



# ManageEngine ServiceDesk Plus

Build and deliver smart service experiences  
across IT and beyond



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# Introduction

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## Company Overview

**History:** Formerly known as AdventNet Inc., Zoho Corporation started its operations in 1996 delivering web-based network management tools for telecom service providers. In 2002, the company diversified into IT management solutions for small, medium, and large enterprises. In 2005 with cloud taking off the company forayed into business SaaS with the introduction of Zoho Writer. By 2009, as the product portfolio became vast and diverse, the company was rechristened Zoho Corporation, which now serves as the umbrella firm for four distinct divisions: ManageEngine, Zoho.com, Qntrl, and TrainerCentral.

**About our Company:** ManageEngine is the enterprise IT management division of Zoho Corporation. We offer comprehensive on-premises and cloud-native IT and security operations management solutions for global organisations and managed service providers. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere better, safer, and faster.

Established and emerging enterprises organisations-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 centres, 20 offices and 200+ channel partners worldwide to help organisations tightly align their business to IT.

ManageEngine's solutions include tools for Identity and Access Management, Enterprise Service Management, Endpoint Management and Security, IT Operations Management, Security Information and Event Management, Advanced IT Analytics, and Low-code app development.

**Our Global Market:** ManageEngine's solutions are industry-agnostic, designed to support organisations of all sizes across diverse sectors. In the UK, our customer base spans a wide range of industries, with strong adoption across BFSI, Healthcare, Government and Public Sector, Manufacturing, Education, IT & Technology, and

Hospitality, among others. This broad presence reflects the flexibility and scalability of our portfolio in addressing varied IT management and security needs.

## **Our Values & Goals**

### **Simplicity without compromise**

We aim to simplify IT management without sacrificing functionality. Our solutions are designed to be intuitive, easy to deploy, and straightforward to manage eliminating unnecessary complexity and reliance on third-party services.

### **Customer-led innovation**

Customer needs drive our product strategy. Backed by a strong in-house R&D team, we continuously develop solutions that address real-world IT challenges, guided by direct feedback and hands-on usage.

### **Transparency and long-term value**

We follow a transparent pricing model with no hidden costs. Our solutions are built to scale with organisations of all sizes, ensuring sustained value as business requirements evolve.

### **Empowering business-aligned IT**

We focus on enabling strong alignment between IT and business objectives through continuous innovation, contextual integrations, and forward-looking solutions that support long-term growth.

# Product Introduction

## What it does

[ServiceDesk Plus](#) is the AI-driven unified service management solution from ManageEngine. It combines ITSM essentials, asset management, and a CMDB with enterprise service management capabilities, providing a comprehensive platform for designing, managing and delivering IT and business services. Powered by proprietary AI technologies and public LLM integrations, ServiceDesk Plus unlocks unparalleled efficiencies and experiences for employees, technicians, and process owners. With native enterprise service management capabilities and unrestricted extensibility offered through low-code scripting, it helps organisations of all sizes design, deliver, and support their business and IT services. Available both on-premises and in the cloud, ServiceDesk Plus is the ideal choice for organisations looking for a scalable, secure, and extensible IT and enterprise service management solution with a proportionate ROI.



## How it helps

ServiceDesk Plus brings together ITIL-aligned processes like incident, service request, change, problem, and release management, along with IT asset management supported by a native CMDB. The platform also extends best-practice service capabilities to HR, facilities, and other functions, enabling robust enterprise service management (ESM). By centralising all IT and non IT service operations on a single platform, ServiceDesk Plus simplifies support for end users while improving visibility and control for service teams. The plug and play AI capabilities accelerate classification, routing, knowledge retrieval, generation of workflows and resolutions, reducing workloads and boosting quality of service. Automation eliminates repetitive manual tasks and enforces process compliance, while omnichannel support enables users to request help through their preferred communication channels. With multiple asset discovery methods, software

asset management, and a native CMDB, organisations can tighten governance and reduce risk. Intuitive dashboards and reports that come out of the box help teams quickly convert operational data into insights to enable smarter decision-making, faster response, and continuous improvement.

Trusted by leading enterprises across the globe



## Who might benefit

We enable service delivery teams of all sizes and maturity levels to infuse AI across key ITSM practices and orchestrate integrated IT and business workflows from a unified service management (USM) platform to deliver the desired service experience to users across the digital enterprise. IT service desks, HR, facilities, finance, and other business teams benefit from a single, secure platform that adapts to their unique workflows while maintaining centralized visibility and control.

End users gain frictionless access to support and faster resolution through a unified portal and intelligent self-service. Service desk technicians benefit from streamlined workflows, AI-driven assistance, and reduced manual effort. Managers and process owners gain real-time insights to improve service performance, ensure business continuity, and continuously optimise service operations across the enterprise. By elevating service maturity across the enterprise and driving proportionate ROI, ServiceDesk Plus empowers organisations of every size and industry to deliver faster, smarter and more resilient service experiences.

### Five reasons why ServiceDesk Plus is trusted by some of the leading global enterprises



High-value AI capabilities for IT and enterprise service management are not paywalled behind add-ons but included within your subscription.



Powerful, modern ITIL workflows orchestrate enterprise and IT services from end to end.



From servers, networks, and switches to workstations and peripherals, it's your single system of record for the entire digital infrastructure.



Platform capabilities power up ServiceDesk Plus to digitize and optimize workplace service delivery.



ServiceDesk Plus integrates natively with every ManageEngine application and other third-party business apps as well.

## Benefits

**Omnichannel support:** Meet users where they are in their preferred support channels, ensuring every interaction is captured and tracked seamlessly in one place.

**AI-powered service delivery:** Leverage plug-and-play AI capabilities to power intelligent support at scale by automating responses, accelerating ticket resolution, and reducing technician workload. Leverage an LLM provider of choice among Zia LLM (hosted by ManageEngine), Azure OpenAI, or ChatGPT to power up GenAI capabilities.

**Connected service experiences:** Break down departmental silos with unified service delivery, enabling cross-functional teams to work together effortlessly from a centralized portal with vertical specific service desk instances.

**Built-in best practices:** Stay compliant with proven, ITIL-aligned best practices, standardizing service workflows while reducing operational risk.

**Self-service empowerment:** Empower end users with fast, intuitive self-service options, from knowledge articles to an AI-powered virtual agent, leading to fewer tickets and happier end users.

**No-code configuration:** Customize and adapt processes easily, with zero coding so you can continuously evolve service delivery as organisational needs grow.

**Unified asset governance:** Improve asset tracking with a single, unified source of truth to enhance visibility, reduce redundancy, and optimise asset usage and costs.

**End-to-end automation:** Drive reliable process execution using end-to-end automated workflows that eliminate manual tasks and ensure consistency every time.

**Integrated ecosystem:** Build a connected ecosystem with native and contextual integrations, enabling data to flow freely across your critical business systems.

**Insight-driven optimization:** Track and improve performance with actionable ITSM analytics that highlight trends, uncover bottlenecks, and guide smarter decision-making.

## Associated Services

ManageEngine offers a range of associated services and plans for ServiceDesk Plus. Please note that some of these plans are available at a cost, and to learn more about their pricing, customers can get in touch with us at [gcloud@manageengine.com](mailto:gcloud@manageengine.com).

### 1. APIs:

The Service Desk Plus Cloud API allows customers to perform all the operations that they do with the web client. The ServiceDesk Plus Cloud API is built using REST principles, which ensures predictable URLs that make writing applications easy.

### 2. Add-ons:

Depending on the edition of ServiceDesk Plus, ManageEngine offers a range of add-ons for specific modules and capabilities. These include the service catalog, IT asset management, a CMDB, change and release management, problem management, remote control, live chat, etc. For more information on the availability and pricing of these add-ons, refer to the pricing document or visit us at [manageengine.com/products/service-desk/pricing.html](https://manageengine.com/products/service-desk/pricing.html).

### 3. Classic Support Program:

This customer support program is included within the subscription. Our customer support specialists are available 9am to 5pm, Monday to Friday to assist users with their product queries. (Classic support is available for customers using the free Standard edition of Service Desk Plus on payment of an Annual Maintenance Service fee.)

#### **4. Premium Support Program:**

Customers can opt in to this paid support tier that offers around the clock assistance, a dedicated escalation manager, on-demand technical guidance, and a response SLA of three hours.

#### **5. Onboarding, implementation, and migration services:**

While Service Desk Plus is built for a self-service implementation model where our customers set up and get started on the platform by themselves, we recognise that some organisations might require onboarding and implementation assistance due to their unique needs. As part of our onboarding and implementation packages, our product consultants can help with scoping, planning, process configurations, workflow designs, etc. depending on the selected package.

#### **6. Other ManageEngine applications:**

ServiceDesk Plus integrates with other ManageEngine applications including Mobile Device Manager Plus, Site24x7, and Analytics Plus.

#### **7. Free and paid product training:**

ManageEngine hosts free product training webinars, the Service Desk Plus Masterclass series, every year. Apart from this, we also host paid training workshops and user conferences around the globe. To check out an event near you, visit [manageengine.com/events.html](https://manageengine.com/events.html).

# Product Features

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## High value AI that is not paywalled

**High-value AI = Ready-to-deploy + No licensing hassles + No overhead**

ServiceDesk Plus delivers plug-and-play AI capabilities that are available out of the box—no premium tiers, add-ons, or licensing complexity required. [Recognized in the 2025 Gartner® Magic Quadrant™ for Artificial Intelligence Applications in IT Service Management](#), we believe this highlights our commitment to making enterprise-grade AI accessible and impactful for every persona in the digital workplace. Our AI streamlines ticket classification, routing, and resolution; enhances knowledge creation, documentation, and retrieval; and powers Zia, our AI-powered conversational virtual agent all designed to reduce manual effort, boost first-contact resolution, and drive measurable productivity gains.

» **For every enterprise persona:**

Designed to empower technicians, end users, and process owners across the enterprise.

