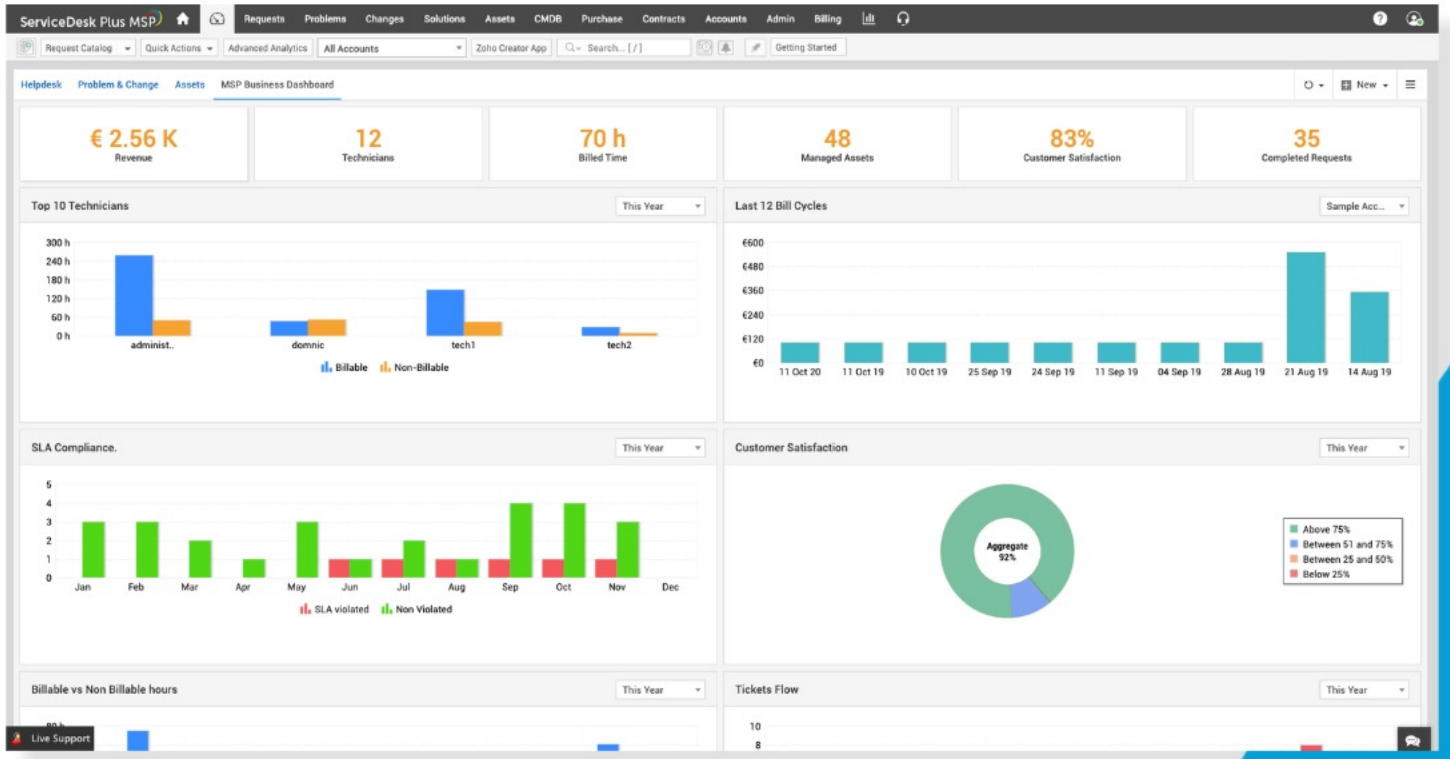
6 Set high standards for customer service with criteria-based proactive and reactive escalations



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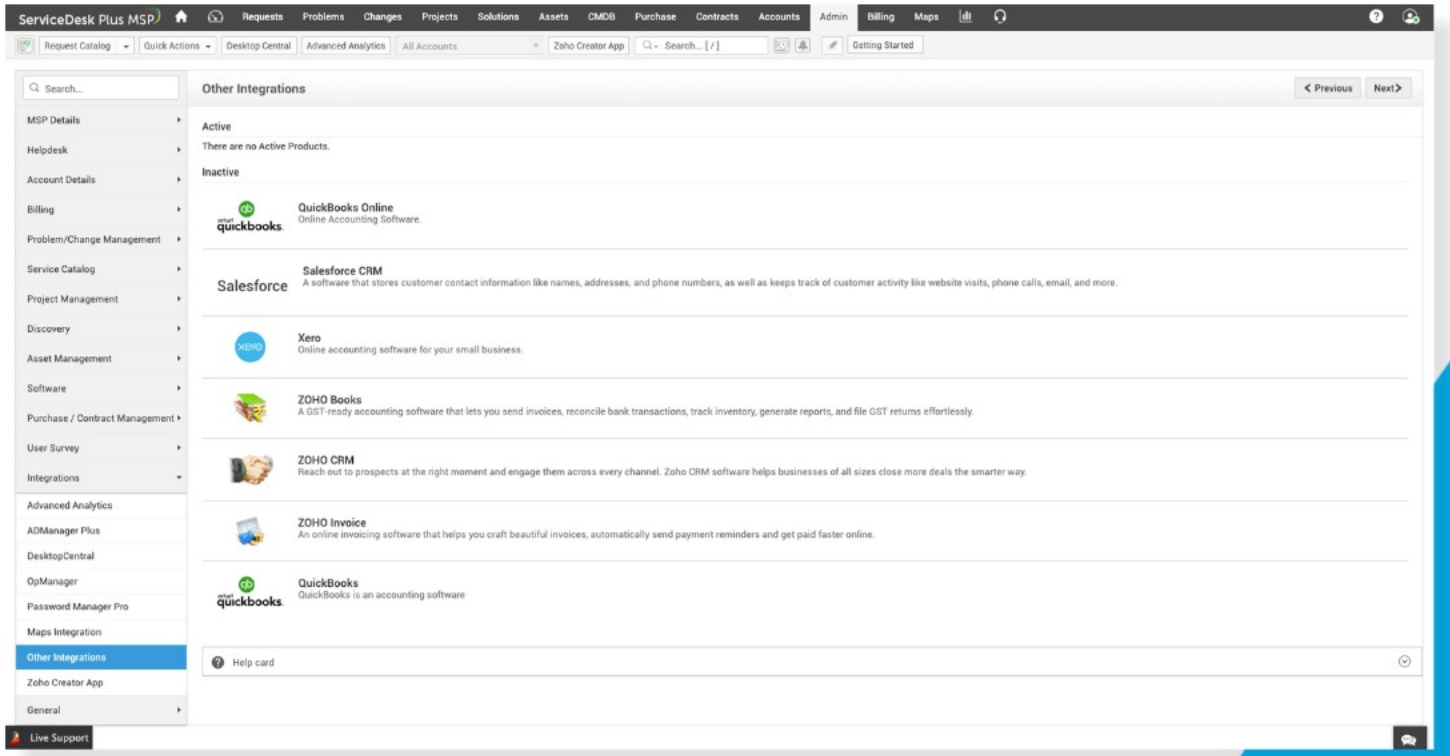
7

