

ManageEngine ServiceDesk Plus

Technical Proposal

1.0 Executive Summary

ManageEngine is an Enterprise IT Management software division of ZOHOO Corp. For more than a decade, it's been catering to the needs of Enterprises in over 200 countries. At today's rate, ManageEngine adds 1000 satisfied customers every month with several being from Fortune-500 list too. Apart from serving the needs of Enterprise market with a broad range of solutions, ManageEngine very keenly addresses the help desk market with its various solution offering.

ManageEngine provides a web based enterprise and IT help desk software with integrated Asset management module with ServiceDesk Plus. More than 20,000 IT managers worldwide use ServiceDesk Plus to manage their IT help desk and assets.

By integrating Ticketing, Asset Tracking, Purchasing, Contract Management and Knowledge base in one low-cost, easy-to-use package, ServiceDesk Plus gives you the ability to improve productivity of your IT Service team and keep your end-users happy.

We have a vibrant user community for knowledge sharing. Experienced and trained technical support consultants are available to offer technical support through phone and email. We also offer consulting and training to serve specific requirements.

1.1 Product Overview

1.1.2 Deployment Model

- Easy web based access
- Provision to create custom tracking fields
- Minimal learning curve supported with simple user training
- Quick and easy implementation
- Client software not required
- Support for open standards
- No additional programming for client or database customization

1.1.3 Product trial & Demo:

30-day, fully functional, free evaluation version of the product can be downloaded from <http://www.manageengine.com/products/service-desk/download.html>

Detailed Help Documentation & Tutorials: <http://www.manageengine.com/products/service-desk/resources.html>

Feature Videos : <http://www.manageengine.com/products/service-desk/video-zone.html>

Online Demo: <http://demo.servicedeskplus.com>

1.2 System Requirements for Product Deployment

1.2.2 Hardware Requirements

Technician Logins	No. of Nodes	Processor Type	Processor Speed	RAM	Free Hard Disk
5-20	50-200	Intel Core Duo	1.7 GHz	1GB	20GB
20-50	200-500	Intel Core Duo	3.4 GHz	2GB	40GB
50-100	500-2000	Intel Core Duo	2*3.4 GHz	4GB	40GB
100-200	1000-5000	Intel Core Duo	4*3.4 GHz	4GB	80GB

1.2.3 Operating System

Windows

- Windows 2000 + SP4
- Windows 2000 / 2003 Server
- Windows XP Professional
- Windows 2008 Server
- Windows 7

Linux

- Red Hat Linux 7.2 and above
- Linux Debian 3.0

1.2.4 Supported Database

- MySQL 4.1.18
- MySQL 5.1.50
- MS SQL 2000, MS SQL 2005, MS SQL 2008

1.2.5 Supported Browsers

- Internet Explorer: v6, v7, v8 and v9
- Firefox: v3.6 and upwards
- Google Chrome

1.3 Vendor Profile & Capability Information

Reference Projects

ServiceDesk Plus has earned the business and goodwill of scores of customers worldwide. Its deployment has immensely benefitted businesses in many ways. The following are a few samples:

1.3.1 Warner Bros Games

Warner Bros. Games, under the Warner Bros. Interactive Entertainment, Inc. umbrella, focuses on the creation, development and production of first-party titles.

““ ServiceDesk Plus is affordable, fast and flexible. It covers every aspect of help desk that our businesses really need.

-Aaron Bockelie

Senior Systems Administrator | Warner Bros Games

Download Case Study : <http://www.manageengine.com/products/service-desk/warner-bros-cs.html>

1.3.2 Ashton Park School

Ashton Park School is a Specialist Sports College located in Bristol, UK.

““ ManageEngine ServiceDesk Plus is affordable and easy to use, what more do you need

-Ross Hamilton | ICT Technician

Download Case Study : www.manageengine.com/products/service-desk/ashton-park-cs.html

1.3.3 OpNext

OpNext is a leading designer and manufacturer of fiber optic components for use in telecom and data communication industries.

“My technicians are happy now, which makes me even happier. It has helped me change the culture of the users in using the self-service rather than walking up the desk
-Opnext

Download Case Study : <http://www.manageengine.com/products/service-desk/opnext-cs.html>

1.3.4 City of Austin, Convention Center

Austin Convention Center located in Texas, USA is the most technologically advanced convention centers in the country with state-of-art communication and utility services.