» **Choice of AI provider:**

Users can select from supported AI providers (native Zia LLM, ChatGPT, Azure OpenAI) to meet organisational requirements.

» **Enterprise-grade execution:**

Our native LLM, powered by open-source foundational models, is hosted by ManageEngine to keep your data secure and under control.

» **Seamless deployment:**

Plug-and-play AI capabilities let teams spend less time configuring and more time driving productivity.

# ManageEngine blends three kinds of AI—the generative, the predictive, and the conversational on a unified ITSM platform

## Generative

 Solution Generator

Powered by ChatGPT 

Prompt

Facing printer issues.

Generate 

Generated Solution

Title

Troubleshooting Common Printer Issues



Content

Printers are essential devices for both personal and professional use, but they can sometimes encounter issues that disrupt their functionality. Here are some common printer problems and troubleshooting steps to resolve them: 1. Paper Jams: - Open the printer and carefully remove any jammed paper. - Ensure there are no small bits of paper left inside. - Reload the paper tray properly before resuming printing. 2. Poor Print Quality: - Check ink or toner levels and replace cartridges if necessary. - Run a printer cleaning cycle to remove any clogs or dried ink. - Adjust print settings for better quality output. 3. Connectivity Problems: - Ensure the printer is properly connected to the computer or network. - Restart both the printer and the computer to reset the connection. - Update printer drivers to ensure compatibility with the operating system. 4. Slow Printing: - Check for any pending print jobs in the queue that might be slowing down the process. - Reduce print quality or choose draft mode for faster printing. - Consider adding more memory to the printer for improved performance. 5. Error Messages: - Note down the error message displayed on the printer or computer screen. - Look up the error code in the printer manual or online for specific troubleshooting steps. - Restart the printer and follow any suggested solutions to resolve the error. By following these troubleshooting tips, you can address common printer issues and ensure smooth printing operations.

Keywords

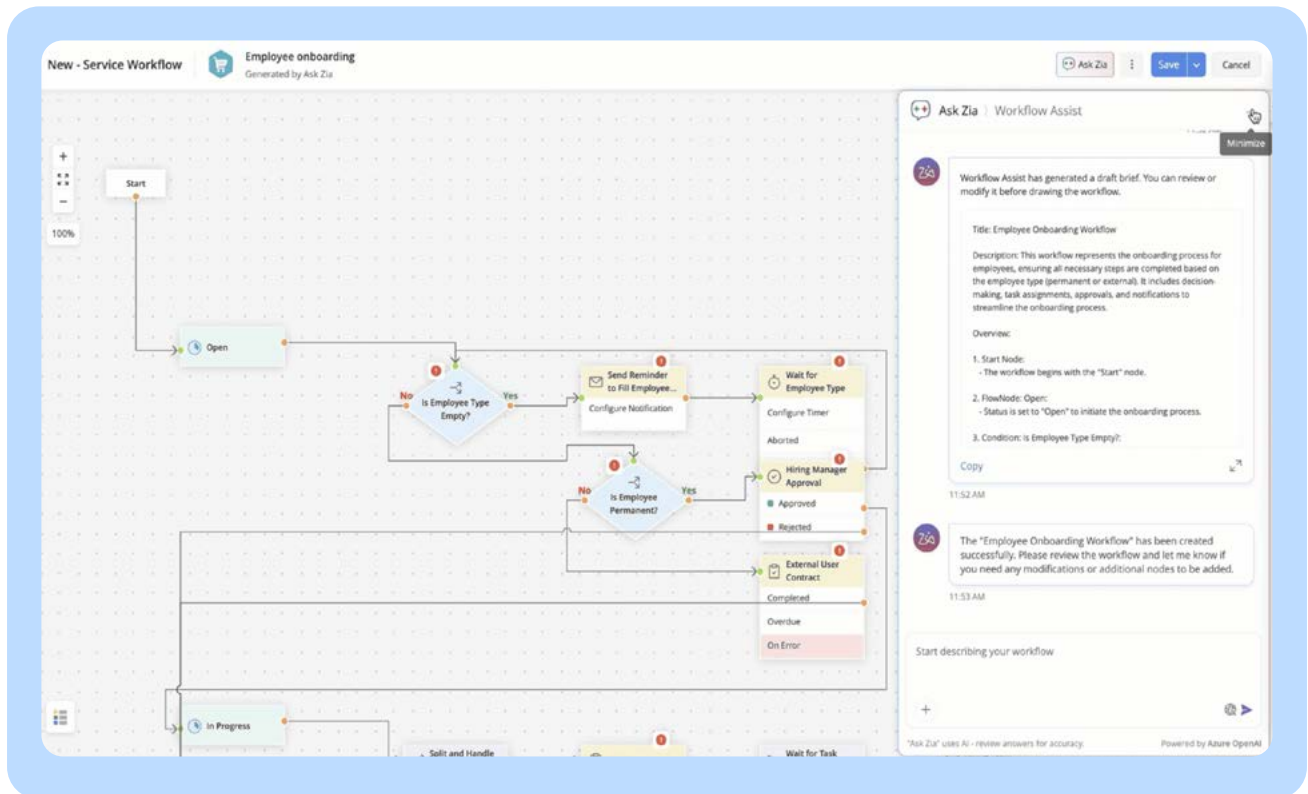
printer, troubleshooting, issues, paper jams, print quality, connectivity problems, slow printing, error messages

 Change Length

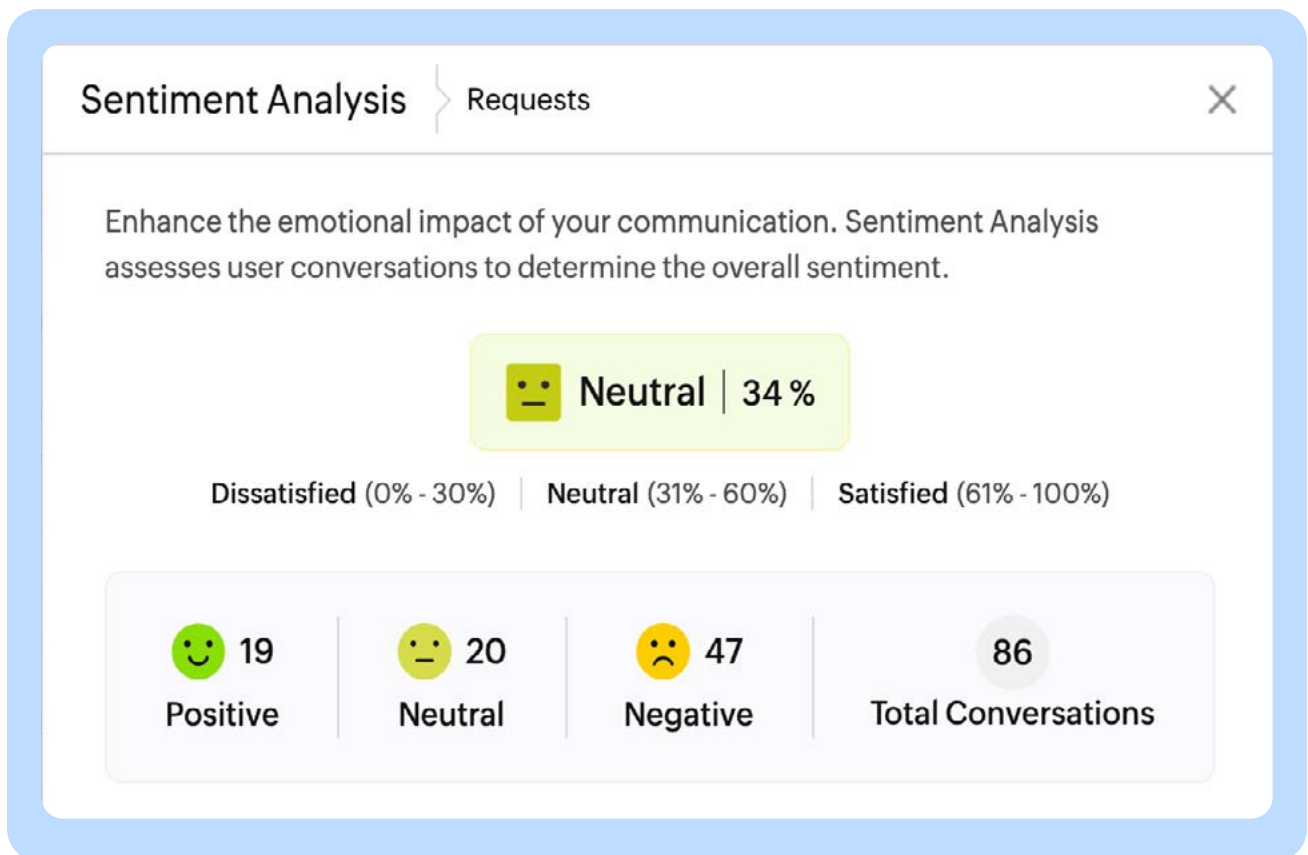
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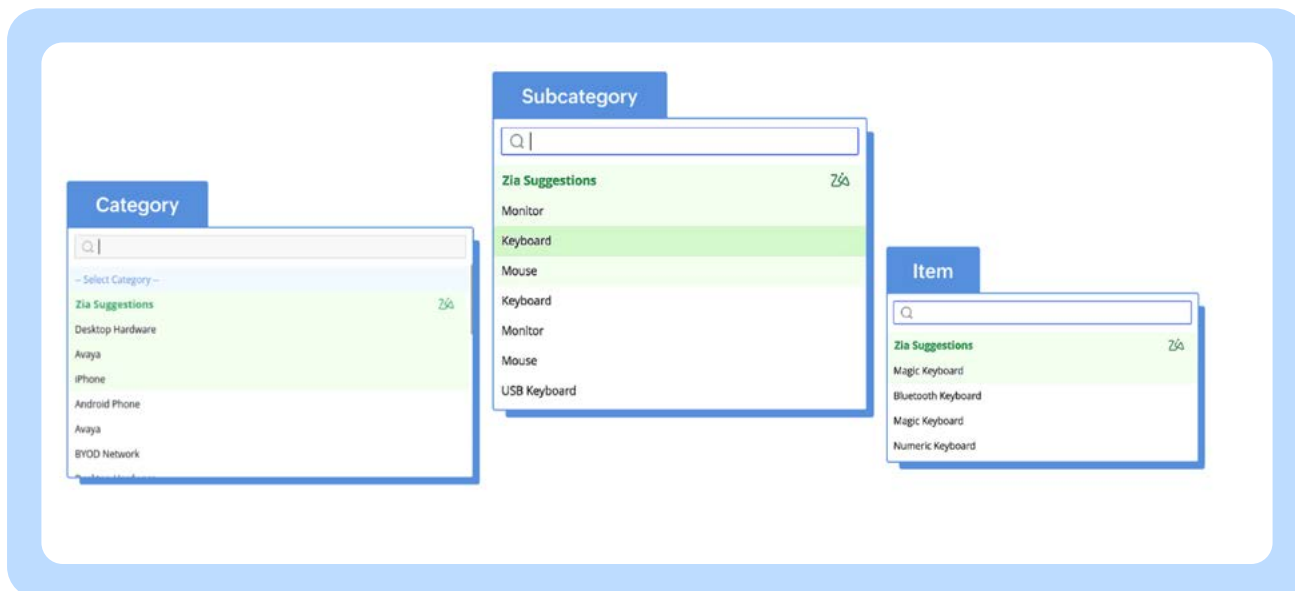
Add Generated Solution