Track real-time KPIs and help desk stats with advanced reporting and customizable dashboards



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8 Strengthen service delivery processes with out-of-the-box integrations with IT management and business applications



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Top capabilities

- Account management
- Billing and contracts management
- Rebranding individual accounts
- Incident and problem management
- Change management
- IT asset management
- Configuration management database (CMDB)
- Purchase management
- Project management
- Service requests and request fulfillment
- Knowledge management
- Request life cycle management
- Reporting, automation, and SLA management
- Integration with IT management apps

Editions



Standard

IT help desk software

- Help desk
- Account and contacts management
- Billing management
- Self-service portal
- Help desk reports
- SLA Management
- Survey

The perfect starter kit for MSPs



Professional

Help desk + asset management

- Help desk
- Account and contacts management
- Billing and contracts management
- Self-service portal
- Asset Management
- Purchase and contracts management
- Reports and dashboards

The right package for MSPs with integrated IT asset management needs



Enterprise

Help desk + ITIL® + asset + project

- Help desk
- Account and contacts management
- Billing and contracts management
- Self-service portal
- Problem management
- Change management
- IT project management
- Service catalog
- CMDB
- Dashboards

Advanced MSP kit with all the ITSM processes a service desk needs

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Supported databases, browsers, & OSs



Windows Server 2012-2016
Windows 7/8/10
RHEL 8 and above
Ubuntu 14.0 and above



MSSQL 2017, 2016, 2014
MSSQL 2012, 2010, 2008
PostgreSQL



Internet Explorer: IE11, IE Edge
Firefox
Google Chrome

Customers





































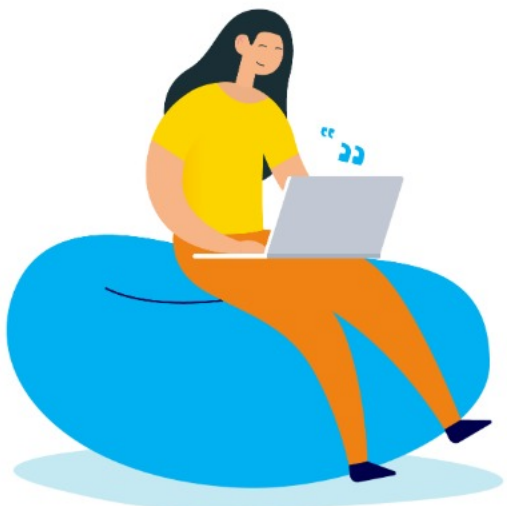




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Sample customer implementations

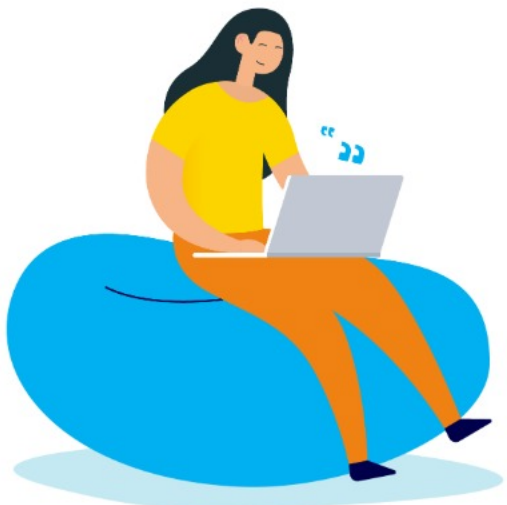
Customer	Tech count	Accounts managed	Nodes managed	Tickets managed
wanstor	186	~200	7,560	500,000
ingenico GROUP	150	200	3,000	930,000
amicus its	55	150	10,000	600,000



Customer reviews

ManageEngine allows our customers to be kept up-to-date on a three-tier level (telephone, web and email), provides excellent SLA options [based] on customers' [needs], allows our technical staff to be kept updated instantly on all requests, and most of all, provides easy-to-use reports that can be scheduled, giving me the time to concentrate on other business requirements

Jason Roberts | Technical manager | TCNS - IT and Networks Support Provider



Customer reviews

ManageEngine ServiceDesk Plus MSP helps us manage our accounts' requirements day in and day out, 24x7, in ways that all other help desk software failed to achieve— and all that without having to spend SIX figures!

Stephen Rowney | Managing director | Infinet Network Solutions Pty. Ltd.



How ServiceDesk Plus MSP helps you deploy best practice for support operations

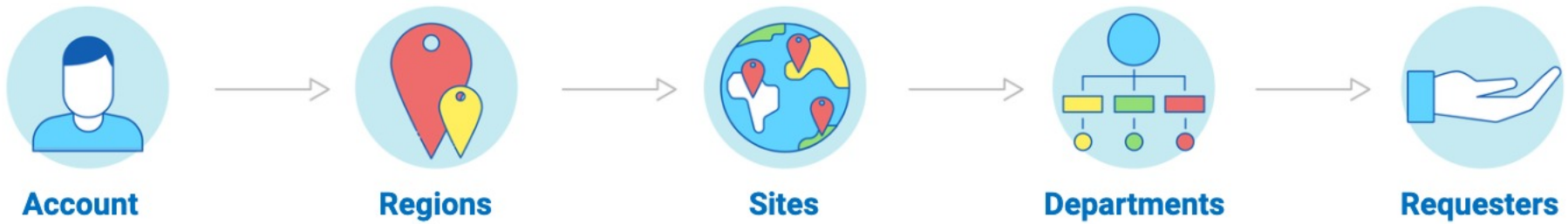
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Account Management

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Account management structure



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Best practice account management with ServiceDesk Plus MSP



