ManageEngine

Powering IT ahead

Comparison Document

Compare the different Editions of ServiceDesk Plus

Your Help Desk evaluation is not complete until you checkout the comparison between the different editions of ServiceDesk Plus and the price. Here is a list prepared based on customer queries.

Features	Standard Edition	Professional Edition	Enterprise Edition
General Features			
Easy web based access	Yes	Yes	Yes
Provision to create custom tracking fields	Yes	Yes	Yes
Minimal learning curve supported with simple user training	Yes	Yes	Yes
Supports ITIL Standards	No	No	Yes
Configuration wizard to setup software	Yes	Yes	Yes
Data Archiving	Yes	Yes	Yes
ITIL Standards Support			
Incident Management	No	No	Yes
Problem Management	No	No	Yes
Change Management	No	No	Yes
Release Management	No	No	Yes
Integrated CMDB	No	No	Yes
Call Tracking/Request Management			
Request modes			
• Email	Yes	Yes	Yes
• Phone	Yes	Yes	Yes
• Self-Service portal	Yes	Yes	Yes
Multi-site Support	Yes	Yes	Yes
Central repository to log and track issues	Yes	Yes	Yes
Auto-generation of tickets	Yes	Yes	Yes
Announcements to display important crisis to the users	Yes	Yes	Yes
Maintenance Contracts links	No	Yes	Yes

Send and receive email from the application	Yes	Yes	Yes
Send and receive SMS (short message services) from the application	Yes	Yes	Yes
Create tickets from incoming email	Yes	Yes	Yes
Email Parser	Yes	Yes	Yes
Automatic classification and routing of messages	Yes	Yes	Yes
Forward requests manually and automatically	Yes	Yes	Yes
Request Form Customization	Yes	Yes	Yes
Rich text editor and ability to add attachments	Yes	Yes	Yes
Requests Scheduling	Yes	Yes	Yes
Technician Calendar	Yes	Yes	Yes
Technician access roles	Yes	Yes	Yes
Fine grained authorizations	Yes	Yes	Yes
Creating multiple tasks for the request	Yes	Yes	Yes
Handling of dependent task	Yes	Yes	Yes
Email Spam Filter & Email Notification Filter	Yes	Yes	Yes
Classification and routing based on work groups	Yes	Yes	Yes
Instant request and workstation history	Yes	Yes	Yes
Request classification by category	Yes	Yes	Yes
Communicate priorities and severities along with the request	Yes	Yes	Yes
Automatic escalation of requests based on *Business Rules*	Yes	Yes	Yes
Trigger email when a business rule is matched	Yes	Yes	Yes
Apply business rule after editing a request	Yes	Yes	Yes
Continue with subsequent business rules after one rule is matched	Yes	Yes	Yes
Queue support to efficiently manage technicians	Yes	Yes	Yes
Provision to attach documents to a request	Yes	Yes	Yes
Manage, edit, assign, and close tickets as a group	Yes	Yes	Yes
Work orders for dispatching maintenance/service technicians	Yes	Yes	Yes
Request Closing Rules	Yes	Yes	Yes

Incident Management			
Incident Classification	No	No	Yes
Record Service Requests	No	No	Yes
Impact	No	No	Yes
Urgency	No	No	Yes
Priority	Yes	Yes	Yes
Status (e.g., Open, On hold, Closed etc.)	Yes	Yes	Yes
Link incidents to assets and CIs	No	Yes	Yes
Mailbox Management / Link an incident with an email	Yes	Yes	Yes
Incident Templates	Yes	Yes	Yes
Self-Service			
Self-service portal included with the Help Desk	Yes	Yes	Yes
Is it web-based?	Yes	Yes	Yes
End users can create new requests	Yes	Yes	Yes
Check status and update existing requests	Yes	Yes	Yes
Update contact details	Yes	Yes	Yes
Search knowledge base for users	Yes	Yes	Yes
Access to Frequently Asked Questions (FAQs)	Yes	Yes	Yes
Knowledge Management			
Access to knowledge management services for technicians	Yes	Yes	Yes
Approval for newly added solution	Yes	Yes	Yes
Keyword search to find solutions based on request description	Yes	Yes	Yes
Indexed document search for faster results	Yes	Yes	Yes
Search history with previously resolved requests	Yes	Yes	Yes
Frequently Asked Questions (FAQs)	Yes	Yes	Yes
Rich text editor	Yes	Yes	Yes
Problem Management			
Problem detection and classification	No	No	Yes
Initiate new problem from incident	No	No	Yes
Initiate/Record new problem	No	No	Yes
Associate multiple incidents to a single	No	No	Yes

