

Compare Editions

Find the perfect fit for your help desk

ServiceDesk Plus ▶ IT help desk software features comparison

Features	Standard Edition (IT help desk software)	Professional Edition (help desk + asset management)	Enterprise Edition (help desk + change + asset + project)
Help Desk	✓	✓	✓
Manager Dashboard	✓	✓	✓
Automatic email to ticket conversion	✓	✓	✓
Active Directory Integration	✓	✓	✓
LDAP Integration	✓	✓	✓
Import from CSV files	✓	✓	✓
User Survey	✓	✓	✓
Complete History of Request	✓	✓	✓
Multi Site Support	✓	✓	✓
Scheduler	✓	✓	✓
Remote Control		✓	✓
IT Help Desk Reports	✓	✓	✓
• Canned Reports	✓	✓	✓
• Customizable Reports	✓	✓	✓
• Query Builder	✓	✓	✓
• Scheduled Reports	✓	✓	✓
• Export as CSV, XLS & PDF	✓	✓	✓
Automatic Dispatch	✓	✓	✓

SLA Management	✓	✓	✓
Priority Matrix			✓
Load Balancing	✓	✓	✓
Auto Device Discovery		✓	✓
Agent-based scanning		✓	✓
Distributed asset scan		✓	✓
Notify Technicians	✓	✓	✓
Holidays / Operational Hours	✓	✓	✓
Knowledge Base	✓	✓	✓
Self Service Portal	✓	✓	✓
API Integration	✓	✓	✓
Asset Management		✓	✓
IT Project Management	Add-on	Add-on	✓
Purchase Management		✓	✓
Contracts		✓	✓
CMDB		Add-on	✓
Service Catalog Service Request Approval	Add-on	Add-on	✓
Incident Management	✓	✓	✓
Custom Request Form Templates	✓	✓	✓
Problem Management <ul style="list-style-type: none"> • Problem Management Workflow <ul style="list-style-type: none"> • Problem Analysis • Work Around & Solutions • Incidents & Problem associations • Optional Problem Closure Rules • Free flowing text and attachments support for Problem Recording • Comprehensive Problem Reports 		Add-on	✓
Change Management <ul style="list-style-type: none"> • Support different Types of Change <ul style="list-style-type: none"> • Standard Change 			

<ul style="list-style-type: none"> Minor Change Major Change Significant Change <ul style="list-style-type: none"> Change Approval Board Approved Change Reports for scheduling Forward Schedule of Changes Change Calender for easy scheduling Change History 	Add-on	Add-on	✓
Password Reset Tool	Add-on	Add-on	Add-on
Fail Over Service	Add-on	Add-on	Add-on
Flash Reports	✓	✓	✓
Operating System Support			
<ul style="list-style-type: none"> Windows 	✓	✓	✓
<ul style="list-style-type: none"> Linux 	✓	✓	✓
Database Support			
<ul style="list-style-type: none"> Postgre SQL 	✓	✓	✓
<ul style="list-style-type: none"> MySQL 	✓	✓	✓
<ul style="list-style-type: none"> MS SQL 	✓	✓	✓
Free up to	5 technicians	NA	NA
	US\$ 110E Annually	US\$ 10E Annually	US\$ 110E Annually