



ManageEngine ServiceDesk Plus

Build and deliver smart service experiences
across IT and beyond

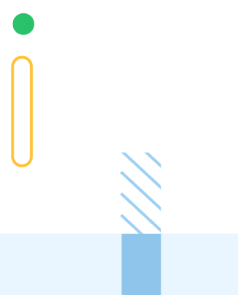
Pricing Guide





ManageEngine ServiceDesk Plus Cloud Annual License (Nodes license applicable for Professional & Enterprise edition)	Standard Edition (Starts from 10 Technicians)	Professional Edition	Enterprise Edition
2 Technicians (250 nodes)		£495	£1225
5 Technicians (500 nodes)		£1190	£2995
10 Technicians (500 nodes)	£1190	£2265	£5995
20 Technicians (1000 nodes)	£2420	£4575	£10845
50 Technicians (2000 nodes)	£4800	£10725	£21535
100 Technicians (2000 nodes)	£8420	£19190	£29995
200 Technicians (3000 nodes)	£15030	£32960	£45995
500 Technicians (3000 IT Assets)	£29960	£62960	£89950
1000 Technicians (3000 IT Assets)	£49960	£99960	£149995

Addons	
ManageEngine ServiceDesk Plus Addons - Cloud (available for Standard and Professional)	GBP
Project Management Add-on	£1225
CMDB Add-on	£1225
Service Catalog Add-on	£1225
Problem Management Add-on	£1225
Change Management Add-on	£2455
Multi-language addon	Additional 20% of the Total Subscription value



Certification	GBP
ManageEngine Certification Professional Level fee for ServiceDesk Plus	£99
ManageEngine Certification Expert Level fee for ServiceDesk Manager Plus	£149

The Certifications are online and will be monitored over WebEx with a Webcam with a remote access to your laptop.

- a) The Professional Level Certification will have 50 multiple choice questions and has to be answered in 60 minutes.
- b) The Expert Level Certification will have 60 questions and has to be answered in 90 minutes.

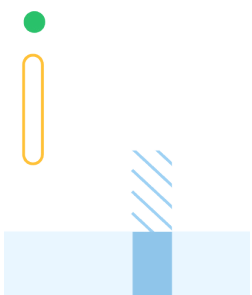
The pass percentage for the certification is 70%.

The certifications will be on our complete and relevant ManageEngine Product and will not be limited to any editions or versions of the same.

The candidates should have hands-on complete ManageEngine Product to pass the certification.

This is an open book exam where the candidate will be allowed to refer the product while taking up the certification.

Expert Level Certification can be taken only if Candidates have a valid Professional Level Certification.



ManageEngine ServiceDesk Plus Addons - Cloud	GBP
Additional 100 nodes	£345
Additional 250 nodes	£845
Additional 500 nodes	£1535
Additional 1000 nodes	£2345
Additional 2000 nodes	£4185
Additional 5000 nodes	£8385
Additional 10000 nodes	£11995
Live chat Add on*	£50
Remote control Add on*	£245
* ServiceDesk Plus is hosted in ManageEngine's own best-in-class data centers across the globe. During the signup process, your country is selected by default based on your IP address. Some ServiceDesk Plus features and functionalities may not be available in the UK data center. You can use the table in this link as a reference for the features that might not be presently available in the UK data center.	

LICENSING COMPONENTS	
Bill of Materials	Description
Technicians	ServiceDesk Plus is licensed based on the number of "Named Technicians" who needs access to the application for managing the Tickets, Assets, Problem, Change, CMDB, Purchase, Contracts, Reports, etc. There is no licensing/limitation on the number of users who can Report an Issue or Request for Service.
Nodes	ServiceDesk Plus is also licensed based on the total number of Nodes/Assets. ServiceDesk Plus supports adding assets under 2 categories as IT Asset & as Non IT Assets. All assets added under IT Asset Category either by scanning the network or by adding through CSV file or by adding manually using the New Asset Addition form will be considered as Node & for licensing. Assets can also be added under Non IT Asset Category through CSV or using the form where Scanning is not supported & there is no license required for Non IT Assets.
Enterprise Service Management	ServiceDesk Plus supports Enterprise Service Management - which allows multiple helpdesk instances like IT, HR, Finance, etc. to be created/configured under 1 organization account. Each instance can have its own technicians, workflows, templates, etc. & are licensed separately which includes Technicians, Editions, Add-ons, etc. Refer the below link to know more about the same. https://www.manageengine.com/products/service-desk/enterprise-service-desk-management.html