Cancel

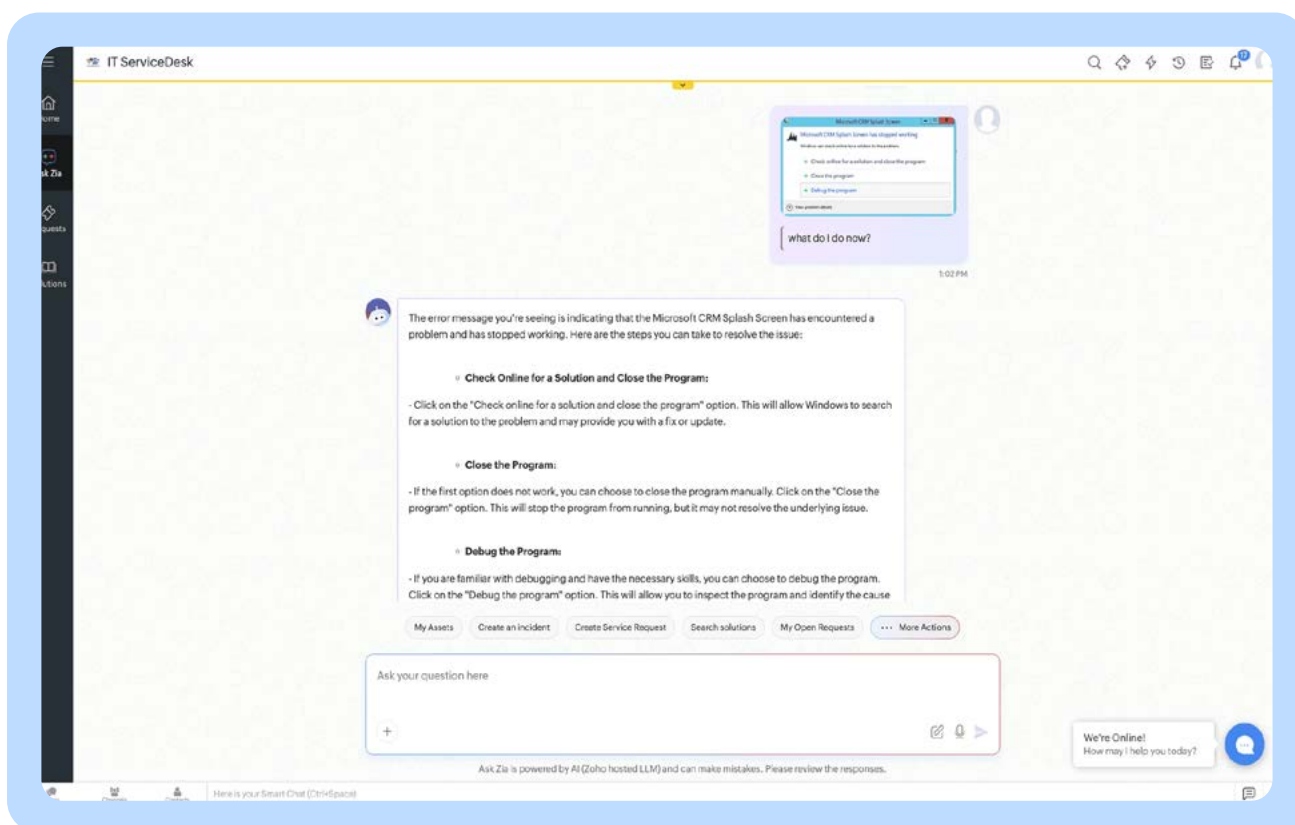


## Predictive





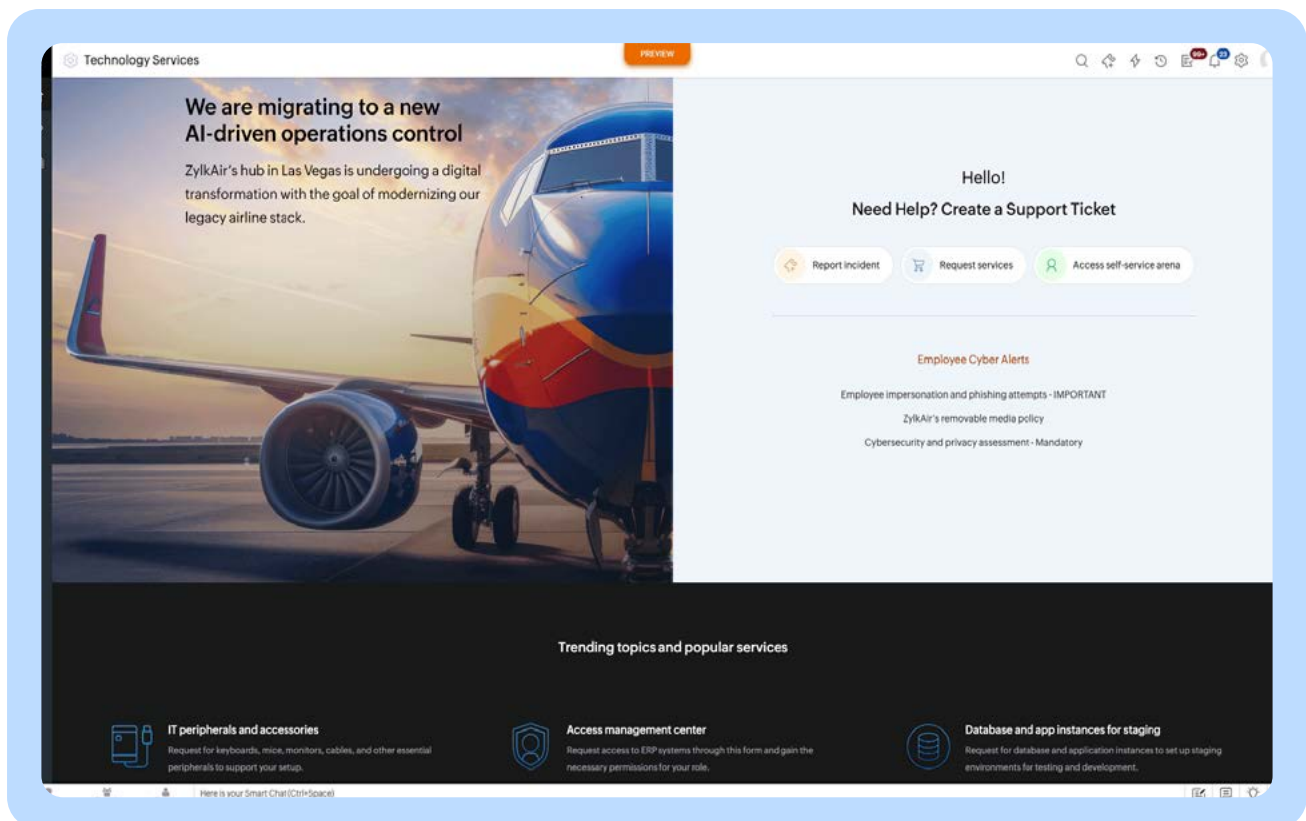
## Conversational



- **Enterprise service management for IT and beyond**

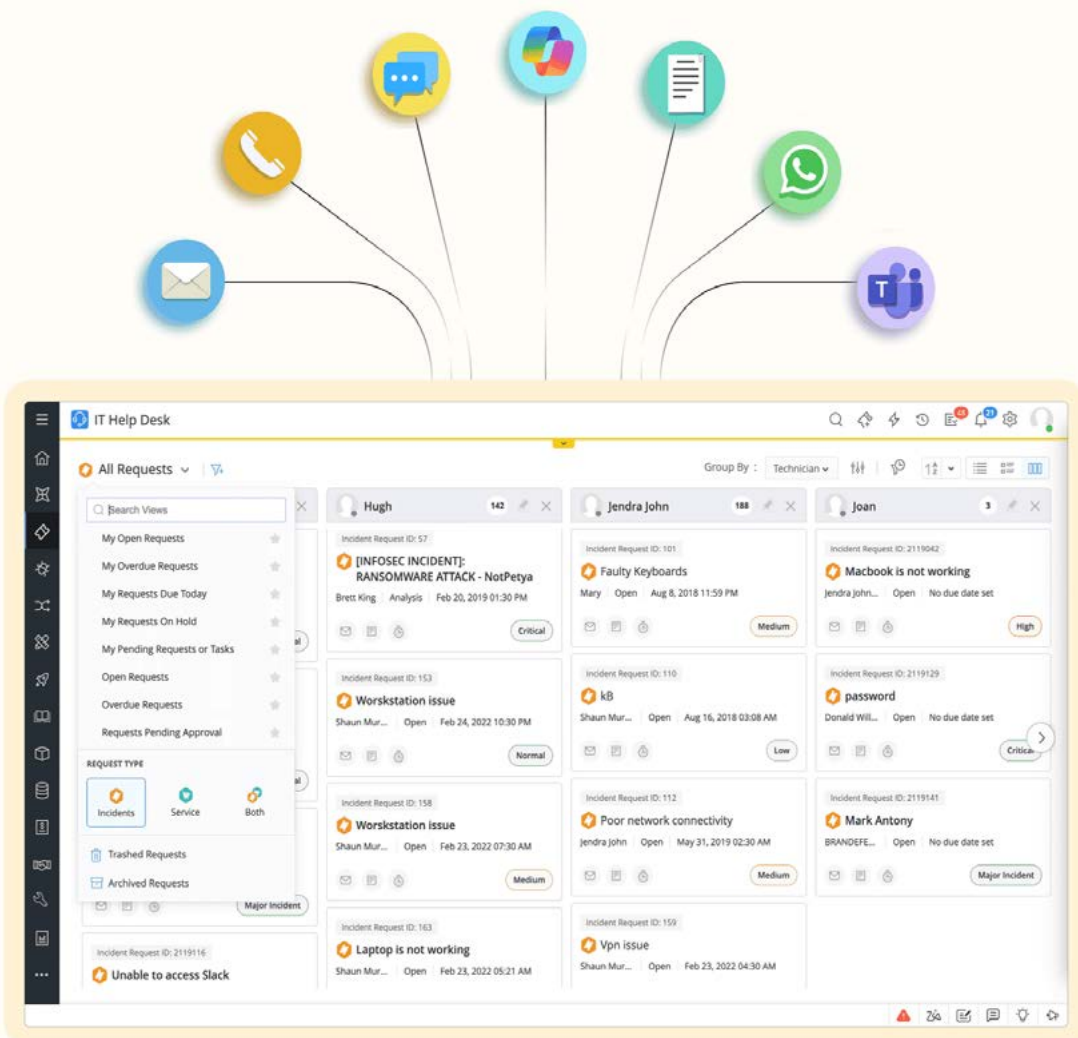
Extend service excellence beyond IT by unifying every support function on a single platform. With enterprise service management capabilities built into ServiceDesk Plus, ITIL-aligned best practices can be seamlessly adopted by HR, facilities, finance, legal, and other business teams without operational complexity.

Process autonomous and vertical-specific modules, prebuilt templates, and ready-to-use service catalogs across IT, HR, and facilities enable rapid deployment and faster time to value. Each department gains the autonomy to deliver services in a way that best suits their operations whether IT is managing and optimizing assets, HR is streamlining onboarding and offboarding workflows, or facilities is coordinating workplace requests and room bookings. Every service desk instance also comes with the full spectrum of AI capabilities at zero additional costs. Teams remain independent yet connected, supported by delegated administration and role-based access to uphold enterprise-grade security. And with a unified ESM portal, employees have a single destination to submit requests, access knowledge, and track every interaction.



- **Omnichannel support for end users. One unified portal for service desk teams.**

Service desk teams can meet employees where they are and make support effortless. Whether a request starts via email, chat, phone, or the self-service portal, ServiceDesk Plus ensures a consistent experience everywhere. Every interaction is automatically captured and routed into a unified technician console, preserving full context and visibility from the very first touchpoint. With a centralized portal, technicians can quickly prioritize and resolve tickets without switching tools, while end users get real-time updates and clear communication throughout the resolution process.



