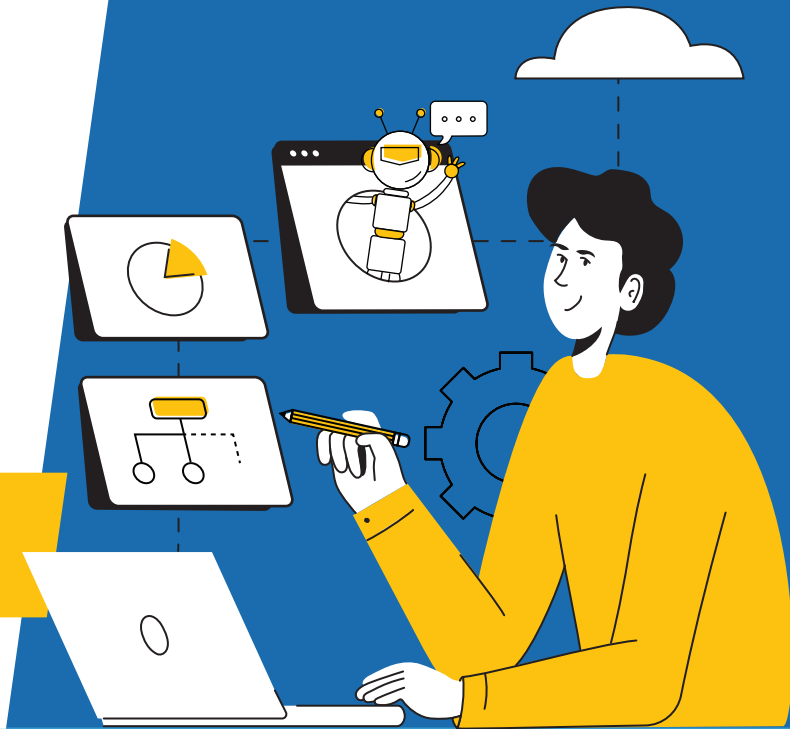




Available both  On-premises |  Cloud

# Unified service management for the digital enterprise

Design, automate, deliver, and manage IT and business services



Streamline service management for IT and beyond



Automate business and IT workflows across the enterprise



Leverage last-mile, low-code customizations



Unify ITOps within the service desk



Leverage AI, chatbot and ML capabilities



Supercharging customers' service management operations worldwide for over a decade



# From best practices to bespoke capabilities

- Incident management
- Service request management
- Problem management
- Change enablement
- Release management
- Project management
- IT asset management and a CMDB
- Service catalog management
- Knowledge management
- Multi-channel engagement
- Enterprise service management
- Advanced analytics
- Visual workflow designers
- Tight integrations with IT and business apps

Drive IT and business service delivery with just a **single touch**



Minimize the number of manual touchpoints while delivering enterprise services.



Connect your hybrid IT infrastructure and third-party apps on a single platform.



Elevate user experiences with consistent service delivery at scale.



ManageEngine ServiceDesk Plus provided automation and user self-service benefits to the organization, which resulted in lowering the volume of service tickets handled by the IT team by 25%.

— Ritesh Verma  
ICT service delivery manager, Rinnai Australia

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