



Setting
the cornerstone of a
successful ITSM
practice with
ManageEngine
ServiceDesk Plus

4 real life scenarios



Redefining employee
onboarding requests



Handling a major
availability incident



Implementing a
major change



Rolling out an OS upgrade
across enterprise

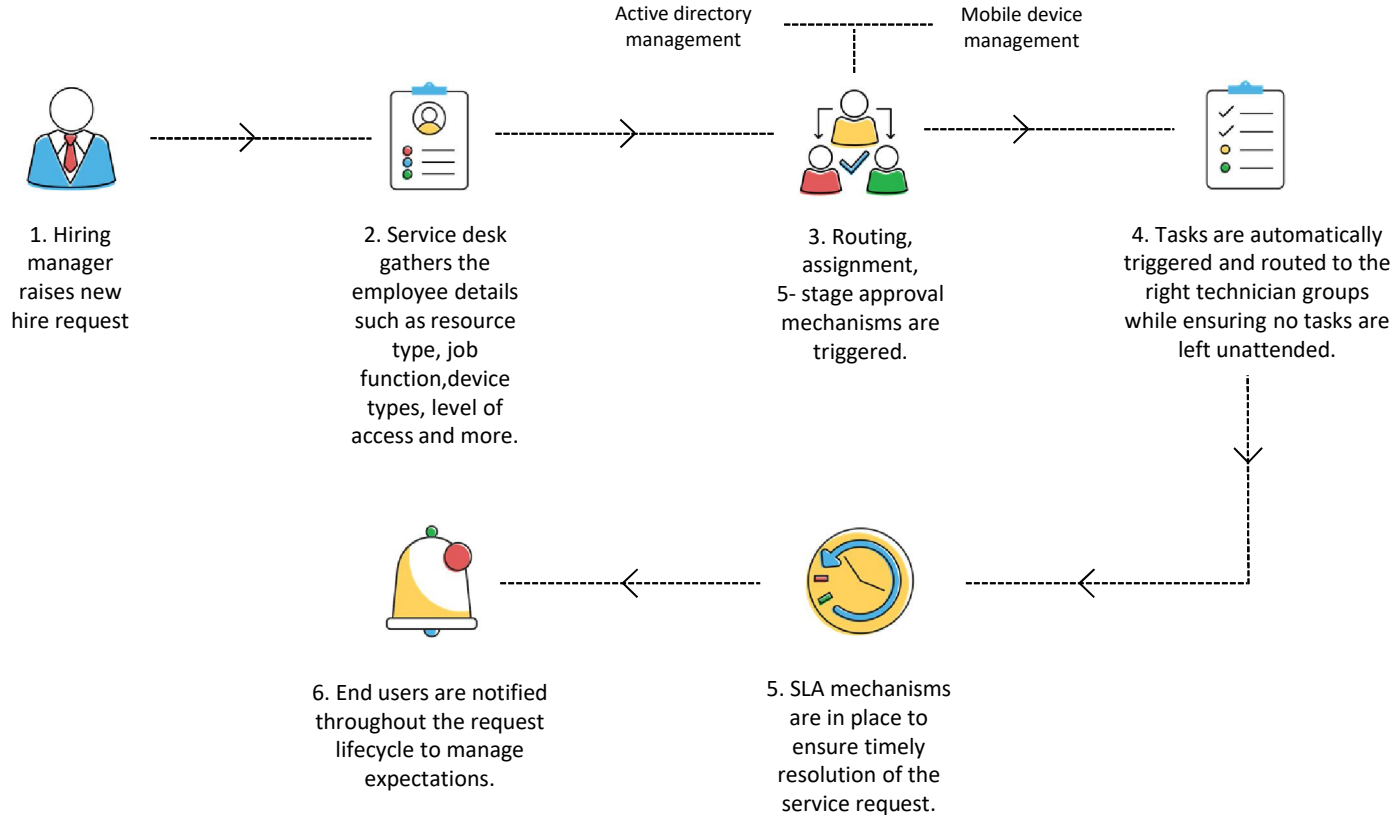


How to turn every service request into an experience to boost your ITSM maturity.

Cover the whole nine yards of service request management
- the ServiceDesk Plus way!

ManageEngine 
ServiceDesk Plus

For employee onboarding to function smoothly, how it should work....



