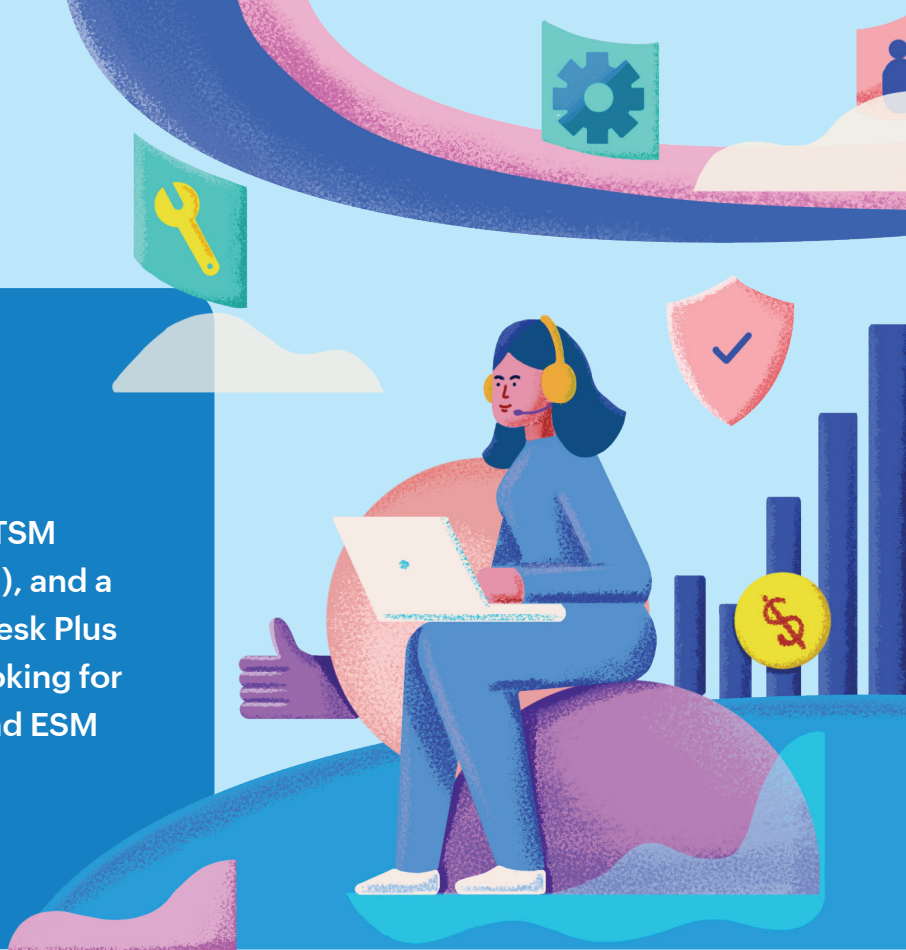


Fact sheet

ServiceDesk Plus is the unified service management solution that combines ITSM essentials, IT asset management (ITAM), and a CMDB with ESM capabilities. ServiceDesk Plus is the ideal choice for organizations looking for a scalable, secure, and extensible IT and ESM solution with a proportionate ROI.



Deployment models



Delivered both
as SaaS



and on-premises
models

Best practices to bespoke capabilities

- ✓ Omnichannel service desk
- ✓ Multi-instance model for ESM
- ✓ Self-service portal with an AI-powered chatbot
- ✓ Workflow automation and orchestration
- ✓ No-code automations for ticket management
- ✓ Drag-and-drop templates with deep customization
- ✓ Asset discovery, management, and audits
- ✓ Native change, release, and project management



7 distinct
PinkVERIFY™
certified practices



Over 15 years
of IT service
management
excellence



Available in
37 languages



Used across
185 countries



3.52x returns
on ITSM
investments

Editions

| Standard | Professional | Enterprise |
|--|--|--|
| Service desk for IT and non-IT teams | Service desk with ITAM capabilities | Unified service management platform |
| | Problem management (add-on) CMDB (add-on) | Service desk + ITAM + problem + change + release + IT project + CMDB |
| Change and release management (add-on) IT project management (add-on) Service Catalog (add-on) | | |
| Failover service (add-on for the on-premises version) and live chat | | |
| NA | Remote Access Plus (add-on) | |

Hardware requirements

Up to 100 requests or 30 logins

1.7GHz to 2.4GHz,
10MB to 12MB cache,
4 cores to 8 cores
or any entry-level
server-grade
processor,

500GB hard disk,
16GB RAM, and
PGSQL database

Up to 500 requests or 100 logins

2.4GHz to 3.0GHz,
12MB to 20MB cache,
6 cores to 8 cores or
equivalent technology,

2TB hard disk,
32GB RAM, and PGSQL
or Microsoft
SQL database

Above 500 requests or 100 logins

3.0GHz to 4.5GHz,
30MB cache,
16 cores or equivalent
technology,

2TB hard disk,
64GB RAM, and
Microsoft
SQL database

Supported databases

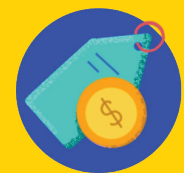
MSSQL 2016
MSSQL 2017
MSSQL 2019
MSSQL 2022

Supported browsers

Mozilla Firefox
Google Chrome
Microsoft Edge
Zoho Ulaa

Supported operating systems

Windows Server OS:
(2019, 2022)
RedHat Linux (RHEL): 7
and above
Ubuntu: 20 and above
Cent OS: 8 and above
Debian: 10 and above



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value-optimized ITSM
platform today

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and pricing at:
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or scan the QR code