Provide personalized services

Self-service portal | Unique login Support emails



Quickly resolve incidents by gaining control over user workstations

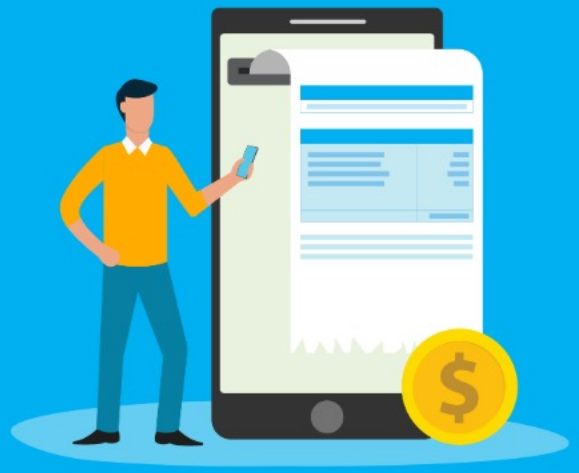
Remote monitoring



Boost the service desk team's productivity with process automations

Business rules | SLAs

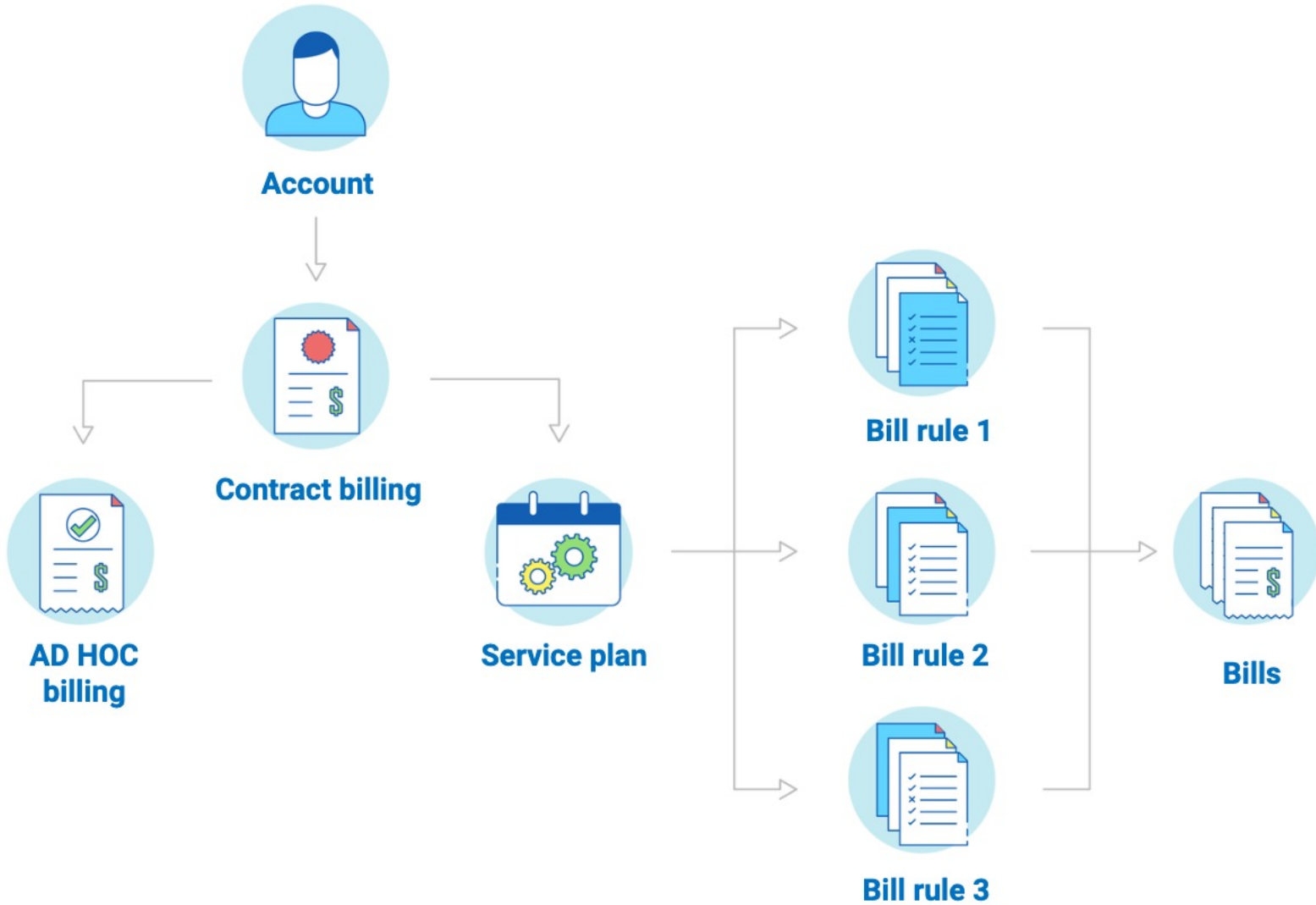
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Billing & contracts
Management

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Billing workflow



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Best practice billing with ServiceDesk Plus MSP



Flexibly bill different accounts based on the services delivered

Bill rules



Build personalized service plans for your accounts

Create pre-paid and post-paid service plans
Bill cycles/period
Base charges



Provide hassle-free, accurate billing

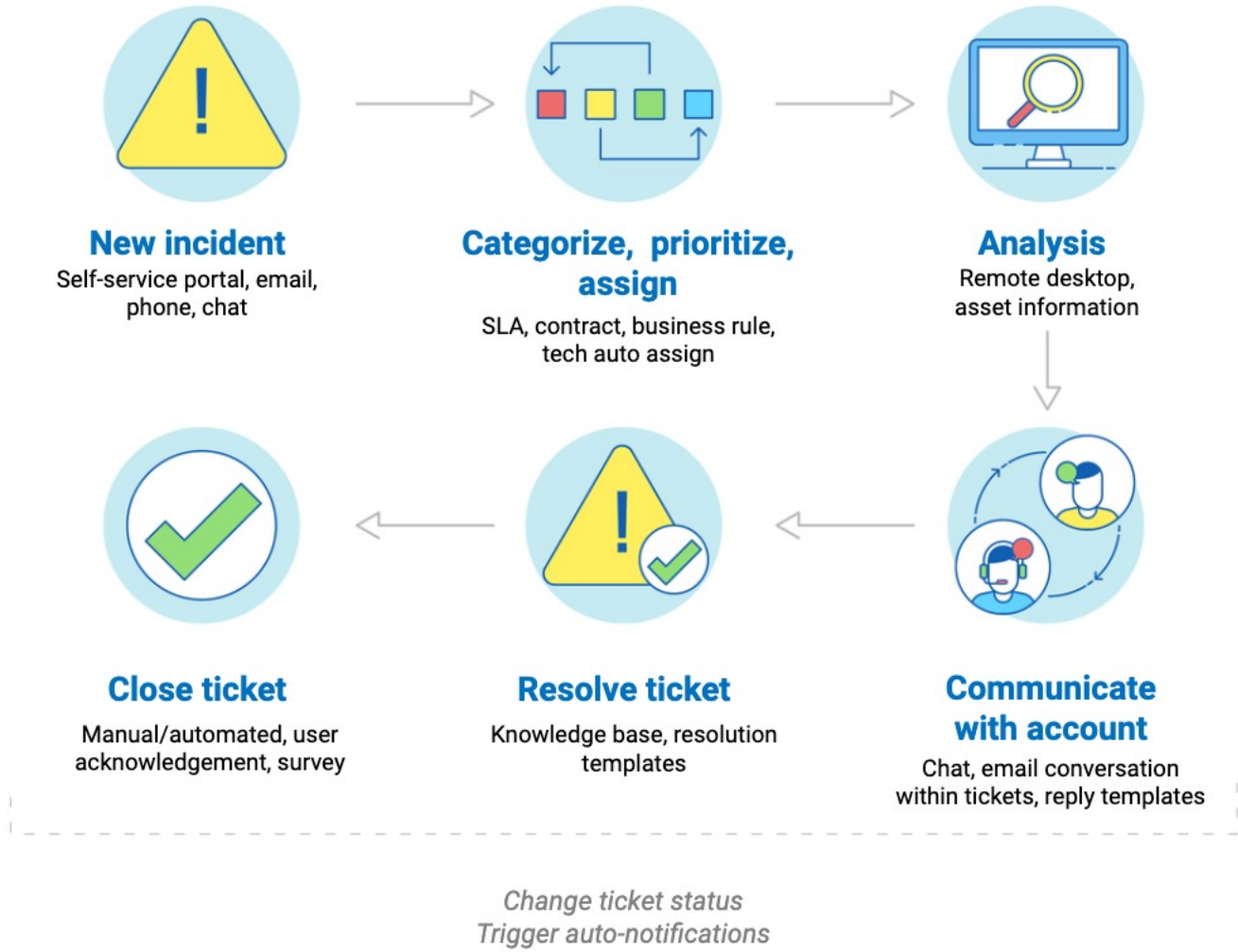
Contract billing
Worklogs
Timesheets



Incident
Management

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Incident management workflow



