

ServiceDesk Plus Fact Sheet

ManageEngine
ServiceDesk Plus

ServiceDesk Plus is a full-stack ITSM suite with integrated asset and project management capabilities. With advanced ITSM functionality and easy-to-use capability, ServiceDesk Plus helps IT support teams deliver world-class service to end users with reduced costs and complexity. Available on-premise and on cloud, ServiceDesk Plus comes in three editions and is available in 37 different languages. Over 100,000 service desks, across 185 countries, trust ServiceDesk Plus to optimize IT service desk performance and achieve high end user satisfaction.



15+ years of IT help desk transformation



Trusted by 100,000+ service desks



Used across 185 countries



Available in 37 languages



Standard edition free upto 5 technicians

Scalability

ServiceDesk Plus can handle,



750
technicians



Unlimited
number of requesters



4,000
requests per day



7,000
sites



35,000
groups



30,000
IT assets

Product
availability



SaaS Solution



On-Premise

Editions

Standard	Professional	Enterprise
Help desk Software	Help desk + Asset management	Helpdesk + asset + problem + change+ release+ IT project management + CMDB
NA	Problem management (add-on) CMDB (add-on)	
Change and release management (add-on) IT project management (add-on) Service Catalog (add-on)		
Fail over service (add-on)		
NA	System tools (add-on)	

Automations and workflows

- Conversion of emails into help desk tickets
- Application of SLAs on tickets based on ticket criteria
- Organizing, despatching, and assigning tickets
- Preventive maintenance tasks
- Custom change workflows, and processes
- Periodic asset scans and audits
- End user communication process
- Report generation and distribution

Minimum hardware requirements

1.7GHz to 2.4GHz, 10MB to 12MB Cache, 4 cores to 8 cores or any entry-level server grade processor, 16 GB RAM, 500GB free SSD

Recommended hardware requirements

2.4GHz to 3.0GHz, 12MB to 20MB Cache, 6 cores to 8 cores or equivalent technology, 16/32GB RAM, 2TB free SSD

Product support availability

24x5 support on forum, email, phone, and live web for all our paid customers.

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Supported databases

MSSQL2022
MSSQL2019
MSSQL2017
MSSQL2016
MSSQL2014
MSSQL2012

Supported operating systems

Windows Server 2012-2022
RHEL 8 and above
Ubuntu 14.0 and above
Linux
Cent OS 8 (SE)

Supported browsers

Microsoft Edge
Mozilla Firefox
Google Chrome

Pricing

- **Standard edition** - Pricing starts at \$1195 for 10 technicians (Annual subscription)
- **Professional edition** - Pricing starts at \$495 for 2 technicians and 250 nodes (Annual subscription)
- **Enterprise edition** - Pricing starts at \$1195 for 2 technicians and 250 nodes (Annual subscription)