ServiceDesk Plus Masterclass 2023

S2E4: Strengthening the ITSM ecosystem with native ServiceDesk Plus integrations

In this episode, you'll learn how to leverage ManageEngine's various solutions to meet a wide variety of IT management needs via integrations with ServiceDesk Plus. Learn how you can integrate various ManageEngine solutions including ADManager Plus, Analytics Plus, Endpoint Central, OpManager, and PAM360. Our product experts will demonstrate how these integrations can help you strengthen your IT service management practices.

ServiceDesk Plus integrations	Capabilities
ADManager Plus and **ADSelfService Plus** ADManager Plus and ADSelfService Plus, our Active Directory management solutions, empower IT administrators and service desk technicians to perform user provisioning, deprovisioning, and a host of other Active Directory user management tasks directly from ServiceDesk Plus tickets. This unified approach streamlines IT operations, reduces response times, and enhances productivity by eliminating the need to toggle between multiple tools or platforms when managing user requests and Active Directory entities.	• Provision and deprovision users from tickets. • Create custom help desk roles and technicians. • Automate ticket logging for self-service actions. Learn more about these integrations. For more information, reach out to ad360-support@zohocorp.com.
Analytics Plus Analytics Plus, ManageEngine's IT analytics solution, helps elevate service operations. This integration provides insightful prebuilt reports and dashboards. With this integration, you can spot trends, predict workloads, distribute staff to where they are most needed, and streamline processes and performance with AI-driven analytics.	• Get more than 400 prebuilt reports and dashboards on critical help desk KPIs. • Integrate with over 200 IT apps. Blend data from ServiceDesk Plus and other apps like Endpoint Central for a unified view of IT. • Converse with Zia to build custom reports instantly. Perform root cause analysis, access narrative insights, and more—without any manual effort. • Predict trends and run simulations to identify the best route to achieve outcomes. Use Zia to create forecasts and run simulations too. • Capture each transition in your tickets as data snapshots for future analysis and remediation. Learn more about this integration. For more information reach out to analyticsplus-support@manageengine.com.
Endpoint Central Endpoint Central, our unified endpoint management solution, helps streamline IT infrastructure management with automated patching, asset intelligence, remote troubleshooting, and more. This integration enables IT administrators and help desk technicians to collaborate and break the siloed approach in managing IT assets. This integration streamlines the staffing process, provides greater visibility into the IT network, and offers a centralized approach to handle IT assets. Additionally, businesses can utilize this integration to fuel their data-driven approach and quickly resolve tickets from their end users.	• Obtain up-to-the-minute information about your software and hardware inventory directly in your CMDB, and receive immediate notifications regarding any changes. • Employ a selection of more than 5,000 templates tailored for Windows, macOS, and Linux to streamline and personalize the process of deploying software. • Utilize an array of advanced functions including file transfers, integrated chat and voice calling, collaborative issue resolution, and other innovative features. • Resolve system issues and broadcast announcements without the need for initiating remote sessions. • Automate tasks such as patch management,

ManageEngine
ServiceDesk Plus

	removal of prohibited applications, and the controlled authorization of restricted apps. Learn more about this integration. For more information, reach out to-endpointcentral-support@manageengine.com.
OpManager ManageEngine OpManager, a comprehensive network monitoring solution, leverages advanced AI and ML tools for availability and performance tracking. This integration simplifies the alarm-ticket management process and synchronizes CIs and their related data. This allows technicians to identify network issues before they affect users, preventing any disruptions.	• Automatically sync your OpManager inventory with ServiceDesk Plus. • Establish ticket profiles for groups of devices. • Build automated support workflows and log tickets automatically. • Sync OpManager's alarms with ServiceDesk Plus tickets. • Automatically sync discovered CIs in OpManager to ServiceDesk Plus, and track layer 2 relationships between devices. Learn more about this integration. For more information, reach out to opmanager-support@manageengine.com.
PAM360 PAM360, our enterprise PAM solution, helps IT teams take control of their privileged access routines. This integration enables efficient access control by utilizing ticket and change IDs, simplifying the process for managing privileges and enhancing security. Additionally, certificate renewals are seamlessly handled through PAM360, further streamlining operations and ensuring that security certificates are up to date and in compliance.	• Enforce access control via ticket and change IDs. • Manage certificate renewal through PAM360. Learn more about this integration. For more information, reach out to hello-pam360@manageengine.com.

- To learn more about our new releases, enhancements, integrations, and more, visit our what's new page.
- To learn how you can leverage the various features and functions of ServiceDesk Plus, schedule a free consultation by writing to us at itsmcares@manageengine.com.
- For more information on ServiceDesk Plus, please check out these resources:

Help documentation		Community		Other resources
On-premises	Cloud	On-premises	Cloud	Help videos

ManageEngine
ServiceDesk Plus