

Fixed Mobile Convergence

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Fixed Mobile Convergence Industry News

[November 03, 2011]



ManageEngine Enables Mobile Access to On-Demand IT Help Desk Application

AUSTIN, Texas --(Business Wire)--

[ManageEngine](#), makers of a globally renowned suite of cost-effective network, systems, security, and applications management software solutions, today announced support for mobile access to [ServiceDesk Plus On-Demand](#), the ITIL-ready, cloud-based help desk and asset management solution. Help desk personnel can now access ServiceDesk Plus On-Demand at any time and from anywhere using popular mobile devices, such as the iPhone, the iPad, and Android ([News - Alert](#))-based smartphones.

In today's IT service management scenario, the need for IT service desk teams to support geographically distributed users - many mobile and untethered - is an imperative. IT support teams never know when, or from where, a critical support request is going to arrive, which is why it is so important for IT support personnel to be able to interact with the help desk software and manage their help desk tickets with the at-anytime and from-anywhere responsiveness that mobile devices can enable.

"At ManageEngine, it is important to us to ensure that our increasingly mobile customers have 24x7 access to the key functionality of their IT help desks," said Rajesh Ganesan, director of product management at ManageEngine. "The ability to access ServiceDesk Plus On-Demand from a mobile device firms up our commitment to establish quicker and more effective channels of interaction between users and the service desk. Mobile access can help improve response times, and it can help IT personnel report on and resolve incidents more quickly and more flexibly - and that translates directly into greater cost-efficiencies and user satisfaction."

Enabling a More Nimble IT Response

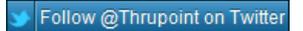
With its SaaS ([News - Alert](#)) delivery model, ServiceDesk Plus On-Demand already offers multiple benefits to IT managers, relieving them of cumbersome tasks like installation and maintenance, as well as application management chores normally associated with installed on-premise applications. The introduction of the mobile interface is a step forward in freeing IT help desk users from the burden of being tied down to their desks to access their help desks.

Because there is no additional application software to install, ServiceDesk Plus On-Demand can take the interaction between users and IT support teams to a whole new level, improving service delivery standards and increasing customer satisfaction.

Multi-Language Capability

Along with the mobile interface, ManageEngine also announced the multi-language support capability for ServiceDesk Plus On-Demand. Since its release almost a year ago, the popularity of ServiceDesk Plus On-Demand has surged around the globe. To meet the needs of a diverse and global user base, ManageEngine has

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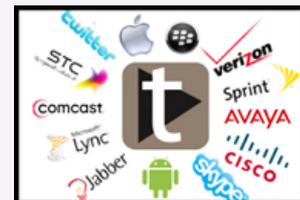
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ServiceDesk Plus On-Demand is now available in 14 languages: English, French, German, Spanish, Russian, Dutch, Norwegian, Portuguese, Brazilian Portuguese, Swedish, Italian, Polish, Chinese and Taiwan Chinese.

"This is an important enhancement for our non-English-speaking customers," said Ganesan. "Multi-language support will ensure that organizations around the world can exploit the rich feature set of ServiceDesk Plus On-Demand."

Support for additional languages is in the works.

For current ServiceDesk Plus On-Demand customers, the mobile web browser interface can be experienced immediately at

<http://SDPondemand.manageengine.com/mobile>.

Pricing Changes

ManageEngine also announced subscription price reductions for all three editions of ServiceDesk Plus On-Demand:

- The Standard Edition (IT Help Desk), \$14 per technician/month (previously \$29)
- The Professional Edition (IT Help Desk and Asset Management), \$24 per technician/month (previously \$39)
- The Enterprise Edition (IT Help Desk and Asset Management+ITIL), \$54 per technician/month (previously \$59)

All existing customers will be prorated to the new pricing effective November 1, 2011.

For more information on ManageEngine, please visit www.manageengine.com; follow the company blog at <http://blogs.manageengine.com>, on Facebook ([News - Alert](#)) at <http://www.facebook.com/ManageEngine> and on Twitter ([News - Alert](#)) at [@ManageEngine](#).

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About ManageEngine ServiceDesk Plus On-Demand

Building on the success of ServiceDesk Plus On-Premise with 12,000 customers, ServiceDesk Plus On-Demand is a complete, SaaS-based, ITIL-ready help desk system for businesses of all sizes. With integrated asset management, ITIL workflows, knowledge base, a self service portal, extensive reporting and pay-as-you-go pricing, it enables the IT organization to provide best-in-class service to their users at unmatched value for the money. For more information on ServiceDesk Plus On-Demand from ManageEngine, please visit <http://ondemand.manageengine.com/service-desk/index.html>.

About ManageEngine

[ManageEngine](#) is the leading provider of cost-effective enterprise IT management software and the only one making the 90-10 promise - to provide 90 percent of the capabilities offered by the Big 4 at just 10 percent of the price. The ManageEngine suite offers enterprise IT management solutions including [Network Management](#), [HelpDesk ITIL](#), [Bandwidth Monitoring](#), [Application Management](#), [Desktop Management](#), [Security Management](#), [Password Management](#), [Active Directory reporting](#), and a [Managed Services \(MSP\) platform](#). ManageEngine products are easy to install, setup and use, and offer extensive support, consultation and training. More than 50,000 organizations in 200 countries, from different verticals, industries and sizes use ManageEngine to take care of their IT management

clients.

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Tags: ServiceDesk Plus On-Demand, ManageEngine, real-time IT, Zoho, mobile, Android, iPhone, iPad, smartphones, service desk, help desk, ITIL, IT management, IT manager, business service management, network management, server management, IT service management, asset management, SaaS

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