PINK CERTIFICATION

This certifies that

Zoho Corporation

has achieved PinkVERIFY™ 2011 status on
4 processes for ServiceDesk Plus V13010

PinkVERIFY™ 2011

Certified Until October 9, 2023

David Ratcliffe
President
Pink Elephant

Pink Elephant

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September 12, 2022

Re: ServiceDesk Plus V13010 – PinkVERIFY™ 2011

To Whom It May Concern:

This letter is to confirm that ServiceDesk Plus V13010 has passed the PinkVERIFY 2011 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 compatibility of ServiceDesk Plus V13010 in the following ITIL 2011 processes:

- Asset Management
- Change Management
- Incident Management
- Request Fulfillment

The PinkVERIFY 2011 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 2011 process. Zoho Corporation is authorized to use the PinkVERIFY 2011 logo to denote the number of ITIL 2011 processes until October 9, 2023. The product appears in the toolsets section of Pink Elephant's PinkVERIFY 2011 webpage at www.pinkelephant.com.

Sincerely,

David Ratcliffe
President
Pink Elephant

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