Comparison Document

Your Help Desk evaluation is not complete until you check out the comparison between the different editions of ServiceDesk Plus and the price.

Here is a list prepared based on customer queries.

FEATURES	STANDARD EDITION	PROFESSIONAL EDITION	ENTERPRISE EDITION
GENERAL FEATURES			
Easy web based access	Yes	Yes	Yes
Provision to create custom tracking fields	Yes	Yes	Yes
Minimal learning curve supported with simple user training	Yes	Yes	Yes
ITIL Ready	No	No	Yes
Configuration wizard to setup software	Yes	Yes	Yes
Data Archiving	Yes	Yes	Yes
Themes	Yes	Yes	Yes
Translations	Yes	Yes	Yes
ITIL Standards Support			
Incident Management	Yes	Yes	Yes
Problem Management	No	Add-On	Yes
Change Management	No	Add-On	Yes
Project Management	Add-On	Add-On	Yes
Integrated CMDB	No	Add-On	Yes
Service Catalogs	No	Add-On	Yes
Call Tracking/Request Management			
Request modes			
• Email	Yes	Yes	Yes
• Phone	Yes	Yes	Yes
• Self-Service Portal	Yes	Yes	Yes
Multi-site Support	Yes	Yes	Yes
Central repository to log and track issues	Yes	Yes	Yes
Auto-generation of tickets	Yes	Yes	Yes
Announcements to display important crisis to the users	Yes	Yes	Yes
Maintenance Contract Links	No	Yes	Yes
Send and receive email from the application	Yes	Yes	Yes
Send and receive SMS (short message services) from the application	Yes	Yes	Yes
Create tickets from incoming email	Yes	Yes	Yes
Email Parser	Yes	Yes	Yes
Automatic classification and routing of messages	Yes	Yes	Yes
Forward requests manually and automatically	Yes	Yes	Yes

Request Form Customization	Yes	Yes	Yes
Rich text editor and ability to add attachments	Yes	Yes	Yes
Requests Scheduling	Yes	Yes	Yes
Technician Calendar	Yes	Yes	Yes
Technician access roles	Yes	Yes	Yes
Fine grained authorizations	Yes	Yes	Yes
Creating multiple tasks for the request	Yes	Yes	Yes
Handling of dependent task	Yes	Yes	Yes
Email Spam Filter & Email Notification Filter	Yes	Yes	Yes
Classification and routing based on work groups	Yes	Yes	Yes
Instant request and workstation history	Yes	Yes	Yes
Request classification by category	Yes	Yes	Yes
Communicate priorities and severities along with the request	Yes	Yes	Yes
Automatic escalation of requests based on Business Rules	Yes	Yes	Yes
Trigger email when a business rule is matched	Yes	Yes	Yes
Apply business rule after editing a request	Yes	Yes	Yes
Continue with subsequent business rules after one rule is matched	Yes	Yes	Yes
Queue support to efficiently manage technicians	Yes	Yes	Yes
Provision to attach documents to a request	Yes	Yes	Yes
Manage, edit, assign, and close tickets as a group	Yes	Yes	Yes
Work orders for dispatching maintenance/service technicians	Yes	Yes	Yes
Request Closing Rules	Yes	Yes	Yes
Linking/Merging Tickets	Yes	Yes	Yes
Incident Management			
Incident Classification	No	No	Yes
Record Service Requests	No	No	Yes
Impact	No	No	Yes
Urgency	No	No	Yes
Priority	Yes	Yes	Yes
Priority Matrix	No	No	Yes
Status (e.g., Open, On hold, Closed	Yes	Yes	Yes
Link incidents to assets and CIs	No	Yes	Yes
Mailbox Management / Link an incident with an email	Yes	Yes	Yes

Incident Templates	Yes	Yes	Yes
Service Catalogs			
Provision to Showcase offered services	No		Yes
Service Request Templates	No		Yes
Pre - Configured Work Flow	No		Yes
Multi Stage Approval Process	No		Yes
Service Level Agreement – Agreed upon Time	No	Add-ons	Yes
Integration with CMDB	No		Yes
Provision to add customized Service category, Resources & Services	No		Yes
Associate Multiple Tasks with dependencies to a Template	No		Yes
Self-Service			
Self-service portal included with the Help Desk	Yes	Yes	Yes
Is it web-based?	Yes	Yes	Yes
End users can create new requests	Yes	Yes	Yes
Check status and update existing requests	Yes	Yes	Yes
Update contact details	Yes	Yes	Yes
Search knowledge base for users	Yes	Yes	Yes
Access to Frequently Asked Questions (FAQs)	Yes	Yes	Yes
View Announcements	Yes	Yes	Yes
Take Approval Action	Yes	Yes	Yes
Knowledge Management			
Access to knowledge management services for technicians	Yes	Yes	Yes
Approval for newly added solution	Yes	Yes	Yes
Keyword search to find solutions based on request description	Yes	Yes	Yes
Indexed document search for faster results	Yes	Yes	Yes
Search history with previously resolved requests	Yes	Yes	Yes
Frequently Asked Questions (FAQs)	Yes	Yes	Yes
Rich text editor	Yes	Yes	Yes
Problem Management			
Problem detection and classification	No		Yes
Initiate new problem from incident	No		Yes
Initiate/Record new problem	No		Yes
Associate multiple incidents to a single problem	No	Add-on	Yes
Problem priority	No		Yes
Add analysis on root cause, impact etc.	No		Yes