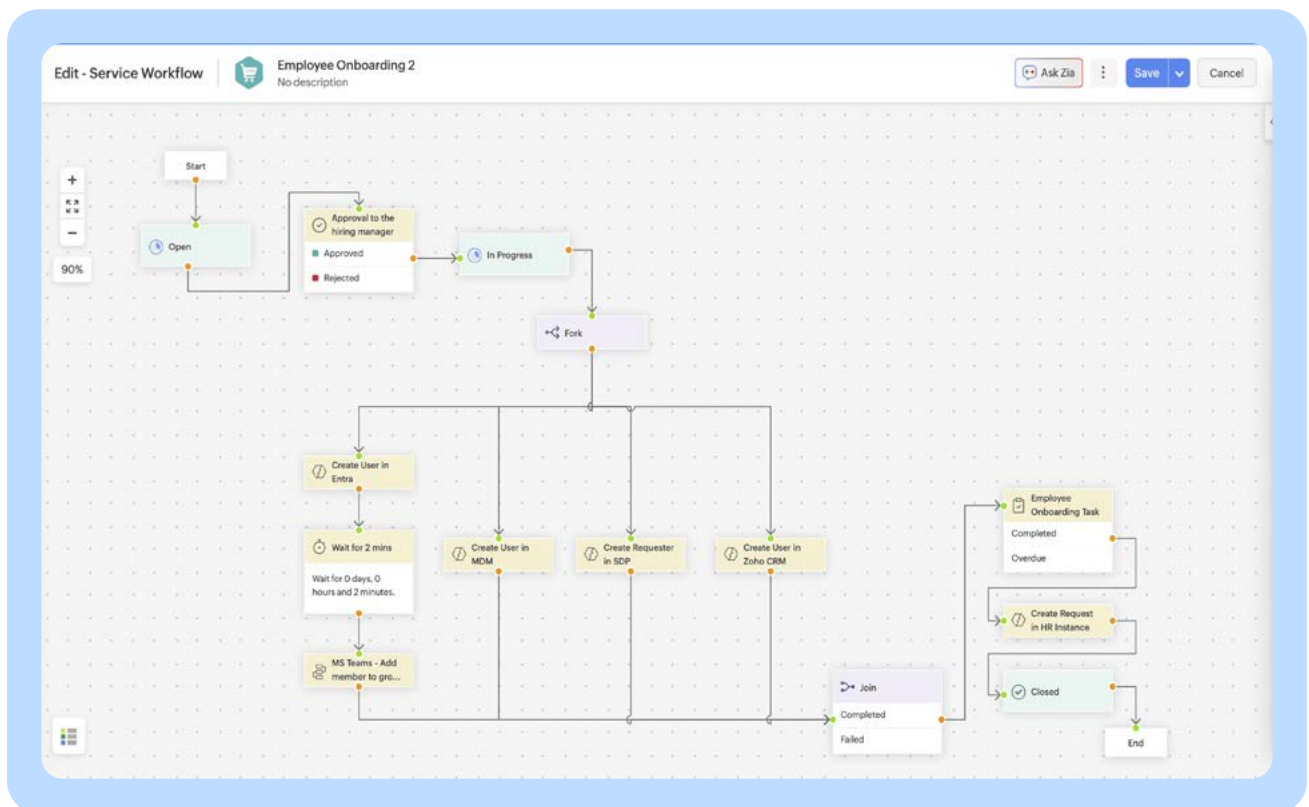
- **ITIL aligned modules**

ServiceDesk Plus embeds ITIL best practices into every major ITSM function including incident, problem, service request, change, IT asset, and knowledge management. With standardized workflows, defined roles, and robust automations, IT teams gain the structure needed to reduce risk and operational noise. This ensures faster restoration of services, deeper root-cause analysis, controlled change activities, accurate asset insights, and continual service improvement. As your operations grow, ITIL alignment helps maintain consistency, compliance, and accountability across the enterprise. Our commitment to ITIL excellence is recognized by industry leaders including PeopleCert and Pink Elephant.

|                                             |                                         |
|---------------------------------------------|-----------------------------------------|
| <b>Change Enablement</b>                    | <b>Problem Management</b>               |
| <b>Deployment Management</b>                | <b>Release Management</b>               |
| <b>Incident Management</b>                  | <b>Service Catalog Management</b>       |
| <b>IT Asset Management (ITAM)</b>           | <b>Service Configuration Management</b> |
| <b>Knowledge Management</b>                 | <b>Service Financial Management</b>     |
| <b>Measurement and Reporting Management</b> | <b>Service Level Management</b>         |
| <b>Monitoring and Event Management</b>      | <b>Service Request Management</b>       |

