



CERTIFICATION

This certifies that

Zoho Corporation

has achieved PinkVERIFY™ ITIL 4 status on
4 practices for ServiceDesk Plus (Cloud V2370)



Certified Until February 9, 2022

David Ratcliffe
President
Pink Elephant



Pink Elephant

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March 2, 2021

Re: ServiceDesk Plus (Cloud V2370) – PinkVERIFY™ ITIL 4

To Whom It May Concern:

This letter is to confirm that ServiceDesk Plus (Cloud V2370) has passed the PinkVERIFY ITIL 4 assessment and as such, this tool has been officially certified as ITIL® compatible by Pink Elephant, the world's leading IT Service Management education and consulting provider.

An accredited Pink Elephant IT Management Consultant assessed and confirmed the compatibility of ServiceDesk Plus (Cloud V2370) in the following ITIL 4 practices:

- Change Enablement
- Incident Management
- Problem Management
- Service Request Management

The PinkVERIFY ITIL 4 logo is the stamp of approval issued by Pink Elephant for Service Management tools that meet the minimum functional criteria for the each respective ITIL 4 practice. Zoho Corporation is authorized to use the PinkVERIFY ITIL 4 logo to denote the number of certified ITIL 4 practices until February 9, 2022. The product appears in the toolsets section of Pink Elephant's PinkVERIFY ITIL 4 webpage at www.pinkelephant.com.

Sincerely,

David Ratcliffe
President
Pink Elephant

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