



# CERTIFICATION

This certifies that

## Zoho Corporation Pvt. Ltd.

has achieved PinkVERIFY® Certified status on 5  
processes for ManageEngine ServiceDesk Plus



Certified Until February 9, 2025

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David Ratcliffe  
President  
Pink Elephant



**Pink Elephant**

5575 North Service Road, Suite 200  
Burlington, Ontario L7L 6M1  
Canada

Telephone: 905-331-5060  
Toll Free: 1-888-273-PINK  
Fax: 905-331-5070

[www.pinkelephant.com](http://www.pinkelephant.com)

February 23, 2024

**Re: ManageEngine ServiceDesk Plus – PinkVERIFY® Certified**

To Whom It May Concern:

This letter is to confirm that ManageEngine 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 ManageEngine ServiceDesk Plus in the following ITSM processes:

- IT Asset Management
- Change Management
- Incident Management
- Problem 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 Pvt. Ltd. is authorized to use the PinkVERIFY-certified logo to denote the number of certified ITSM processes until February 9, 2025. The product appears in the toolsets' section of Pink Elephant's PinkVERIFY-certified webpage at [www.pinkelephant.com](http://www.pinkelephant.com).

Sincerely,

David Ratcliffe  
President  
Pink Elephant



CERTIFICATION

This certifies that

# Zoho Corporation

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



Certified Until October 9, 2024

*David Ratcliffe*

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David Ratcliffe  
President  
Pink Elephant





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Burlington, Ontario L7L 6M1  
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Telephone: 905-331-5060  
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Fax: 905-331-5070

[www.pinkelephant.com](http://www.pinkelephant.com)

September 18, 2023

**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:

- IT Asset Management
- Change Management
- Incident Management
- Request Management

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Sincerely,

David Ratcliffe  
President  
Pink Elephant