



CERTIFICATION

This certifies that

Zoho Corporation

has achieved PinkVERIFY® Certified status on
5 processes for ManageEngine ServiceDesk Plus Cloud V2851



Certified Until February 9, 2024

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

October 5, 2023

Re: ManageEngine ServiceDesk Plus Cloud V2851 – PinkVERIFY® Certified

To Whom It May Concern:

This letter is to confirm that ManageEngine ServiceDesk Plus Cloud V2851 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 Cloud V2851 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 is authorized to use the PinkVERIFY-certified logo to denote the number of certified ITSM processes until February 9, 2024. The product appears in the toolsets' section of Pink Elephant's PinkVERIFY-certified webpage at www.pinkelephant.com.

Sincerely,

David Ratcliffe
President
Pink Elephant



CERTIFICATION

This certifies that

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



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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,

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