“Finding the right management platform at the right price was critical. We looked at our options and ManageEngine came as the winner
-City of Austin, Convention Center

Download Case Study : <http://www.manageengine.com/products/service-desk/manageengine-city-of-austin-cs.html>

1.3.5 Ohio Department of Education

Ohio Department of Education is a governmental organization which manages more than 5000 schools in the state of Ohio.

““ The standout feature for me was reporting. It is very robust and very flexible.”
-**Matt Williams** | Technical Services Manager

Download Case Study : <http://www.manageengine.com/products/service-desk/ohio-department-of-education-cs.html>

1.3.6 TeleLogic's IT Support

Telelogic is the leading global provider of software and services for Enterprise Lifecycle Management.

““ Our technician stumbled over ManageEngine ServiceDesk Plus and suggested that we evaluate. The installation convinced our entire team that this is the right tool for our needs
-**Michael Gerisch** | SVP, Telelogic

Download Case Study : <http://www.manageengine.com/products/service-desk/ohio-department-of-education-cs.html>

1.3.7 Cetero Research

Cetero Research is the leading clinical research company in US.

““ ManageEngine gives me the qualities of the big and expensive applications, without their cost and in a form that's much easier to use
-**Alex** | Cetero Research

Download Case Study : <http://www.manageengine.com/products/service-desk/manageengine-cetero-research-cs.html>

2.0 Technical Proposal

2.1 Product overview

ManageEngine ServiceDesk Plus is a web based, easy to use Help Desk and Asset Management software whose features include software license tracking, contract management, purchase management & knowledge management functionalities. The benefits of deploying ServiceDesk Plus are

- Single point of communication for all end-user related IT support, information, questions and requests making IT communication easier and less complicated.
- Support processes are based on industry proven best practices and ensures a fast and efficient resolution of customer issues.
- Provide extensive knowledge base for common customer IT support queries that considerably reduces the support load.
- Get access to your help desk from anywhere even when you are on the move.

Major Features include :

CMDB :

ServiceDesk Plus CMDB ensures effortless management of your entire IT infrastructure, by demanding in-depth visibility of your assets present in the environment.

Self Service Portal :

End users can log in to a web based portal to submit service requests & Incidents. He can also access their existing tickets, find solutions in the Knowledge Base, and track the status of all their requests which will reduce the load of the help desk.

Service Level Agreement :

Create SLA and provide quality services in time, to your end users. With the intuitive SLA management in ServiceDesk Plus, escalate proactively to four levels of hierarchy and make sure your SLAs are met.

Knowledge Base :

ServiceDesk plus has flexible knowledge base with option to add unlimited KB articles and allows users to easily search the information. It is bundled with fully loaded features like customizable KB for end users & technicians, approval process for article submission & more.

Incident Management :

Restore normal service of operation quickly with the comprehensive incident management in ServiceDesk Plus. Report incidents easily, configure SLA, setup automation & workflows for each category of Incidents and minimize business impact.

Service Catalog :

Showcase the offered IT services to your end user and give a new face to your IT. You can customize your workflow of delivering the service request specific to each service category. You can also setup approval process and service level agreements for each service request.

Change Management :

Through ServiceDesk Plus change management module, provide structured and prompt handling of all changes in your IT infrastructure. It is bundled with categorizing changes, configuring CAB and workflow automation.

Problem Management :

With the ServiceDesk Plus problem management, eliminate the root cause effectively and put an end for firefighting of repetitive incidents. It includes managing multiple incidents and workflow automations.

Remote Control :

Technicians can now access any computer from anywhere in your network quickly and securely with just a web browser & remote control feature in ServiceDesk plus.

Mobile Help Desk :

Technicians can now access their tickets from anywhere, anytime using their mobile devices. It is an easy to use browser based application specifically built for mobiles catering the needs of ServiceDesk on-the-go.

Help Desk Reports :

Generate detailed reports about your Help desk performance & metrics. With the variety of reporting functionalities, analyze your help desk and take control over your assets & tickets.

5.0 Product Related Documents

User Guide

<http://www.manageengine.com/products/service-desk/help/userguide/index.html>

Admin Guide

<http://www.manageengine.com/products/service-desk/help/adminguide/index.html>

White Papers & Case Studies

<http://www.manageengine.com/products/service-desk/resources.html>

Blogs:

<http://blogs.manageengine.com/category/servicedesk>

www.servicedeskplus.com