Module	Features	Standard Edition (Help Desk Only)	Professional Edition (Help Desk + Asset anagement)	Enterprise Edition (Help Desk + Change + Asset + Project)
Help Desk Management		Yes	Yes	Yes
Mail Server Settings	Automatic email to ticket conversion	Yes	Yes	Yes
Self-Service Portal		Yes	Yes	Yes
Knowledge Base	Likes/Dislikes	Yes	Yes	Yes
	Public/Private/Shared	Yes	Yes	Yes
	Approve/Reject	Yes	Yes	Yes
Home	Dashboard (Technician, CIO, External Widgets)	Yes	Yes	Yes
	Request Delegation*	Yes	Yes	Yes
	Announcements	Yes	Yes	Yes
	Technician Scheduler (Calendar)	Yes	Yes	Yes
	Reminders	Yes	Yes	Yes
	Resource Management	Yes	Yes	Yes
	Zia Dashboard	Yes	Yes	Yes
User Management	AD Import	Yes	Yes	Yes
	SAML Authentication	Yes	Yes	Yes
	CSV import	Yes	Yes	Yes

Automation	SLA Management	Yes	Yes	Yes
	Business Rules	Yes	Yes	Yes
	Request Life Cycle	Yes	Yes	Yes
	Technician Auto Assign (Round Robin/Load Balancing/Zia)	Yes	Yes	Yes
	Schedules	NA	NA	Yes
	Preventive Maintenance Tasks	Yes	Yes	Yes
	Notification Rules	Yes	Yes	Yes
	Custom Actions	NA	NA	Yes
Incident Management		Yes	Yes	Yes
	Resource Management	Yes	Yes	Yes
User Survey	Survey Settings	Yes	Yes	Yes
	Survey Results	Yes	Yes	Yes
Service Management	Service Catalog	Add-on	Add-on	Yes
	Customize Templates			Yes
	Resource Info			Yes

Hardware Asset Management	Automatic Asset Discovery (Windows, Network, and Remote)	NA	Yes	Yes
	Asset Life Cycle/Workflow		Yes	Yes
	Asset Audit		Yes	Yes
	Asset Acknowledgement		Yes	Yes
	Asset Fine Grained Access		Yes	Yes
	Asset Loan		Yes	Yes
	Asset Replenishment		Yes	Yes
	Barcode/QRCode scanning, generation and printing		Yes	Yes
	Asset Auto-Assign		Yes	Yes
	Track and manage consumables		Yes	Yes
	SCCM Integration		Yes	Yes
	Attended remote support: (Free for up to one concurrent session)	Yes	Yes	Yes
Software Asset Management	Unattended remote access (Add-on):	NA	Add-on	Add-on
	Asset Acknowledgement, powered by GenAI	NA	Yes	Yes
	Software Discovery	NA	Yes	Yes
	Standard, Upgrade, Downgrade, and Suite License		Yes	Yes
	License Agreement		Yes	Yes
	Service Packs		Yes	Yes
	Software compliance		Yes	Yes

