

Dear Mr. Jendra John Xavier,

We are pleased to inform you that **Zoho Corporation Private Limited** is now recognized as a **PeopleCert Accredited ITIL Tool Vendor**. ManageEngine ServiceDesk Plus February 2023 has met the software assessment criteria the following ITIL 4 practices:

- ✓ Change Enablement
- ✓ Deployment Management
- ✓ Incident Management
- ✓ IT Asset Management (ITAM)
- ✓ Knowledge Management
- ✓ Measurement and Reporting Management
- ✓ Monitoring and Event Management
- ✓ Problem Management
- ✓ Release Management
- ✓ Service Catalogue Management
- ✓ Service Configuration Management
- ✓ Service Financial Management
- ✓ Service Level Management
- ✓ Service Request Management

The ITIL Accredited Tool Vendor accreditation demonstrates Zoho Corporation Private Limited's expertise in integrating ITIL best practices into your software solutions, empowering organizations to adopt ITIL principles seamlessly. This achievement not only highlights your technical capabilities but also positions your company as a trusted partner for businesses seeking effective service management solutions.

Thank you for your commitment to excellence in service management based on ITIL.



01 Jan 2025

Valid from

31 Dec 2025

Valid until



Byron Nicolaides
Founder & CEO



atv.peoplecert.org