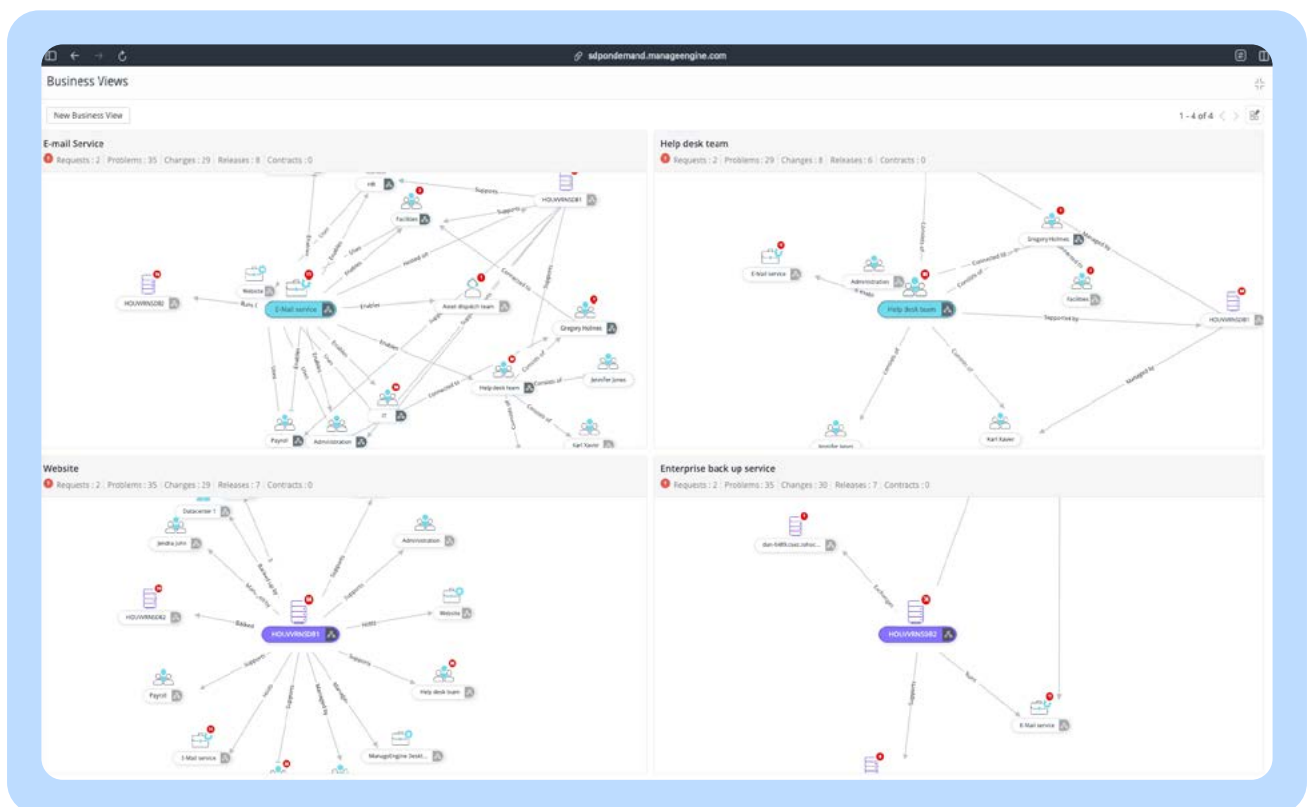
- **Workflows that run on autopilot**

Whether you're accelerating incident resolution or managing IT assets, put your ITSM on autopilot with intelligent workflow automation. Build programmable, multi-path workflows on an intuitive no-code canvas to streamline approvals, trigger notifications, update records, and execute custom functions with precision and consistency. Automate repetitive actions such as executing AD tasks or running PowerShell scripts without manual intervention, and deliver exceptional service experiences. Extend automation beyond ServiceDesk Plus by orchestrating actions across hybrid environments with single-touch automation powered by Qntrl Circuit. Connect your ITSM workflows across 100+ business applications without writing a single line of code with the native iPaaS integration through Zoho Flow.



- **ITAM with a native CMDB**

Gain accurate visibility of your IT estate with tightly integrated IT asset management module and a native CMDB. Discover assets using multiple discovery methods including network and domain scans,, barcode and QR scans, import tools, and integrations with directory services to ensure that no asset goes unnoticed. Stay compliant and cost-efficient with software asset management to monitor installations, usage, and licence entitlements across vendors. Automate renewals, prevent over-licensing, and eliminate shadow software risks with proactive compliance alerts. Maintain clean, up-to-date inventory records across the asset lifecycle from procurement to retirement and make smarter budgeting decisions with asset cost and depreciation insights. Map configuration relationships between assets, applications, and services, enabling faster incident resolution and accurate impact analysis during changes. With centralised governance, audit-ready reports, and continuous reconciliation, you strengthen control while reducing operational risk.

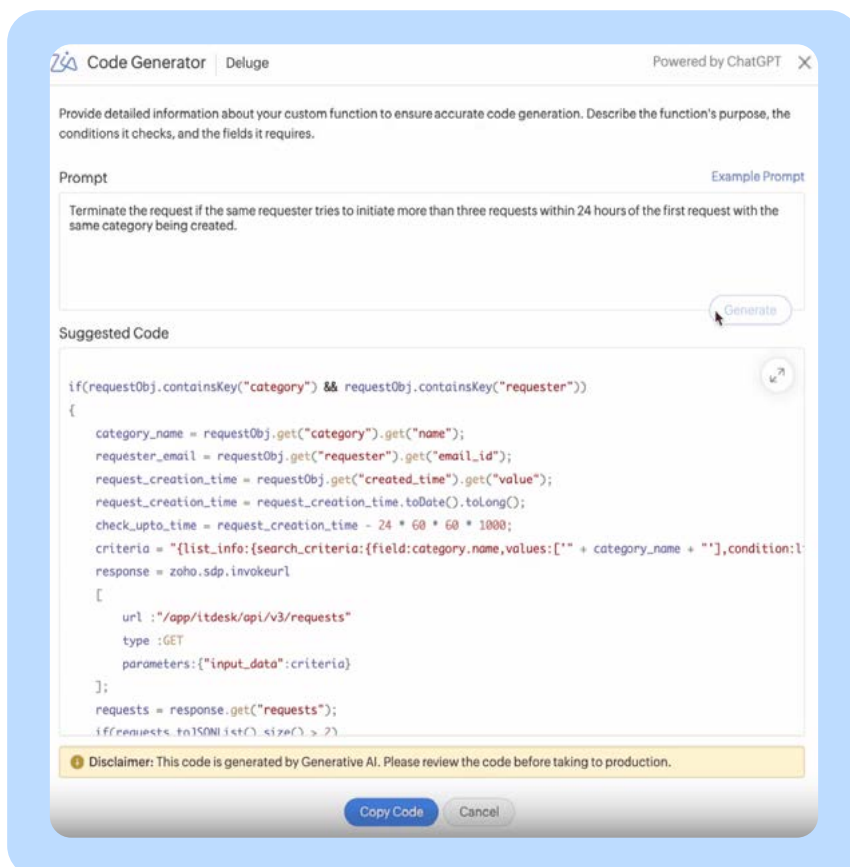


- **Contextual integrations with your favourite IT and business apps**

Break down data silos and enhance productivity with deep, contextual integrations across your business ecosystem. ServiceDesk Plus natively integrates with key IT and enterprise applications- such as identity and access management, collaboration tools, monitoring solutions, UEMS solutions, and more- to streamline operations across teams. With a vast integration library, powerful REST APIs, and support from Zoho Flow for no-code connectivity to 100+ external apps, ServiceDesk Plus fits naturally into your technology stack-keeping workflows unified and teams aligned.

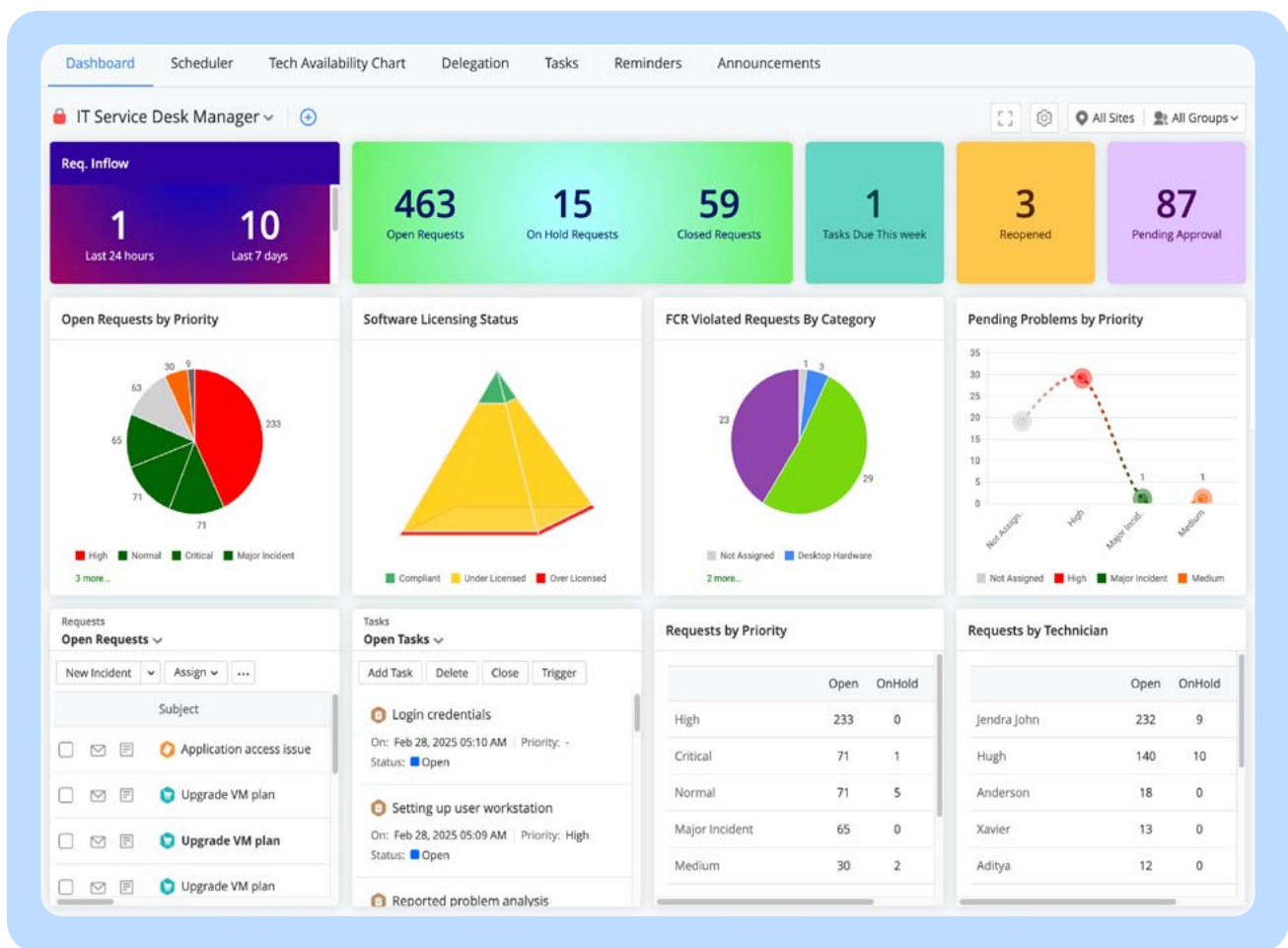
- **Low code last mile customisations**

Configure ServiceDesk Plus to match your exact service delivery needs without heavy development effort. Build granular customisations using low-code scripts, custom functions, webhooks, automated notifications, and task rules. Bring external data into the platform through custom widgets for richer context. With Zia's LLM powered code generator, create low code custom scripts and deploy logic faster, ensuring the platform evolves in perfect sync with your enterprise processes.