Add workaround, solutions or known-error	No		Yes
Problem closure	No		Yes
Change Management			
Initiate/Record new change request	No		Yes
Initiate change request from incident/problem	No		Yes
Associate multiple incidents/problems to a change	No		Yes
Create Change Advisory Boards (CABs)	No		Yes
Send for approval to CAB members	No		Yes
Technician license required for Change request approval for CAB members	No	Add-on	Yes
Add impact analysis, root cause and symptoms	No		Yes
Record workarounds and solutions	No		Yes
Coordinate change implementation	No		Yes
Review changes	No		Yes
Make announcements to technicians and/or end users	No		Yes
Project Management			
Projects, Milestones & Tasks Integrations			Yes
Task Planning & Management			Yes
Project History			Yes
Effort Estimation			Yes
Notifications & Comments	Add-on	Add-on	Yes
Timesheet Management			Yes
Gantt View			Yes
Project Overview Map			Yes
Asset Management & CMDB			
Automatic discovery of workstations in the network	No	Yes	Yes
Discovery of all IP devices such as printer, scanner etc	No	Yes	Yes
Discovery and complete scan for Windows, Linux and Mac machines	No	Yes	Yes
Discovery with agents	No	Yes	Yes
Discovery without agents	No	Yes	Yes
Distributed workstation scan	No	Yes	Yes
Vendor and asset associations along with details	No	Yes	Yes
Assets and Asset relationships	No	Yes	Yes
Asset History along with the request	No	Yes	Yes
Software compliance	No	Yes	Yes
Software License Management	No	Yes	Yes
Software Agreement Management	No	Yes	Yes

Feature			
Configure Asset Depreciation	No	Yes	Yes
Relationship chart explaining the relationship between assets, workstations, software, people, etc	No		Yes
Define CI types and Relationship types	No	Add-on	Yes
Attaching documents for CIs	No		Yes
Map view for the CI relationships	No		Yes
Integration of incident, problem and change with CMDB	No		Yes
Contracts Management			
Create and manage contracts	No	Yes	Yes
Add information and attach documents related to contract	No	Yes	Yes
Associate contracts to Assets	No	Yes	Yes
Generate alarms before contracts expire	No	Yes	Yes
Track renewed contracts	No	Yes	Yes
Purchase Management			
Manage purchase requests	No	Yes	Yes
Directly contact vendor from application	No	Yes	Yes
Integration with purchase, assets, and vendors	No	Yes	Yes
Purchase order approval system	No	Yes	Yes
SLA Management			
Configure different levels of escalation	Yes	Yes	Yes
Automate escalations during escalation	Yes	Yes	Yes
First Response based SLA	Yes	Yes	Yes
Notify before SLA is breached	Yes	Yes	Yes
Reporting			
Pre-built standard reports	Yes	Yes	Yes
Custom reports in tabular format	Yes	Yes	Yes
Query Builder for Reports	Yes	Yes	Yes
Flash Reports	Yes	Yes	Yes
Integration with third party reporting software like Crystal Reports	Yes	Yes	Yes
Reports to be exported as .csv,.xls and Pdf format	Yes	Yes	Yes
Reports Scheduler (Auto generation & distribution)	Yes	Yes	Yes
Analyze trends and performance levels	Yes	Yes	Yes
Real-time update on reports	Yes	Yes	Yes
Save and schedule customized reports	Yes	Yes	Yes
Surveys			
Generate surveys	Yes	Yes	Yes
Customize questions for surveys	Yes	Yes	Yes
Schedule surveys	Yes	Yes	Yes
Set rules on when to send surveys (e.g.	Yes	Yes	Yes

after so many requests from an user is closed)			
Multi Language Surveys	Yes	Yes	Yes
Integration			
Integration with Network Management software	No	Yes	Yes
Integration with LDAP, Active Directory (AD)	Yes	Yes	Yes
Integration with email and pagers	Yes	Yes	Yes
Apps for iPhone and android devices	Yes	Yes	Yes
Integration with remote control	No	Yes	Yes
Interface to integrate with external data	Yes	Yes	Yes
Integration with short message services	Yes	Yes	Yes
Use of web services	Yes	Yes	Yes
APIs	Yes	Yes	Yes
Active Directory			
Import users, rights from AD, LDAP	Yes	Yes	Yes
Scheduled import from Active Directory	Yes	Yes	Yes
Scheduled import from LDAP	No	Yes	Yes
Implementation			
Quick and easy implementation	Yes	Yes	Yes
Client Software	No	No	No
Support for open standards	Yes	Yes	Yes
No additional programming for client or database customization	Yes	Yes	Yes
Documented database	Yes	Yes	Yes
System Requirements			
Operating Systems supported			
• Linux	Yes	Yes	Yes
• Windows	Yes	Yes	Yes
Databases Supported			
• Oracle	No	No	No
• SQL	Yes	Yes	Yes
• MYSQL	Yes	Yes	Yes
• Postgres	Yes	Yes	Yes
Browsers Supported			
• Firefox	Yes	Yes	Yes
• IE	Yes	Yes	Yes
• Chrome	Yes	Yes	Yes
Pricing			
Number of Technicians	Free up to 5 Technicians	2 Technicians & 250 assets Starts at $ 395	2 Technicians & 250 assets Starts at $ 995
Number of Users (Callers, End users)	Unlimited	Unlimited	Unlimited
Training available	Yes	Yes	Yes

Large scale consulting and implementation	Yes	Yes	Yes
Trial Software Version			
Is a trial version available?	Yes	Yes	Yes
No of days for trial version?	30	30	30
Are there any feature limits in the trial version?	No	No	No
No of technicians supported in trial version	5	5	5
No of assets supported in trial version	200	200	200
Technical support available during evaluation	Yes	Yes	Yes