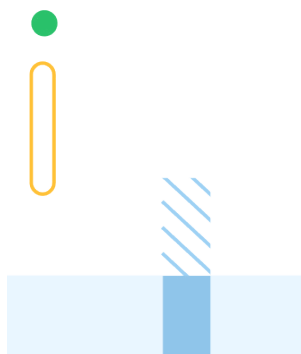
CMDB	Relationships	NA	Add-on	Yes
	Association with ITAM and ITSM			Yes
Purchase Management		NA	Yes	Yes
Contract Management		NA	Yes	Yes
Problem Management		Add-on	Add-on	Yes
Problem Workflow	Incident to Problem Association	Add-on	Add-on	Yes
	Problem Analysis			Yes
	Workaround and Solution			Yes
	Communication			Yes
	Problem Closure Rules			Yes
	Problem Prediction			Yes
	Technician Prediction for Problems			Yes
Change Management	Change Types (Standard, Major, Minor, Significant)	Add-on	Add-on	Yes
	Change Templates			Yes
	Change Workflow Builder			Yes
	Change Advisory Board			Yes
	Change Roles			Yes
	Change Calendar			Yes
	Change History			Yes
	ITSM and CMDB Association			Yes
	Change Risk Prediction			Yes

Release Management	Release Templates	Add-on	Add-on	Yes
	Release Workflow Builder			Yes
	Release Roles			Yes
	Release Calendar			Yes
	Release History			Yes
	ITSM and CMDB Association			Yes
Project Management	Project Templates	Add-on	Add-on	Yes
	Gantt Chart			Yes
	Import from Microsoft Projects			Yes
	Resource Management			Yes
	Association with Request or Change			Yes
Reporting	Default Canned Reports	Yes	Yes	Yes
	Tabular or Matrix Reports	Yes	Yes	Yes
	Analysis Reports	Yes	Yes	Yes
	Summary Reports	Yes	Yes	Yes
	Audit Reports	Yes	Yes	Yes
	Schedule Reports	Yes	Yes	Yes
Apps and Addons	Live chat	Add-On	Add-On	Add-On
	SMS gateway	Yes	Yes	Yes

Integrations	Analytics Plus	Yes	Yes	Yes
	Microsoft Teams	Yes	Yes	Yes
	Outlook Actionable Message	Yes	Yes	Yes
	Microsoft Azure	Yes	Yes	Yes
	Office 365 Calendar Sync	Yes	Yes	Yes
	Jira	Yes	Yes	Yes
	Slack	Yes	Yes	Yes
	Endpoint Central	NA	Yes	Yes
	ADManager Plus	NA	NA	Yes
	Zapier	Yes	Yes	Yes
	Team Viewer	NA	NA	Yes
	Cloud Telephony	NA	NA	Yes
Developer Space	Custom Functions *	NA	NA	Yes
API		Yes	Yes	Yes
Data Management	Import/Export	Yes	Yes	Yes
	Data Archiving	Yes	Yes	Yes
Privacy Settings	PII fields	Yes	Yes	Yes
	Anonymous and Erase PII	Yes	Yes	Yes

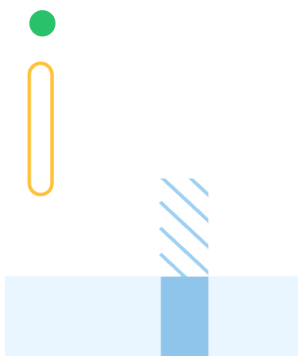
Predictive AI	Template Prediction	Yes	Yes	Yes
	Category Prediction	Yes	Yes	Yes
	Sub Category Prediction	Yes	Yes	Yes
	Item Prediction	Yes	Yes	Yes
	Priority Prediction	Yes	Yes	Yes
	Group Prediction	Yes	Yes	Yes
	Technician Prediction	Yes	Yes	Yes
	Sentiment Analysis	Yes	Yes	Yes
	Solution Assist	NA	NA	Yes
Generative AI	Ask Questions (public LLM search)	Yes	Yes	Yes
	Code Generator	NA	NA	Yes
	Conversation Summary	Yes	Yes	Yes
	GenAI-powered conversation within the Teams chatbot (Provided the Microsoft Teams integration is enabled)	Yes	Yes	Yes
	Reply Assist	Yes	Yes	Yes
	Request Auto-Approval	Yes	Yes	Yes
	Text Assist	Yes	Yes	Yes
	Solution Generator	Yes	Yes	Yes
	Choice of LLM - Zia LLM (hosted in ManageEngine data centers), ChatGPT, and Azure OpenAI	Yes	Yes	Yes
Conversational AI	Zia Chatbot	Yes	Yes	Yes
	Blended Conversations	Yes	Yes	Yes
	Voice chat through the mobile app	Yes	Yes	Yes