- **100+ reports and dashboards**

Turn operational data into clear, decision-ready insights with 100+ built-in ITSM reports and fully customisable dashboards. Track service performance, SLA compliance, technician workloads, asset utilisation, and key business metrics in real time from a centralised workspace. Drill down into data for root-cause visibility, schedule automatic report distribution to stakeholders, and also integrate with Analytics Plus, the business intelligence and advanced analytics solution from ManageEngine to forecast trends and optimise resources. Whether you're enabling day-to-day technician awareness or strategic leadership decisions, ServiceDesk Plus ensures insights are always accurate, accessible, and aligned with business outcomes.



# Data Protection

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## Information Assurance

ManageEngine adheres to industry-leading security standards and has implemented robust security measures to protect sensitive information. ManageEngine follows best practices and complies with relevant policies and standards. ManageEngine has a strong commitment to information security and employs processes and facilities to safely manage data. The service prioritises data protection, confidentiality, and integrity, ensuring that organisations can trust their identity management processes. By implementing ManageEngine solution, organisations can have confidence in the security of their identity-related information and mitigate the risk of unauthorised access or data breaches.

As part of the development team's training, they are briefed about the various networking protocols that are used in the product and are encouraged to use only secure communication protocols such as HTTPS and TLS in their code.

- To ensure access to critical information by the development team, measures such as strong passwords, controlled access to test machines, and network segmentation are implemented.
- All the data collected through online forms has a field to obtain consent for collecting and processing data from the prospect.
- Marketing team members are strictly asked to check if a prospect has given consent to receive marketing communications before sending marketing emails.
- Support and pre-sales engineers who communicate directly with customers are trained to maintain privacy of customer information.
- Dedicated guidelines on handling customer data has been given to the members of the team in light of regulations such as GDPR.
- The customer data is stored in databases that can be accessed only by authorised employees.

# Data Backup, Data Restoration and Disaster Recovery

ManageEngine runs incremental backups everyday and weekly full backups of our databases using Zoho Admin Console (ZAC) for ManageEngine's Data Centres (DC). Backup data in the DC is stored in the same location and encrypted using AES-256 bit algorithm. We store them in tar.gz format. All backed up data are retained for a period of three months. If a customer requests for data recovery within the retention period, we will restore their data and provide secure access to it. The timeline for data restoration depends on the size of the data and the complexity involved.

To ensure the safety of the backed-up data, we use a redundant array of independent disks (RAID) in the backup servers. All backups are scheduled and tracked regularly. In case of a failure, a re-run is initiated and is fixed immediately. The integrity and validation checks of the full backups are done automatically by the ZAC tool.

From your end, we strongly recommend scheduling regular backups of your data by exporting them from the respective Zoho services and storing it locally in your infrastructure.

## Business continuity statement/plan

Application data is stored on resilient storage that is replicated across data centres. Data in the primary DC is replicated in the secondary in near real time. In case of failure of the primary DC, the secondary DC takes over and the operations are carried on smoothly with minimal or no loss of time. Both the centres are equipped with multiple ISPs. We have power back-up, temperature control systems, and fire-prevention systems as physical measures to ensure business continuity. These measures help us achieve resilience.

In addition to the redundancy of data, we have a business continuity plan for our major operations, such as support and infrastructure management.

## Privacy by Design

Every change and new feature is governed by a change management policy to ensure all application changes are authorised before implementation into production. Our Software Development Life Cycle (SDLC) mandates adherence to secure coding guidelines, as well as screening of code changes for potential security issues with our code analyser tools, vulnerability scanners, and manual review processes.

Our robust security framework based on OWASP standards, implemented in the application layer, provides functionalities to mitigate threats such as SQL injection, cross site scripting and application layer DOS attacks.

**Our privacy commitment:** Zoho has never sold your information to someone else for advertising, or made money by showing you other people's ads, and we never will. This has been our approach for almost 25 years, and we remain committed to it. This policy tells you what information we collect from you, what we do with it, who can access it, and what you can do about it.

More information on our privacy policy can be found at  
<https://www.manageengine.com/privacy.html>

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## Using the service

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### Pricing Overview

#### Pricing/subscription model

ServiceDesk Plus follows a transparent and flexible subscription model designed to meet the needs of organisations of all sizes. You only pay for what you use, with plans that scale as your service operations grow. Choose from multiple editions that offer increasing levels of functionality, so you can match the platform to your IT and enterprise service management maturity. ServiceDesk Plus is available in both cloud and on-premises deployments, giving you the flexibility to choose the model that best fits your security, compliance, and operational requirements. Regular updates, feature enhancements, and classic support services are included in your subscription to ensure continuous improvement and long term value.

We offer three different subscription tiers

**Standard Edition:** Best for teams that need core helpdesk functionality. Get essential ticketing, a self-service portal, and basic reporting

**Professional Edition:** Ideal if you want help desk plus integrated asset management. Track hardware and software and maintain full visibility into your IT inventory without adopting the full ITSM suite.

**Enterprise Edition:** Built for organisations that need complete, ITIL aligned service management. Includes problem, change, release, project management, a native CMDB, and a full service catalog for enterprise wide governance and process maturity.

If you want to extend the platform's functionality without upgrading the entire plan, you can the appropriate of add-ons.

## Availability of Trial Service

ManageEngine offers a free, 30-day trial of ServiceDesk Plus: no credit card required, no frills. During this trial evaluation, you will be able to explore and test out the full-fledged Enterprise edition of ServiceDesk Plus, which is the highest tier of the platform.

If you register for a free trial of one or more services, ManageEngine will make the applicable services available to you on a trial basis free of charge until the earlier of (i) the end of the free trial period of the applicable services (unless terminated earlier by you), (ii) the start date of the paid subscription period for the applicable services, or (iii) termination by ManageEngine in its sole discretion. Any data that you enter into the services and any customisations made to the services during the free trial will be permanently lost unless you (i) purchase the corresponding paid subscription plan for the account, (ii) purchase applicable service upgrades, or (iii) export such data before the end of the trial period. Notwithstanding anything contained in this section, services are offered as-is during the free trial, without any warranty, covenant, support, or liability whatsoever, to the extent permitted by law.

## On-Boarding, Off-Boarding, Service Migration, Scope, etc.

1. Once a prospective organisation expresses interest in the ServiceDesk Plus platform, ManageEngine offers a personalised demo to the organisation through a dedicated product consultant. During this phase of the evaluation, the consultant may also build a proof of concept and help the prospect get acclimated to the platform.

2. During the weekly engagements of the product evaluation period, ManageEngine will offer free technical assistance before purchase confirmation.
3. After the purchase of ServiceDesk Plus, customers may opt to further purchase an implementation package. Our product consultants gather requirements and initiate scoping. Based on this analysis, the ManageEngine implementation team will propose the engagement duration and assign a single point of contact. ManageEngine also offers a data migration package as part of its onboarding and implementation services to ease customers' transition to the Service Desk Plus platform.
4. To learn more about other implementation packages and the pricing, please contact us at [gcloud@manageengine.com](mailto:gcloud@manageengine.com) Apart from the above, we offer detailed technical documentation, free Masterclass webinars, and paid training workshops throughout the duration of our partnership with customers.
5. ManageEngine's product experts will assist you throughout the duration of your contract by answering queries and troubleshooting issues. ManageEngine's Classic Support Programme is included within the subscription. We also offer a paid Premium Support Programme with benefits such as top-tier response timelines, a dedicated subject-matter expert, and on-demand technical guidance.
6. If customers want to opt out of the ServiceDesk Plus platform, they can contact their account manager who will assist in exporting data out of the ServiceDesk Plus platform and the subsequent deletion of their service desk instances. Customers can also export their data by themselves from within the application. The data export format can be either CSV or XLSX. Please note that only the first 3,000 rows of data will be exported at a time.
7. Please note that if the subscription is not renewed at the end of the contract duration, the Service Desk Plus instance will be downgraded to the Standard edition, which is free for up to five technicians. The user data will be deleted permanently following six months of inactivity.

## Training

- A getting started flow for new sign-ups and in-product guidance helps new users easily navigate the platform, while admins can leverage help cards, pre-built templates, and best-practice configurations to accelerate implementation.
- ManageEngine's dedicated team of solution engineers and product experts helps organisations get started by configuring ITSM best practices through a variety of paid programs. To learn more about these program, please contact us [gcloud@manageengine.com](mailto:gcloud@manageengine.com) Comprehensive online documentation is available for admins,

technicians, and end users, offering step-by-step guidance.

- A quarterly online Bootcamp program equips new users with foundational setup expertise and structured guidance to get started quickly.
- A monthly online Masterclass training series deepens product knowledge with sessions focused on configurations, automation, and customisations.
- A 1-hour live onboarding consultation tailored to each organisation ensures personalised recommendations based on current usage and ITSM needs.
- A rich library of tutorial videos is available for every ITSM practice on YouTube, including a regularly updated playlist highlighting new releases.
- Customer success teams conduct on-site health checks for ongoing optimisation, and we host in-person ITSM workshops and user conferences for hands-on learning.

# Implementation Plan

Our in-house professional services division will help customers at every step of the way in their ServiceDesk Plus journey, from scoping requirements and onboarding the enterprise to delivering hyper-care support after go-live.

