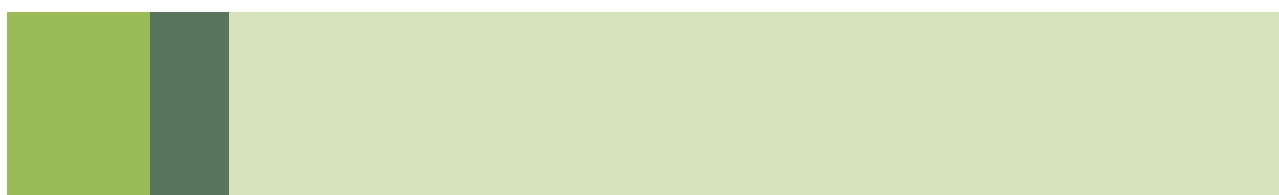




ManageEngine®

ServiceDesk Plus



Help Desk Software Evaluation Checklist

Your Help Desk evaluation is not complete until you check out top vendors and the price. Here is a list prepared based customer queries.

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Features	ManageEngine ServiceDesk Plus	Compare with
General Features		
Easy web based access	✓	
Provision to create custom tracking fields	✓	
Minimal learning curve supported with simple user training	✓	
Supports ITIL Standards	✓	
Configuration wizard to setup software	✓	
Support for ITIL Standards		
Incident Management	✓	
Problem Management	✓	
Change Management	✓	
Release Management	✓	
Integrated CMDB	✓	
Call Tracking/Request Management		
Request modes		
• Email	✓	
• Phone	✓	
• Self-Service portal	✓	
Central repository to log and track issues	✓	
Auto-generation of tickets	✓	
Announcements to display important crisis to the users	✓	
maintenance contracts links	✓	
Send and receive email from the application	✓	
Send and receive SMS (short message services) from the application	✓	
Create tickets from incoming email	✓	
Automatic classification and routing of messages	✓	
Forward requests manually and automatically	✓	
Request Form Customization	✓	
Rich text editor and ability to add attachments	✓	
Requests Scheduling	✓	
Email Spam Filter & Email Notification Filter	✓	
Classification and routing based on work groups	✓	
Instant request and workstation history	✓	
Request classification by category	✓	
Communicate priorities and severities along with the request	✓	
Automatic escalation of requests based on <i>Business Rules</i>	✓	

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Queue support to efficiently manage technicians	✓	
Provision to attach documents to a request	✓	
Manage, edit, assign, and close tickets as a group	✓	
Work orders for dispatching maintenance/service technicians	✓	

Incident Management		
Incident Classification	✓	
Record Service Requests	✓	
Impact	✓	
Urgency	✓	
Priority	✓	
Status (e.g., Open, On hold, Closed etc.)	✓	
Link incidents to assets and CIs	✓	
Mailbox Management / Link an incident with an email	✓	
Incident Templates	✓	
Self-Service		
Self-service portal included with the Help Desk	✓	
Is it web-based?	✓	
End users can create new requests	✓	
Check status and update existing requests	✓	
Update contact details	✓	
Search knowledge base for users	✓	
Access to Frequently Asked Questions (FAQs)	✓	
Knowledge Management		
Access to knowledge management services for technicians	✓	
Keyword search to find solutions based on request description	✓	
Support for pre-built knowledge base	✓	
Indexed document search for faster results	✓	
Search history with previously resolved requests	✓	
Frequently Asked Questions (FAQs)	✓	
Rich text editor	✓	
Problem Management		
Problem detection and classification	✓	
Initiate new problem from incident	✓	
Initiate/Record new problem	✓	
Associate multiple incidents to a single problem	✓	
Problem priority	✓	
Add analysis on root cause, impact etc.	✓	

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Add workaround, solutions or known-error	✓	
Problem closure	✓	
Change Management		
Initiate/Record new change request	✓	
Initiate change request from incident/problem	✓	
Associate multiple incidents/problems to a change	✓	
Create Change Advisory Boards (CABs)	✓	
Send for approval to CAB members	✓	
Technician license required for Change request approval	✗	
Add impact analysis, root cause and symptoms	✓	
Record workarounds and solutions	✓	
Coordinate change implementation	✓	
Review changes	✓	
Make announcements to technicians and/or end users	✓	
Asset Management		
Automatic discovery of workstations in the network	✓	
Discovery of all IP devices such as printer, scanner etc	✓	
Discovery with agents	✗	
Discovery without agents	✓	
Vendor and asset associations along with details	✓	
Assets and Asset relationships	✓	
Asset History along with the request	✓	
Define business rules for assets	✓	
Software compliance	✓	
Build asset list dynamically scanning networks or importing files	✓	
Contracts Management		
Create and manage contracts	✓	
Add information and attach documents related to contract	✓	
Associate contracts to Assets	✓	
Generate alarms before contracts expire	✓	
Purchase Management		
Manage purchase requests	✓	
Directly contact vendor from application	✓	
Integration with purchase, assets, and vendors	✓	
Purchase order approval system	✓	
SLA Management		
Configure different levels of escalation	✓	
Automate escalations during escalation	✓	
Notify before SLA is breached	✓	



Reporting		
Pre-built standard reports	✓	
Custom reports in tabular format	✓	
Query Builder for Reports	✓	
Integration with third party reporting software like Crystal Reports	✓	
Reports to be exported as .csv, .xls and Pdf format	✓	
Reports Scheduler (Auto generation & distribution)	✓	
Analyze trends and performance levels	✓	
Real-time update on reports	✓	
Save and schedule customized reports	✓	
Surveys		
Generate surveys	✓	
Customize questions for surveys	✓	
Schedule surveys	✓	
Set rules on when to send surveys (e.g. after so many requests from an user is closed)	✓	
Integration		
Integration with Network Management software	✓	
Integration with Active Directory (AD)	✓	
Integration with email and pagers	✓	
Integration with remote control	✗	
Integration with computer telephony	✗	
Interface to integrate with external data	✓	
Integration with short message services (text)	✓	
Use of web services	✓	
Active Directory		
Integration with Active Directory (AD)	✓	
Import users, rights from AD	✓	
Scheduled import from Active Directory	✓	
Implementation		
Quick and easy implementation	✓	
No required client software	✓	
Support for open standards	✓	
No additional programming for client or database customization	✓	
Documented database	✓	
System Requirements		
Operating Systems supported (Indicates versions under comments)		
<ul style="list-style-type: none"> Linux 	✓	



• Windows	✓	
Databases supported (Indicates versions under comments)		
• Oracle	✗	
• SQL	✓	
• MySQL	✓	
Other		
Browsers supported (Indicates versions under comments)		
• Netscape	✓	
• Firefox	✓	
• Internet Explorer	✓	
Configuration		



Pricing		
Number of Technicians	Standard Edition 2 Technicians starts at \$ 495	
	Professional Edition 2 Technicians & 250 assets Starts at \$ 995	
	Enterprise Edition 5 Technicians & 250 assets Starts at \$ 2495	
Number of Users (Callers, End users)	Unlimited	
Training available	✓	
Large scale consulting and implementation	✓	
Trial Software Version		
Is a trial version available?	✓	
No of days for trial version?	30	
Are there any feature limits in the trial version?	No	
No of technicians supported in trial version	Unlimited	
No of assets supported in trial version	Unlimited	
Technical support available during evaluation	✓	