

ITIL[®]-ready IT help desk software

10
years



185
countries



100,000+
help desks



Experience 360° ITSM



Native integrations that enable:

Active Directory management ▪ Client device management ▪ IT operations management ▪ AD user self service ▪ Advanced IT analytics

Some of the world's leading organizations rely on ServiceDesk Plus

XEROX

DELL

SIEMENS

Lufthansa

vodafone

intel

Smart essentials for stellar IT support

Incident management ■ Problem management
Asset management ■ CMDB ■ Change management
■ Project management ■ Self-service portal ■
Service catalog ■ Knowledge base ■ Service level
agreements ■ Purchase & contracts management
Live dashboards ■ 150+ canned reports ■ Advanced
analytics ■ Customizable dynamic templates ■
Multisite support

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ServiceDesk Plus has provided tremendous value for our organization. It's easy to manage and very powerful. We use it to manage requests for multiple teams in our company like IT, facilities, marketing, and HR. We use the system to create custom forms for employee onboarding.

Karl Lowenstein
IT manager, Saba

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ManageEngine
ServiceDesk Plus