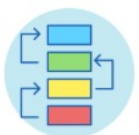
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Best practice incident management with ServiceDesk Plus MSP



Multiple channels for reporting incidents

email | phone | self-service portal | chat | integrated business apps



Perform hands-free categorization, prioritization, and assignment

Business rules | Technician auto-assign | Priority matrix



Collect comprehensive information on the issue during ticket logging

Customizable incident templates



Move to a shift-left model for L1 tickets

Self-service portal
Solution auto-suggest

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Best practice incident management with ServiceDesk Plus MSP



Minimize resolution times

Request life cycle | Integrated knowledge base | Resolution templates | Request sharing and collaboration



Track and manage SLAs

Response and resolution SLAs
SLA escalations, and actions
Bill rules



Ensure prompt and relevant communication on ticket progress

Notification rules | Canned responses | Notes



Reduce reopen rates and incident backlogs

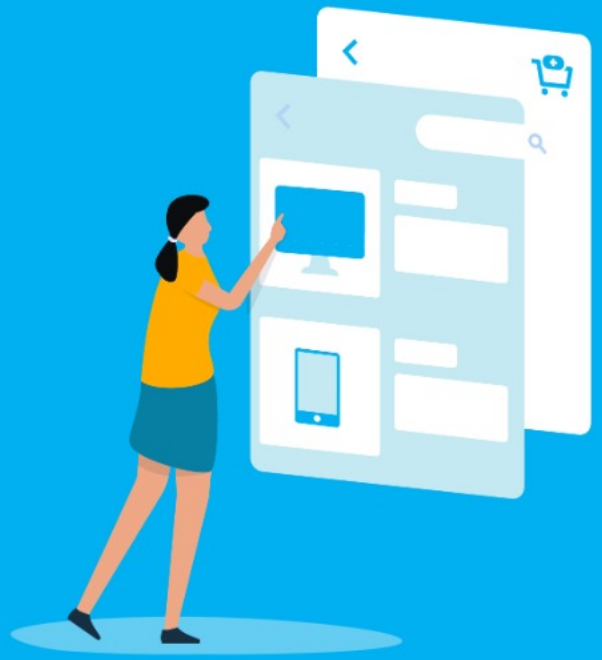
Automated ticket closure | Incident KPIs | Custom reports
Advanced analytics



Maximize end-user satisfaction levels

User surveys

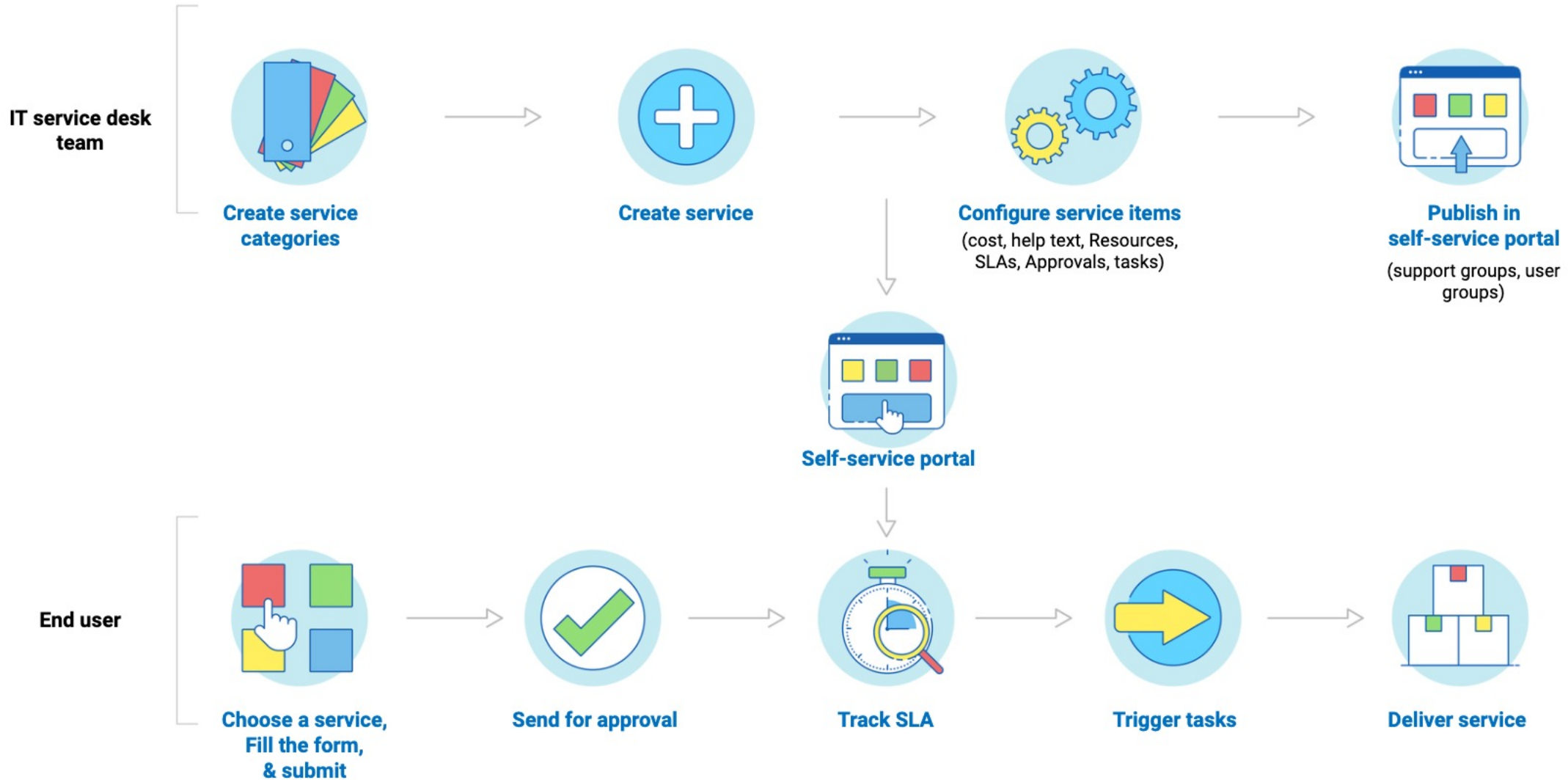
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Service request
Management