- All prices quoted exclude VAT and are subject to our standard invoicing payment terms as detailed in the Terms and Conditions.
- Free trial: We offer an all-inclusive, free, 30-day trial for all users. Once the trial period has lapsed, the product with all of its features will be limited.
- All prices are preferential for the G-Cloud 15 Digital Marketplace and can be offered on single or multi-year contracts.
- All prices are based on the slabs mentioned and we can provide a personalised quote that meets your requirements.
- Minimum Contract term is 1 Year. Payment Options, Payment Terms, Renewal and Termination refer our Terms and Conditions.
- Customers subscribed to our services can add on as many licenses as they wish at any time throughout the duration of their contract with us.
- To procure more licences, clients need to only email their Account Manager who will put this in place within maximum to 1-2 business working days. Our customers will only ever pay for the licences they are using, as we bill additional licences pro rata to your renewal date.
- The method that we are going to use for calculating midterm alterations is to count the months remaining until renewal including current month and the month the renewal falls in. Example : customer bought original licence in March, alteration made in July we therefore charge them 9 months for the new licence or new AMS ($\text{Annual cost} \times 9 / 12$).



Discounts

- Prices shown don't reflect applicable discounts.
- Qualified educational organisations will receive a 10% discount.
- Enterprise style deals & time limited discounts may be available.
- Individual Prices may increase during the contract as per CCS guidelines.
- Contact your ManageEngine account manager for assistance with preparing a volume discount quote. If you need help getting in touch with your account manager, please use the contact details at the end of the document for assistance..



Consultancy Fees

(On-boarding/Migration/Training/Implementation/Customisation):

- At ManageEngine we don't believe in offering Consultancy services at a packaged cost and instead follow a discovery process to identify your business requirements and demands
- ManageEngine support and consultancy departments are ready to help you get the most out of the platform, using their experience working with other major clients across all sectors to deliver your project on time and to the highest standards.
- Our Professional services rates are priced at £1200 + VAT for 8hours engagement.

Complete Onboarding Services

For enterprise-scale or multi-department implementations, we offer fixed-price onboarding packages that deliver:

- End-to-end project management
- Full 8-phase onboarding methodology
- Accelerated delivery timelines
- Reduced overall cost vs day-rate model
- Risk mitigation & governance framework
- Priority consultant allocation

[More about Enterprise Program](#)

Support

- All prices are inclusive of our Classic support and maintenance.
- Premium Support is priced at a cost of 20% of your contract value.

S.No.	Services	Classic	Premium
1.	Acknowledgement of support request	Within 8 Hours	Within 3 Hours
2.	Email support	Regional business hours	Mon. - Fri., 24 hours a day
3.	Chat support	✓	✓
4.	Support via remote connection	High priority issues	✓
5.	Online resources	✓	✓
6.	Service packs	✓	✓
7.	Minor releases	✓	✓
8.	Telephone support		✓
9.	Single point of contact		✓
10.	Global escalation team		✓
11.	24x7 support		High impact issues
12.	Customer portal		✓
13.	Health check		✓
14.	Online training (4 hrs)		✓
15.	Custom product support*		✓

*Custom product support includes custom database queries, scripts, upgrades, configurations, and other customer-specific requests. Terms and conditions of support plans, support features, pricing and support availability are subject to change.

About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises - including nine of every 10 Fortune 100 organizations - rely on ManageEngine's real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has 18 data centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.

Trusted by



9 of every 10
Fortune 100
companies



Over 200 of the
UK's educational
institutions



Over 300 top
NHS customers
in the UK



Over 5,500
organisations
in the UK

ManageEngine
a division of **Zoho Corp.**

Primary Contact

gcloud@manageengine.com

Address

Suite 1.09, Challenge House, Sherwood
Dr, Bletchley, Milton Keynes MK3 6DP

UK Toll Free

0800 028 6590