Here is an overview of our paid implementation programmes:

| <b>Basic</b><br><b>(The starter pack for product implementation)</b>                                                                                       | <b>Advanced</b><br><b>(Everything in Basic + process definitions and workflow design)</b>                                                                                                                                                                                                                                                     | <b>Complete</b><br><b>(The full-fledged, end-to-end implementation package for ServiceDesk Plus)</b>                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• Gathering requirements</li><li>• Identifying tasks</li><li>• Scoping</li><li>• Implementing the solution</li></ul> | <ul style="list-style-type: none"><li>• Gathering requirements</li><li>• Identifying tasks</li><li>• Scoping</li><li>• Planning the implementation</li><li>• Verifying and confirming the implementation plan</li><li>• Defining the processes</li><li>• Designing workflows</li><li>• Implementing the solution</li><li>• Training</li></ul> | <ul style="list-style-type: none"><li>• Gathering requirements</li><li>• Identifying tasks</li><li>• Scoping</li><li>• Planning the implementation</li><li>• Verifying and confirming the implementation plan</li><li>• Defining the processes</li><li>• Designing workflows</li><li>• Implementing the solution</li><li>• Testing configurations</li><li>• Training</li><li>• Operationalising the instance(s)</li><li>• Documenting</li><li>• Signing off</li></ul> |

ManageEngine provides various add-ons to the Basic and Advanced implementation packages and also offers a dedicated Data Migration package to support your transition to the ServiceDesk Plus platform. Depending on the type of implementation package chosen by a customer, the stages and timeline involved might vary. Please use our contact details available at the end of this document for more details.

## Service Management

We have a dedicated incident management team. We notify you of the incidents in our environment that apply to you, along with suitable actions that you may need to take. Likewise, we track and close the incidents with appropriate corrective actions. Whenever applicable, we will identify, collect, acquire and provide you with necessary evidence in the form of application and audit logs regarding incidents that apply to you. Furthermore, we implement controls to prevent recurrence of similar situations. We respond to the security or privacy incidents you report to us through [incidents@zohocorp.com](mailto:incidents@zohocorp.com), with high priority. For general incidents, we will notify users through our blogs, forums, and social media. For incidents specific to an individual user or an organisation, we will notify the concerned party through email (using their primary email address of the Organisation administrator registered with us). ManageEngine is certified with ISO/IEC 20000 standards, which is the leading international IT service management system standard, with the objective of ensuring high quality of IT services. It specifies requirements for an organisation to establish, implement, maintain, and continually improve a service management system, and it supports the management of the service life cycle, including the planning, design, transition, delivery and improvement of services to meet the service requirements and deliver value.

This certification applies to network operations centre (NOC) and data centre (DC) operations of Zoho Corporation. ManageEngine is the enterprise IT management division of Zoho Corporation.

## Service Constraints

There are no specific constraints. All service upgrades are applied automatically by ManageEngine with little to no impact to service availability. Planned maintenance is scheduled during off-peak hours and infrastructure level maintenance activities are communicated in advance through in-product notifications and user forums. Where there is any risk of interruption, users will be notified immediately through forums and social media.

## Service Levels

At ManageEngine, we realise that our success lies in keeping our customers happy. We adhere to industry standards and best practices to ensure the highest level of service management. Further, we handle service constraints and incidents through a dedicated service desk, where customers can seek support and make requests. Our support team is managed by experienced professionals who ensure smooth operations and timely progress.

We offer two levels of support to meet different operational needs.

### **1. Classic support:**

This customer support program is included within the subscription, wherein customers can contact our product specialists through chat and email. ManageEngine's dedicated team of product specialists are available 9 am to 5 pm (UK time), from Monday to Friday. Queries are typically responded to within 8 hours and a structured severity based SLA model is followed.

The response times for these severity levels are as follows:

Severity 1: Response within 1 hour

Severity 2: Response within 8 hours

Severity 3: Response within 24 hours

### **2. Premium support:**

ManageEngine also offers a paid program called, Premium Support that offers 24/5 support with 24/7 coverage for high-priority issues and accelerated SLAs. Organisations are assigned dedicated account managers and escalation teams, along with periodic health checks to ensure optimal performance. Our customer support executives will respond within 3 hours, and the resolution timelines for every ticket depend on the priority and nature of the customer's enquiry. Dedicated account managers and escalation teams will keep track of issues to expedite resolution while providing timely updates to customers. Customer will get access to a customer portal to track their incidents and interact with ManageEngine. The Premium Support program is priced at 20% of the subscription cost.

## **Provision of the service**

# Customer Responsibilities

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- Choose a unique, strong password and protect your login information. Use multi-factor authentication.
- Use the latest browser versions, mobile OS, and updated mobile applications to ensure they are patched against vulnerabilities and to use latest security features. Exercise reasonable precautions while sharing data from our cloud environment.
- Classify your information into personal or sensitive and label them accordingly.
- Monitor devices linked to your account, active web sessions, and third-party access to spot anomalies in activities on your account and manage roles and privileges to your account.
- Be aware of phishing and malware threats by looking out for unfamiliar emails, websites, and links that may exploit your sensitive information by impersonating Zoho or other services you trust.

Customers shall also be responsible for (i) providing accurate, current, and complete information regarding the customer in connection with customer's access and use of on-demand services; (ii) authorised users' compliance with the agreement, documentation, and invoice; (iii) accuracy, quality, and legality of the customer data; (iv) means by which the customer data was acquired and customer's use of the customer data; (v) using commercially reasonable efforts to prevent unauthorised access to or use of on-demand services; (vi) using the on-demand services in accordance with this agreement, documentation, and invoice; (vii) all activities that occur under the customer's account; (viii) compliance with all applicable laws and regulations; and (ix) compliance with the terms applicable to the use of non-on-demand services.

## Technical Requirements and Client-Side Requirements

ServiceDesk Plus is hosted in state-of-the-art data centres around the world that are run by dedicated teams, ensuring high availability. Organisations don't need their own staff to maintain the service desk, and the onus of ensuring availability is on us. Upgrades are instantly available, and there is no need to test, schedule, or perform upgrades manually. ServiceDesk Plus is compatible with modern browsers such as Google Chrome, Mozilla

Firefox, and Microsoft Edge.

**The minimum compatible versions for these browsers are:**

Google Chrome 75 or later

Mozilla Firefox 67 or later

Microsoft Edge 79 or later

If a customer opts to scan and discover IT assets using Service Desk Plus, there are minimum system requirements to install and manage the asset discovery probe or the asset agent. Please go through the probe-related system requirements below:

**Minimum system requirements for asset discovery probe**

- Windows Server 2008 or higher, Windows 7 or higher
- Dependent software: .NET Framework 4.8 or above
- Hardware requirements: 512MB of RAM, processor speed of 1.80GHz, and hard disk space of 5GB

**Minimum system requirements for asset discovery agent**

- Windows 8 or higher,
- Windows Server 2012 or higher, HyperV
- All Linux distributions (Ubuntu, RedHat, SUSE, Oracle)
- All versions of MAC
- Solaris
- AIX
- VMWare (ESXi & ESX)

## **After-sales Account Management**

- We offer customer support via email and chat to address queries, troubleshoot issues, and provide guidance.
- We keep customers informed about the latest product updates, enhancements, changes/planned downtime, and new features.
- We manage licence renewals and communicate with customers regarding upcoming renewals.
- We provide information about licensing options, upgrades, and any relevant

promotions or discounts.

- We gather customer feedback to understand their satisfaction with ManageEngine products, using surveys and feedback mechanisms to identify areas for improvement and address customer concerns.
- We provide customers with information about complementary products that could enhance their IT management capabilities.
- We maintain regular communication with customers through newsletters, announcements, and product updates, ensuring that customers are informed about relevant events, workshops, webinars, and training sessions.
- We conduct periodic account reviews to assess customers' usage of ManageEngine products, discussing any challenges or opportunities for improvement and providing recommendations accordingly via health checks.
- We also implement customer success programs to proactively engage with customers, ensuring they achieve their goals with ManageEngine solutions and providing best practices, use cases, and success stories to inspire effective utilisation of the products.

## Termination Process

You have the right to terminate your user account for convenience or if Zoho Corporation Limited breaches its obligations under our Terms and in such event, you will be refunded the subscription fee for the unused portion of the subscription period. Termination of user account will include denial of access to all Services, deletion of information in your user account such as your e-mail address and password and deletion of all data in your user account in accordance with our deletion cycle.

## Fighting Climate Change

ManageEngine and its parent company Zoho Corp have committed to working towards achieving Net-zero by 2050. Some initiatives for this:

- **Green data centres:** We've partnered with Equinix to host our UK data centres in London and Manchester. Equinix is also committed to sustainability and is compliant with the Climate Neutral Data Centre Pact, ISO 14001, LEED, etc.
- **Energy initiatives at Zoho UK's workspace at Bletchley** - The energy supply for the UK office is derived from renewable sources, accounting for 21% of total power consumption. LED retrofits have been implemented to enhance energy efficiency throughout the building.
- **Renewable energy:** We've built a 5 megawatt on-grid solar energy farm at Abinimangalam near Trichy, India. This farm offsets the electricity consumption of our Chennai headquarters and data centre. Designed with a focus on energy efficiency, data centres that support Zoho UK are powered by renewable energy.
- Further, these data centres are progressing towards integrating with a solar grid to reduce environmental impacts.
- **Green Energy Procurement** - All purchased energy for the data centres is sourced from green energy providers. This enables us to minimise the carbon footprint associated with our operations.
- **Emissions** - The United Kingdom has committed to achieving carbon neutrality by 2050. Supporting this pledge, we have taken steps to monitor greenhouse gas (GHG) emissions from our operations and implement measures to mitigate them. We account for Scope 2 and Scope 3 emissions and exclude Scope 1 emissions as our work does not involve fuel combustion within operational boundaries.

Globally, emissions need to be cut down by 45% by 2030, in order to achieve net-zero by 2050. 60% of fossil fuels (coal, oil, and gas reserves) need to be replaced by efficient energy sources to achieve net-zero.