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Service request management workflow



Best practice service request management with ServiceDesk Plus MSP



Showcase the wide range of IT services offered and improve IT visibility

Service categories | Service templates | Resources



Present the right services to the right users

Role-based user access
User groups | Service Plans
Contracts



Involve the right stakeholders

Technician groups | User groups
Organization roles | Service request approvers



Increase the efficiency of service delivery

Business rules | Request life cycle | Tasks | SLAs | Task dependencies

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Best practice service request management with ServiceDesk Plus MSP



Define authorization, escalation, and notification policies

5-stage approval process
SLAs | Notification rules



Set the right service level expectations for end users and technicians

Response and resolution SLAs |
SLA escalation notifications,
and actions



Track service delivery costs

Service costs |
Resource costs

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Knowledge
Management

Knowledge management workflow



Create new KB articles

Text, Images, Attachments



Organise under topics

Keywords for better visibility



Submit for approval



Publish in self-service portal

Restrict to support reps or Publish to customers | Allow ratings/comment by customers

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Best practice knowledge management with ServiceDesk Plus MSP



Structure and organize the knowledge base

Account based segregation | Rich text editor | Topics | Keyword search



Maintain authorship and version information

Solution owner | History



Keep a review and approval process in place

Solution review and approvals | Solution expiration



Define access privileges on knowledge artifacts

Technician roles | User groups

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Best practice knowledge management with ServiceDesk Plus MSP



Preserve knowledge from incidents and problems

Convert resolutions into knowledge base articles



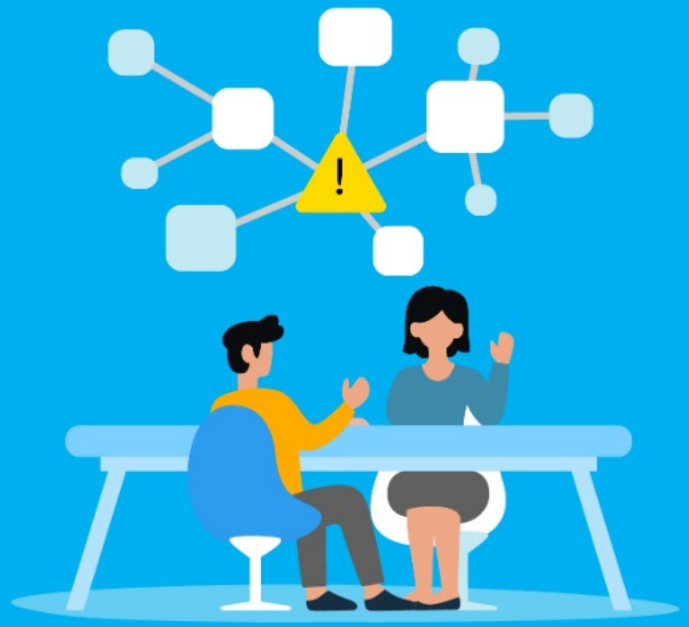
During ticket creation, provide end users with contextual suggestions from the knowledge base

Solution auto-suggest | Self-service portal



Track usage and efficiency metrics

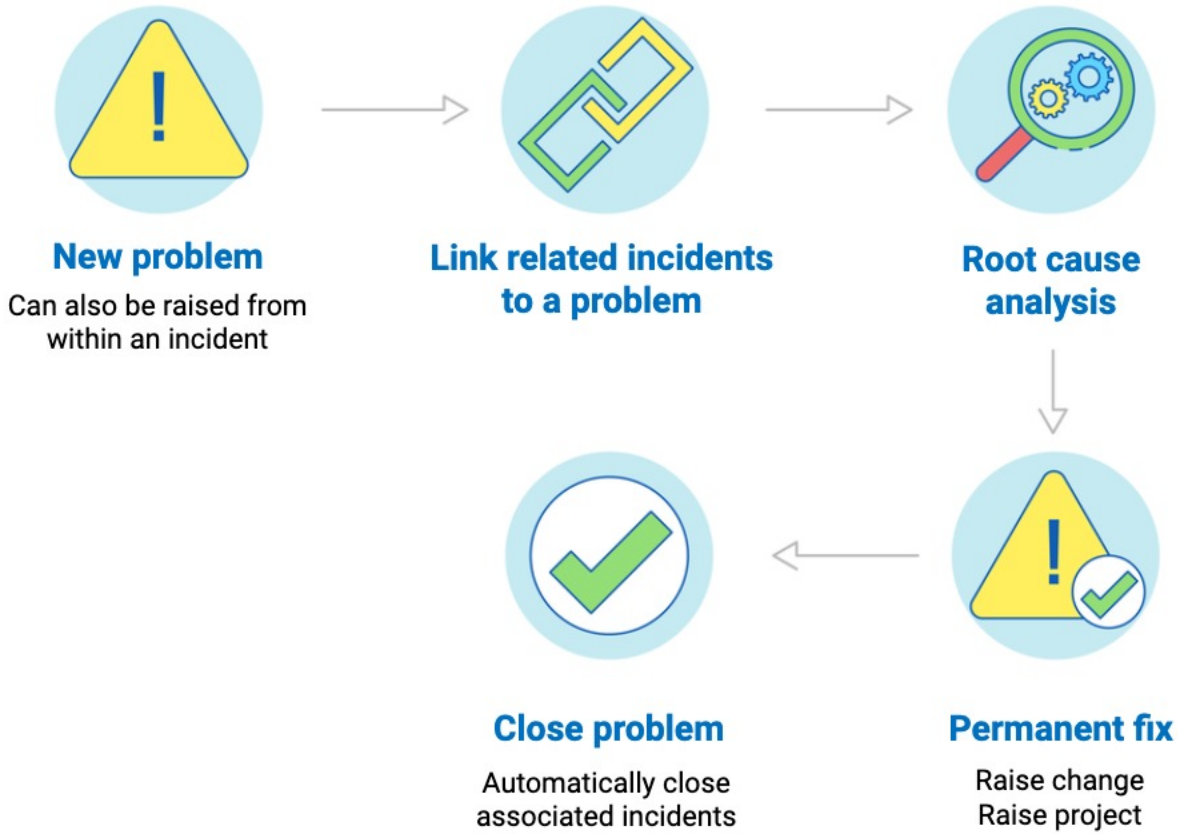
Requests resolved by a specific solution