problem			
Problem priority	No	No	Yes
Add analysis on root cause, impact etc.	No	No	Yes
Add workaround, solutions or known-error	No	No	Yes
Problem closure	No	No	Yes
Change Management			
Initiate/Record new change request	No	No	Yes
Initiate change request from incident/problem	No	No	Yes
Associate multiple incidents/problems to a change	No	No	Yes
Create Change Advisory Boards (CABs)	No	No	Yes
Send for approval to CAB members	No	No	Yes
Technician license required for Change request approval for CAB members	No	No	No
Add impact analysis, root cause and symptoms	No	No	Yes
Record workarounds and solutions	No	No	Yes
Coordinate change implementation	No	No	Yes
Review changes	No	No	Yes
Make announcements to technicians and/or end users	No	No	Yes
Asset Management			
Automatic discovery of workstations in the network	No	Yes	Yes
Discovery of all IP devices such as printer, scanner etc	No	Yes	Yes
Discovery and complete scan for Windows, Linux and Mac machines	No	Yes	Yes
Discovery with agents	No	No	No
Discovery without agents	No	Yes	Yes
Distributed workstation scan	No	Yes	Yes
Vendor and asset associations along with details	No	Yes	Yes
Assets and Asset relationships	No	Yes	Yes
Asset History along with the request	No	Yes	Yes
Define business rules for assets	No	Yes	Yes
Software compliance	No	Yes	Yes
Support for Client Access License (CAL) and Volume based Software licensing	No	Yes	Yes
Build asset list dynamically scanning networks or importing files	No	Yes	Yes
Contracts Management			

Create and manage contracts	No	Yes	Yes
Add information and attach documents related to contract	No	Yes	Yes
Associate contracts to Assets	No	Yes	Yes
Generate alarms before contracts expire	No	Yes	Yes
Purchase Management			
Manage purchase requests	No	Yes	Yes
Directly contact vendor from application	No	Yes	Yes
Integration with purchase, assets, and vendors	No	Yes	Yes
Purchase order approval system	No	Yes	Yes
SLA Management			
Configure different levels of escalation	Yes	Yes	Yes
Automate escalations during escalation	Yes	Yes	Yes
First Response based SLA	Yes	Yes	Yes
Notify before SLA is breached	Yes	Yes	Yes
Reporting			
Pre-built standard reports	Yes	Yes	Yes
Custom reports in tabular format	Yes	Yes	Yes
Query Builder for Reports	Yes	Yes	Yes
Flash Reports	Yes	Yes	Yes
Integration with third party reporting software like Crystal Reports	Yes	Yes	Yes
Reports to be exported as .csv,.xls and Pdf format	Yes	Yes	Yes
Reports Scheduler (Auto generation & distribution)	Yes	Yes	Yes
Analyze trends and performance levels	Yes	Yes	Yes
Real-time update on reports	Yes	Yes	Yes
Save and schedule customized reports	Yes	Yes	Yes
Surveys			
Generate surveys	Yes	Yes	Yes
Customize questions for surveys	Yes	Yes	Yes
Schedule surveys	Yes	Yes	Yes
Set rules on when to send surveys (e.g. after so many requests from an user is closed)	Yes	Yes	Yes

Integration			
Integration with Network Management software	No	Yes	Yes
Integration with LDAP, Active Directory (AD)	Yes	Yes	Yes
Integration with email and pagers	Yes	Yes	Yes
Integration with iPhone and PDA	Yes	Yes	Yes
Integration with remote control	No	Yes	Yes
Integration with computer telephony	No	No	No
Interface to integrate with external data	Yes	Yes	Yes
Integration with short message services (text)	Yes	Yes	Yes
Use of web services	Yes	Yes	Yes
Active Directory			
Import users, rights from AD, LDAP	Yes	Yes	Yes
Scheduled import from Active Directory	Yes	Yes	Yes
Scheduled import from LDAP	No	No	No
Implementation			
Quick and easy implementation	Yes	Yes	Yes
No required client software	Yes	Yes	Yes
Support for open standards	Yes	Yes	Yes
No additional programming for client or database customization	Yes	Yes	Yes
Documented database	Yes	Yes	Yes
System Requirements			
Operating Systems supported (Indicates versions under comments)			
• Linux	Yes	Yes	Yes
• Windows	Yes	Yes	Yes
Databases supported (Indicates versions under comments)			
• Oracle	No	No	No
• SQL	Yes	Yes	Yes
• MySQL	Yes	Yes	Yes
• Other	No	No	No
Browsers supported (Indicates versions under comments)			
• Firefox	Yes	Yes	Yes
• Internet Explorer	Yes	Yes	Yes

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 $2995
Number of Users (Callers, End users)	Unlimited	Unlimited	Unlimited
Training available	Yes	Yes	Yes
Large scale consulting and implementation	Yes	Yes	Yes
Trial Software Version			
Is a trial version available?	Yes	Yes	Yes
No of days for trial version?	30	30	30
Are there any feature limits in the trial version?	No	No	No
No of technicians supported in trial version	2	2	2
No of assets supported in trial version	NA	250	250
Technical support available during evaluation	Yes	Yes	Yes