PINK CERTIFICATION

This certifies that

Zoho Corporation

has achieved PinkVERIFY® Certified status
on 10 processes for ServiceDesk Plus

PinkVERIFY®
Certified

Certified Until February 9, 2026

David Ratcliffe
President
Pink Elephant

June 25, 2025

Re: ServiceDesk Plus – PinkVERIFY® Certified

To Whom It May Concern:

This letter is to confirm that ServiceDesk Plus has passed the PinkVERIFY-certified assessment. Accordingly, this tool has been officially certified as Integrated IT Service Management-compatible by Pink Elephant, the world's leading IT service management (ITSM) education and consulting provider.

An accredited Pink Elephant IT management consultant has assessed and confirmed the compatibility of ServiceDesk Plus in the following ITSM processes:

- AI Capability
- IT Asset Management
- Change Management
- Configuration Management
- Incident Management
- Knowledge Management
- Service Desk
- Problem Management
- Release and Deployment Management
- Request Management

The PinkVERIFY-certified logo is the stamp of approval issued by Pink Elephant for service management tools that meet the minimum functional criteria for each respective ITSM process. Zoho Corporation is authorized to use the PinkVERIFY-certified logo to denote the number of certified ITSM processes until February 9, 2026. The product appears in the toolsets' section of Pink Elephant's PinkVERIFY-certified webpage at www.pinkelephant.com.

Sincerely,

David Ratcliffe
President
Pink Elephant