Problem
Management

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Problem management workflow



Best practice problem management with ServiceDesk Plus MSP



Identify incidents that require a root cause investigation

Create a problem ticket from an incident | Problem logging



Precisely define each major problem and quantify the business impact

Services affected | Add assets involved in templates



Standardize the format for defining problems

Problem templates



Identify the problem owner

Problem roles | Technician



Make problem management work in tandem with other ITIL processes

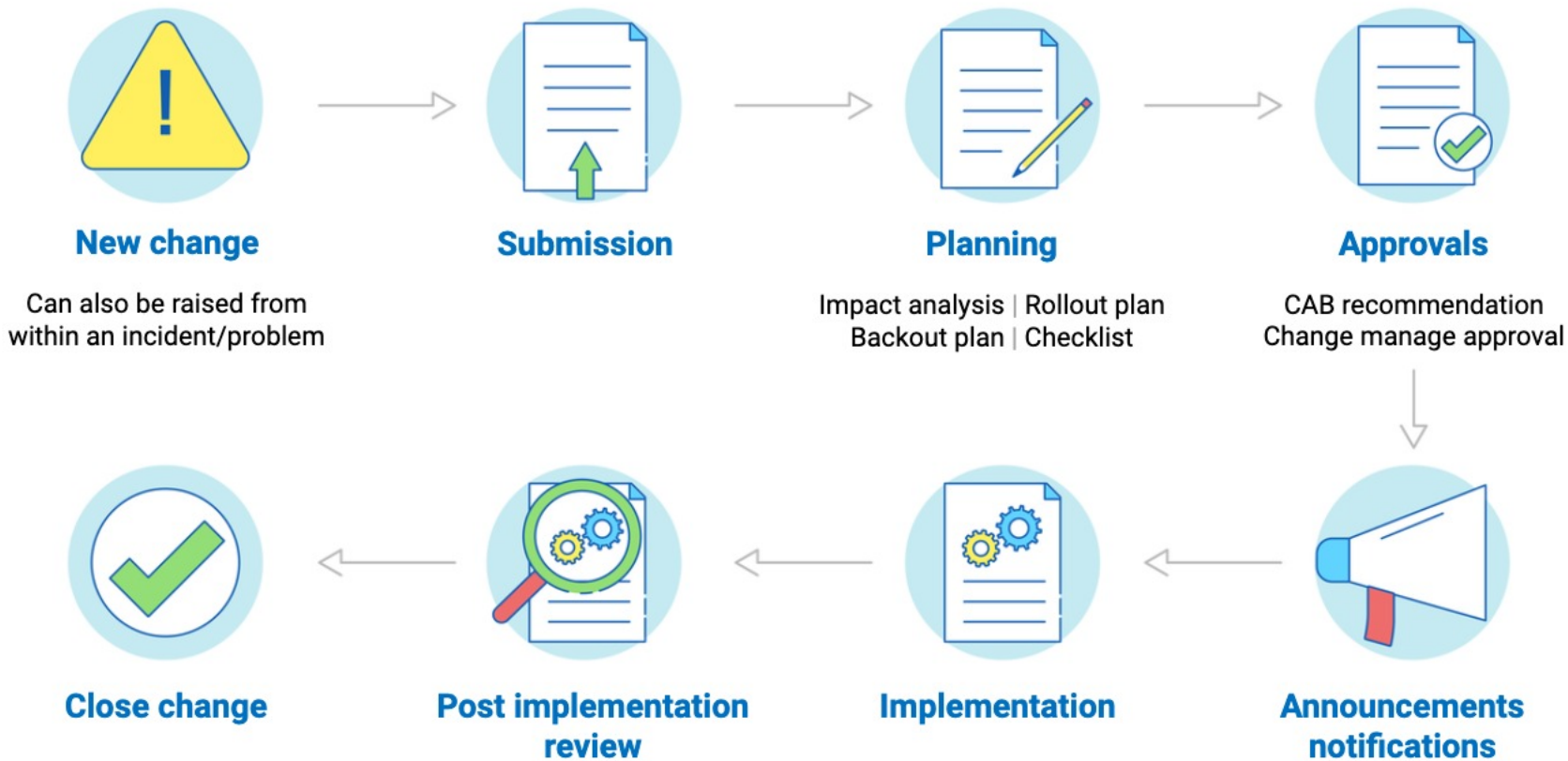
Associate incidents, changes, assets, and CMDB with problems



Change
Management

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Change management workflow



Best practice change management with ServiceDesk Plus MSP



Assign solution implementation to specific users with due dates

Tasks



Maintain a known error database

Label a problem as a known error



Track solution implementation and effectiveness

Analysis | Workarounds | RCA



Keep notification mechanisms in place to keep stakeholders informed

Notification rules | Announcements

Best practice change management with ServiceDesk Plus MSP



Identify the type of change

Change types



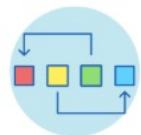
Define key roles and responsibilities

Change roles



Design processes for different change types

Change workflows | Visual change life cycle with multistage processes



Log, manage, & prioritize change proposals

Custom change templates
Logging from incident or problem records | Change calendar

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Best practice change management with ServiceDesk Plus MSP



Gain clear insights on risks and the impact of changes

Risks | Change planning, including impact analysis & rollout plans | CMDB integration for downstream impact



Put an effective approval mechanism in place

CAB | Change manager



Communicate schedules & any downtime to stakeholders

Downtime schedule | Announcements



Measure the progress & effectiveness of change implementations

Implementation checklist | Tasks | Project association

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Best practice change management with ServiceDesk Plus MSP



Keep contingency plans in place

Back-out plans



Implement continual service improvement

Post-implementation reviews | Change KPIs



Make change management work with other ITSM processes

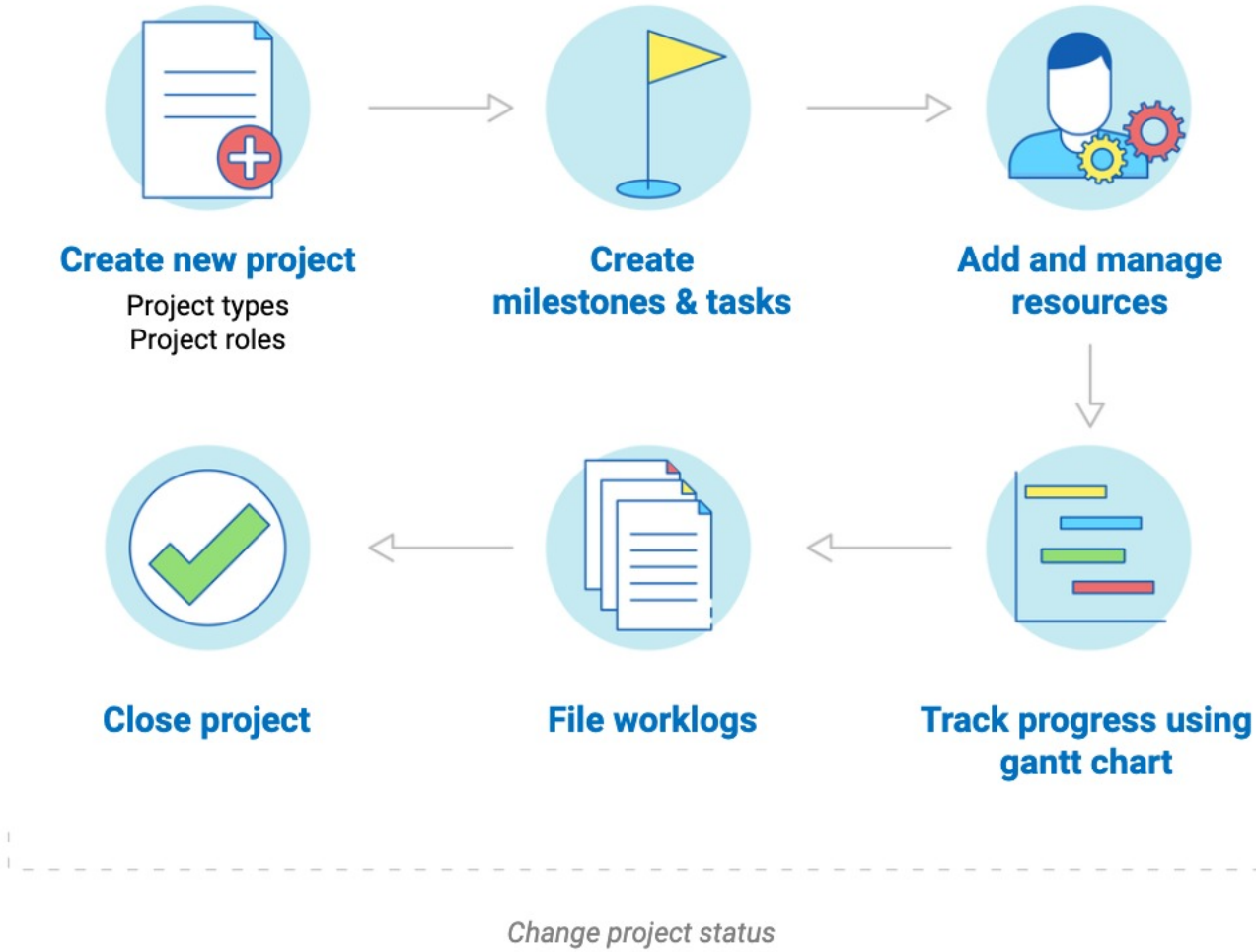
Integration with incident, problem, asset, project management, and CMDB