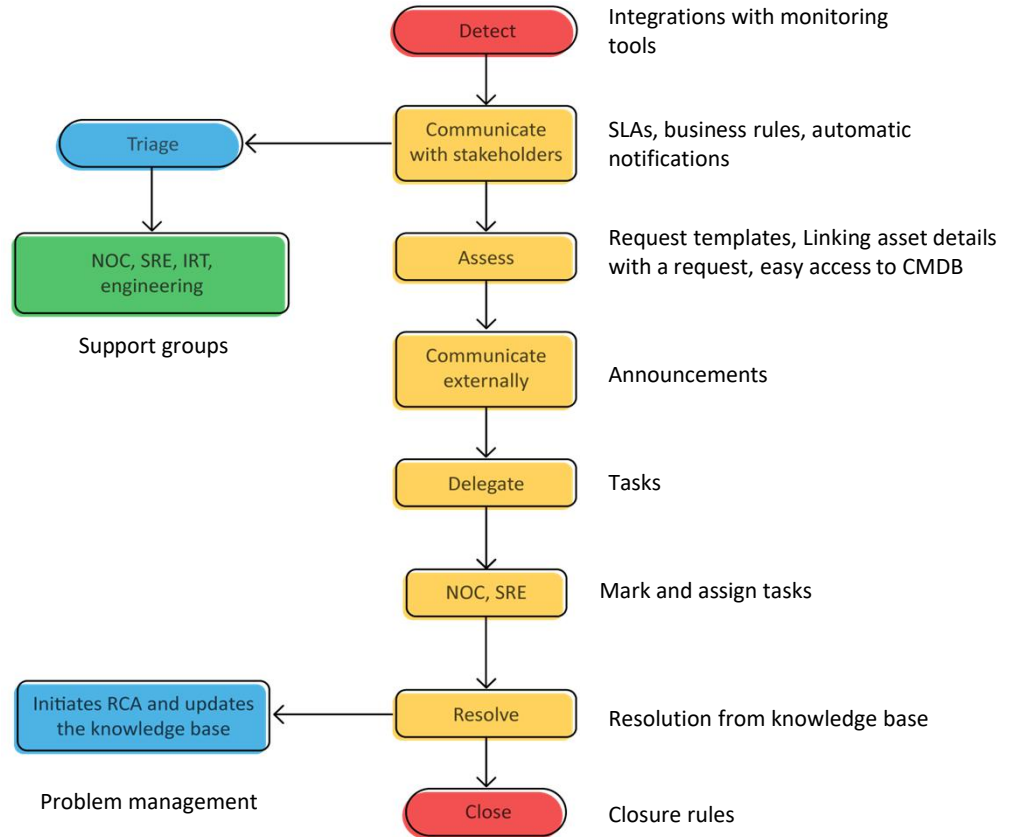


Take your major incident management (MIM) process up a notch

Firefight major incidents with a super hero and get back to business as usual quickly!

ManageEngine
ServiceDesk Plus

Major availability incident management Framework with ServiceDesk Plus





A structured approach to effectively roll out a major change!

Get your people and business to forget resistance and embrace tedious changes with ServiceDesk Plus Change Management

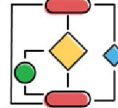
Stepping off in the right direction with ServiceDesk Plus



Configures change types, roles, statuses, and templates to manage the change cycle easily.



Builds change workflows with automated actions like approvals, notifications



With ServiceDesk Plus, the smb now handles standard, major, and emergency changes separately with unique and customizable workflows and templates



Breaks down the change process into six custom stages to execute the change in a systematic manner.

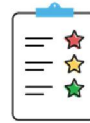
Stepping off in the right direction with ServiceDesk Plus



Creates impact, roll out, and back out plans and implementation checklists to drive the change to success.



Communicates downtime effectively through automated notifications to improve visibility and communication for IT and business stakeholders



Carries out a post implementation review to ensure that there are no further glitches in the change process.



Analyzes change metrics to continually improve the change management process

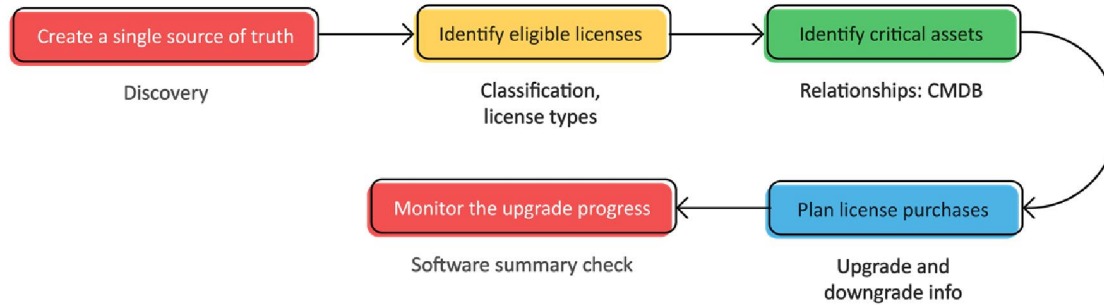


Build a Rock Solid ITAM Strategy and Grow Your Organization's ITAM Maturity

Control your IT infrastructure, reduce spend, stay compliant and gear up for those audits!

ManageEngine
ServiceDesk Plus

A few features that can help





Thank you

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