- **E-mobility:** We've switched completely to electric vehicles for movement within the campus.
- **Energy efficient operations:** We use IoT to measure and optimise energy consumption

across our offices. We've also implemented LED lighting, energy-efficient equipment, and IoT based energy management to reduce our energy consumption and greenhouse gas emissions.

- **Recycling and waste reduction:** All the waste generated on campus is segregated at source. Food waste is processed in our own biogas plant, which generates the electricity used to run the plant. All other waste is sent to the recycling vendors for recycling it.
- **Minimising water usage:** We use an in-house sewage treatment plant to treat wastewater for reuse for flushing, gardening and cooling tanks. We've also implemented IoT sensors to detect water leakage, rain-detecting sprinklers systems, and smart water management, to monitor and reduce our water usage and wastage.
- **Sustainable procurement:** We encourage sourcing materials from suppliers who have environment friendly practices. We also recycle obsolete gadgets by sending them to an e-waste recycling unit.
- **Reduced paper use:** We've reduced paper use at work. Most our documents are now digitally maintained, reducing our print-related environment impact.
- **Reducing business travel:** We've reduced our business travel. Many Events and meetings are conducted online using our in-house meeting tools.

## **COVID-19 Recovery**

- **During the COVID-19 pandemic,** ManageEngine and its parent company Zoho Corp. worked to minimise the impact of COVID on our customers, other business, and our local community.
- **Supporting remote work:** At the start of the pandemic, ManageEngine and its parent company Zoho Corp. created and distributed a Secure Remote Access Toolkit to help organisations quickly adapt to and work securely during the pandemic. This toolkit was made free for the first 100 days.
- **Discounts and waivers:** To assist organisations impacted by the pandemic, ManageEngine and its parent company Zoho Corp offered free licences of flagship products and offered discounts and waivers on licences on a case-by-case basis.
- **Food to the underprivileged:** While most of our employees worked from home, we kept the kitchen at our Chennai headquarters running with a skeletal staff to provide food to underprivileged people in the local area, many of whom were impacted due to a loss of employment during the lockdown.

- Infrastructure support: We converted one of our office buildings into a temporary COVID-19 ward to accommodate citizens who were required to quarantine.
- We ran Covid vaccination camps for our employees, their dependents and the support staff who worked in Zoho.
- ManageEngine Site24x7 introduced the Small Business Emergency Subscription Assistance Program (ESAP) during Covid-19. ESAP gives our small business customers a chance to use Site24x7 and other Zoho products free for three months.

## Tackling Economic Inequality

ManageEngine and its parent company Zoho Corp. has always aimed to tackle economic inequality and give back to the community. This is reflected in the following:

- Transnational localism: Coined by our CEO, transnational localism is the philosophy that underpins our staffing and office location plans. Instead of focusing on crowded urban centres, we've been opening spoke offices in smaller towns and villages. The goal is to improve local infrastructure, boost the economy of these smaller towns and villages, and provide more employment opportunity.
- Local hiring: As part of our philosophy of transnational localism, we believe in hiring locally for each spoke office. This helps promote local talent and bring high-paying jobs back to the villages and towns where we are based.
- Zoho Schools of Learning: Started in 2004, Zoho Schools of Learning (formerly Zoho University) provides training and employment for high school students and those holding or pursuing diplomas. Those inducted into Zoho Schools are trained by industry experts in the fields of their choice - technology, business, or design. The students are also trained in social skills. The course is completely free, and students are paid a monthly stipend throughout its duration. Graduates from this program are automatically inducted into Zoho Corp.

## Equal Opportunity

- As part of our efforts to tackle inequality, ManageEngine and its parent company Zoho Corp. have made efforts to provide equal opportunities and tackle workforce inequality.
- Helping women restart their careers: Zoho Schools of Learning has begun a program called Marupadi. Aimed at helping women restart their tech careers after a break, Marupadi is a 3-month program comprising a mix of lectures, experiential learning

and internships. At the end of the program, the candidates who've successfully completed training get to sit for exclusive face-to-face interviews for jobs at Zoho Corp.

- Diversity and inclusion in hiring: All roles at ManageEngine and its parent company Zoho Corp. are open to all people irrespective of gender, sex, race, ability, or religion. We hire solely based on skill and have a diverse team.
- We eschew discrimination on any grounds, including age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, and other unique characteristics that define our associates. Instead, we espouse fairness, striving to ensure that a merit-based approach allows wage parity among associates with comparable experiences and responsibilities, irrespective of their gender.
- Accessible campus: Our campus has been designed to be accessible to all, including differently abled colleagues. The layout design includes ramps and lifts in every building, allowing ease of mobility and access to all.
- On-campus crèche and day care: We support new parents within the organisation by providing them with on-campus crèche, day-care and play school.
- Apart from the usual shuttle facilities, special cab service covering a certain distance is given for women during their third trimester.

## Wellbeing

ManageEngine and its parent company Zoho Corp. in UK adheres to industry standards in remuneration, ensuring that compensation is equitable across genders.

Recognising the diverse needs of our people, we provide essential support such as parental leave, aligning with our efforts to build an organisation that values and cares for every individual.

- Free on-campus medical services: We have trained medical practitioners and a dedicated medical clinic available on all days of the week. Employees can freely avail their services for any medical requirements. The cost of consultation is borne completely by the company. This is for all employees based out of India.
- Hazard Management Framework: The Hazard Identification & Risk Assessment (HIRA) Framework is followed rigorously at the premises. Under this, regular assessments are conducted to identify workplace hazards and evaluate social risks.

- In-house mental health counselling: We provide in-house counselling to our employees for free via our team of trained and qualified therapists.
- Free medical camps: We organise free medical check-ups for our employees on an annual basis.
- Blood donation camps: We organise regular blood donation camps in association with various blood banks.
- We have open house sessions conducted by the CEO periodically where employees can raise any concerns. Team level open house sessions (from operations teams) are done every week.
- Day Care facilities provided for employees' children.
- Continuous Improvement: The compliance monitoring framework involves ongoing reviews and enhancements of occupational health programs, guided by feedback, data analysis, and emerging best practices. We foster a culture of continuous improvement, encouraging employee engagement, and incorporating insights from incidents or near misses.

## Employee Engagement

With respect to employee engagement, we prioritise transparent communication and foster a supportive work environment. Our talent acquisition process emphasises diversity and inclusion with the aim of building a talent pool that offers the richness of diverse skills, experiences, and cultural perspectives.

The onboarding for new employees begins with the Security and Privacy Awareness (SPA) quiz. This short assessment ensures that our employees possess a basic understanding of our compliance regulations and ethical practices. Subsequently, they undergo a comprehensive departmental training spread over 3-4 weeks. This immersive program is designed to equip new joiners with the necessary understanding and skills to excel in their role. In addition, they can access learning resources through our Zoho Learn platform. This online portal houses a range of materials, including product tutorials, system guides, and best practices, enabling them to enhance knowledge and expertise.

Employee retention is an area of focus which we address by implementing programs tailored for professional development, mentorship, and work-life balance. In turn, these

contribute to a dynamic, inclusive, and fulfilling work culture. Further, we make sure to communicate career growth opportunities, enabling employees to feel valued and motivated. By emphasising continuous progress and adapting to evolving employee needs, we work to build an organisation remains a place where talent flourishes over the long term.

## **Governance**

ManageEngine and its parent company Zoho Corp.'s operations in the UK are underpinned by ethical governance, which require every employee to demonstrate integrity in business conduct, while also ensuring the company's compliance with legal and regulatory requirements. Business integrity is not only the foundation on which Zoho UK's reputation is being built, it also enhances our capacity to forge enduring stakeholder relationships that enable us to create shared value in the long term. The following section outlines our policy framework comprising the Code of Ethics, Modern-Slavery and Anti-Bribery Policies.

## **Policy Framework Code of Ethics**

The Code of Ethics is a set of guidelines for ethical behaviour characterised by integrity, respect, and responsibility. It is applicable to all workforce of ManageEngine and its parent company Zoho Corp. in the UK, including employees, consultants, and interns.

The Code of Ethics emphasises the following for workplace and business conduct:

- **Fairness:** We foster a diverse and inclusive work environment, promoting equal opportunities for all, thereby embracing the values of Equality Act 2010.
- **Respect:** Harassment is eschewed, and a clear reporting mechanism has been put in place to register concerns.
- **Ethical Sourcing:** Zoho UK stands against forced labour, slavery, and human trafficking, and promotes ethical procurement practices.
- **Privacy:** Responsible handling of personal information, acknowledging resource limitations.

# Our experience

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## Lessons learned and best practice recommendations

ServiceDesk Plus is hosted in state of the art ManageEngine data centres around the world, including the UK. You can count on us to deliver stable, always on services. With years of working alongside IT teams across industries, we have learned what truly drives successful service management: clear processes, consistent workflows, and the right balance of automation and human insight. Our recommendations are shaped by real world challenges, helping organisations avoid common pitfalls, accelerate adoption, and scale service delivery with confidence.

## Testimonials

Hear directly from customers who have transformed their IT and enterprise service operations using our solution. From faster resolution times and reduced operational costs to better user satisfaction and stronger cross-functional collaboration, their stories highlight measurable improvements.



Reduced resolution time from two days to 5-6 hours and achieved a 98.9% SLA compliance rate



Achieved a remarkable 98.8% query resolution rate, up from about 75%



Achieved a remarkable 400% decrease in customer response time using ServiceDesk Plus



Hits 93% five-star customer satisfaction score with ServiceDesk Plus



Reduced service ticket volume by 25%, enhancing service management with automations and self-service solutions.



Prevented asset loss of \$120,000 using asset management in ServiceDesk Plus.

To learn more about the service management successes of organisations that rely on ServiceDesk Plus, hear from our customers here:

<https://www.manageengine.com/products/service-desk/customers.html>

## Contact Details

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