Project Management

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Project management workflow



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Best practice project management with ServiceDesk Plus MSP



Collect all relevant information beforehand to identify the scope, budget, and time needed

Project templates



Break down your projects into subactivities

Milestones | Tasks



Define different roles and responsibilities

Project roles | Members



Effectively track the progress of projects

Project status |
Gantt charts

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Best practice project management with ServiceDesk Plus MSP



Keep track of the effort spent at a granular level

Worklog |
Timesheets



Use data to make better decisions on-the-go

Project overview map |
Project reports



Integrate project management with other ITSM modules

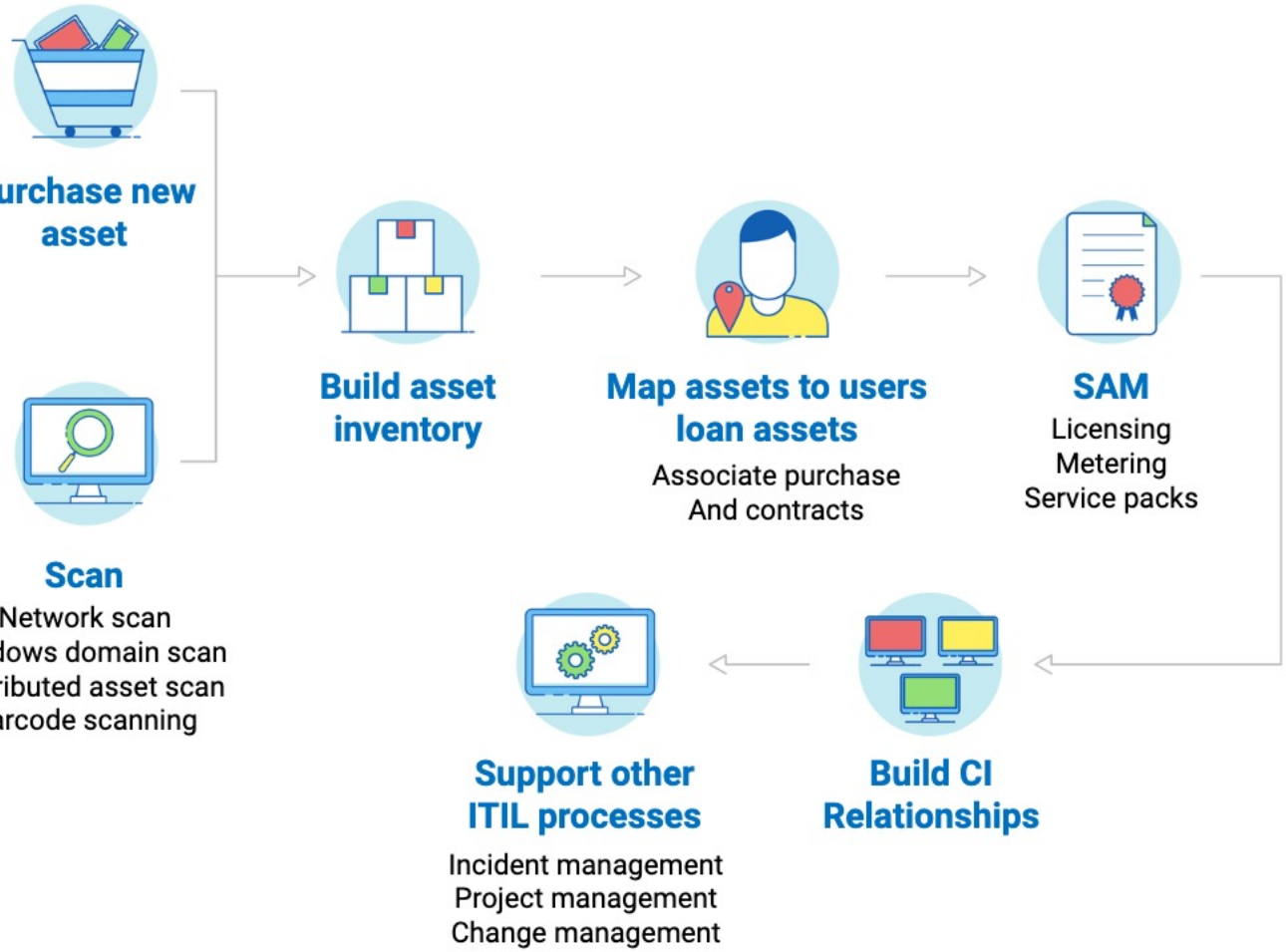
Associate requests and changes with projects



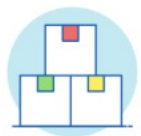
Asset management

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Asset management workflow



Best practice asset management with ServiceDesk Plus MSP



Gain control over all hardware and software inventory

CMDB | CI types | CI relationships | Business views



Classify asset & product types

Asset types | Product types



Track assets across their life cycle from requisition to retirement, along with ownership

Asset states
User-workstation mapping | Asset loans

Best practice asset management with ServiceDesk Plus MSP



Map relationships between assets and business services

Multi-source discovery modes (Agents, Windows/network/ distributed scans) | Barcode-based discovery



