

# ServiceDesk Plus Fact Sheet

ManageEngine  
ServiceDesk Plus

ServiceDesk Plus is ITIL-ready help desk software 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 29 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.



10 years of IT help desk transformation



Trusted by 100,000+ service desks



Used across 185 countries



Available in 29 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	Help desk + ITIL + Asset & project management
IT project management (Add-on)		
Change management ( Add-on)		
Fail over service (Add-on)		
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

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

### Supported operating systems

Windows Server 2012-2016

Windows 7/8/10

RHEL 8 and above

Ubuntu 14.0 and above

 **ManageEngine**  
**ServiceDesk Plus**

### Supported databases

MSSQL2017  
MSSQL2016  
MSSQL2014  
MSSQL2012  
MSSQL2010  
MSSQL2008  
PostgreSQL

### Supported browsers

Internet Explorer: IE 11, IE Edge  
Firefox  
Google Chrome

### Product support availability

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

### 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)