Keep track of asset depreciation and other costs

Depreciation
Cost center | GL codes



Manage all your software license investments

Software, license, and agreement types

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Best practice asset management with ServiceDesk Plus MSP



Track software usage and compliance

Software metering | Software and license dashboards



Stay on top of your IT purchases

Purchase management | Vendor list | Approvals | Invoice and payment | Associated assets



Centralize the asset contracts management process

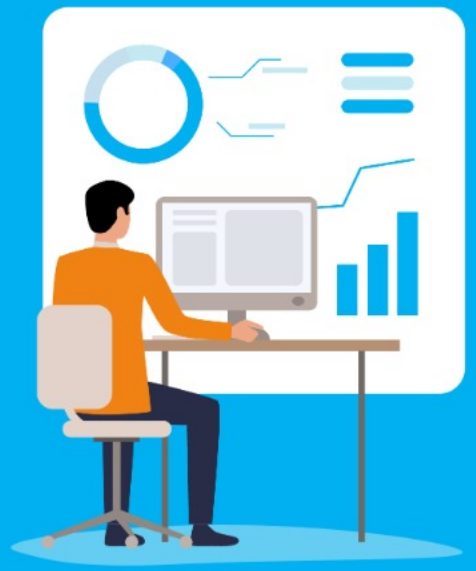
Contract details | Renewal detail
Child contracts | Expiry notifications
Associated assets



Ensure that your ITAM supports other ITSM process

Asset information in incidents, problems, changes, & projects, & mapping to CMDB

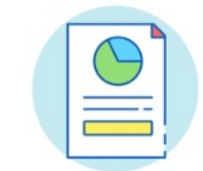
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Reporting

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Reporting in ServiceDesk Plus MSP



Pre-defined reports



Customizable reports



Query reports



Configure & modify reports

Report type, Choose desired data, Filter options, Save reports



Schedule reports

Knowledge base



Generate & share reports

Email as HTML, XLS, CSV and PDF | Customize dashboard

Reporting in ServiceDesk Plus MSP



Keep tabs on your key service desk metrics

Out-of-the-box reports
Live dashboards | Custom dashboard widgets



Keep key stakeholders and CXOs informed periodically

Scheduled reports | Email reports automatically | Export reports as HTML, PDF, XLS, and CSV files



Mine information about your service desk from the available data

Custom reports (tabular, matrix, summary, & audit reports) | Query reports | Custom CI reports

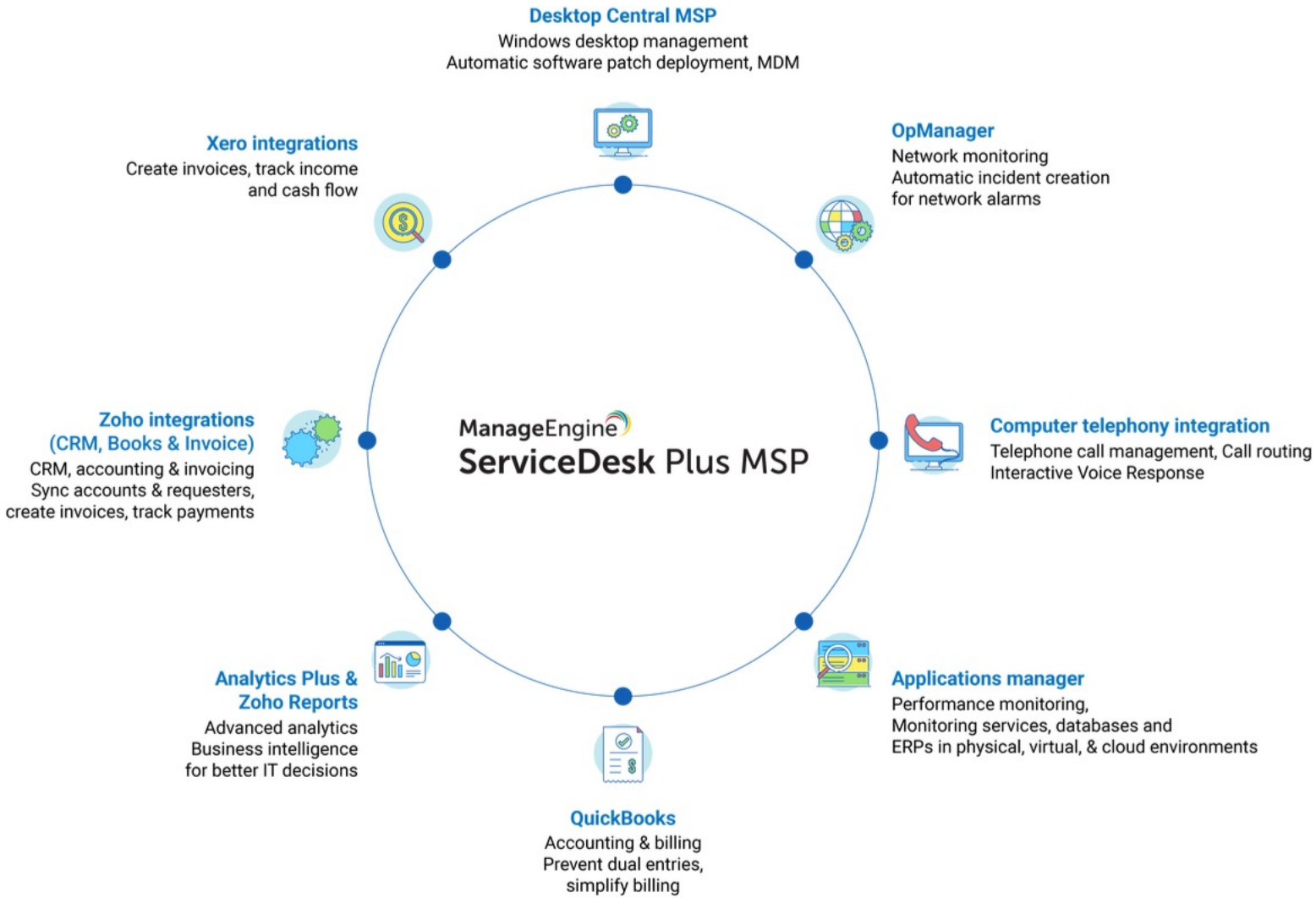
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Integrations

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Integrations in ServiceDesk Plus MSP



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Integrations in ServiceDesk Plus MSP



Share desktops remotely; connect to and troubleshoot workstations

Zoho Meeting





Trigger automated software deployments and enable mobile device management capabilities

ManageEngine Desktop Central

ManageEngine Mobile Device Manager Plus

Integrations in ServiceDesk Plus MSP



Provide a personalized response by seeing the caller's personal details such as name, account, site, and pending tickets before even answering the call

Computer Telephony Integration



Accelerate productivity by knowing the geographical location of on-site technicians and account (client) sites for faster field service delivery

Maps



Roadmap

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Gamification

Turn work into a fun game. Break away from everyday monotony



Kanban View

Optimize your requests effectively as cards with the Kanban View



Release Management

Provide strategic visibility for change deployments and project delivery

Thank You!

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sales@manageengine.com