SolarWinds Service Desk

"We chose [SolarWinds Service Desk] because we were looking for the full service desk concept in addition to a place for tickets."

— Director of Customer Support and Operations, Healthcare Industry

SolarWinds® Service Desk is a cloud-based service management solution built to streamline the way you provide support and deliver services to your organization. Whether you have a small IT operation with basic IT ticketing needs or a large enterprise with a complex IT infrastructure and mature processes, SolarWinds Service Desk is designed to meet your current needs with the flexibility to scale and support your future business requirements.

FREE TRIAL

30 days, full version

SOLARWINDS SERVICE DESK

A Complete Service Management Platform

- A single platform for service management, IT asset management, configuration management, and much more.
- ITIL-ready service desk complete with Incident, Problem, Change, and Release Management capabilities.
- Advanced reporting modules to analyze trends, monitor service quality, and continuously improve service management processes.

A Service Desk for the Digital Age

- Enhance agent and employee productivity with native artificial intelligence (AI) and machine learning technologies.
- Manage your organization's processes, automate repetitive tasks, and drive greater service efficiency and agent productivity with robust automation and workflow engines.
- Developed by a team of ITSM veterans who understand the challenges IT support teams have and built a solution that lets you work the way you want to.

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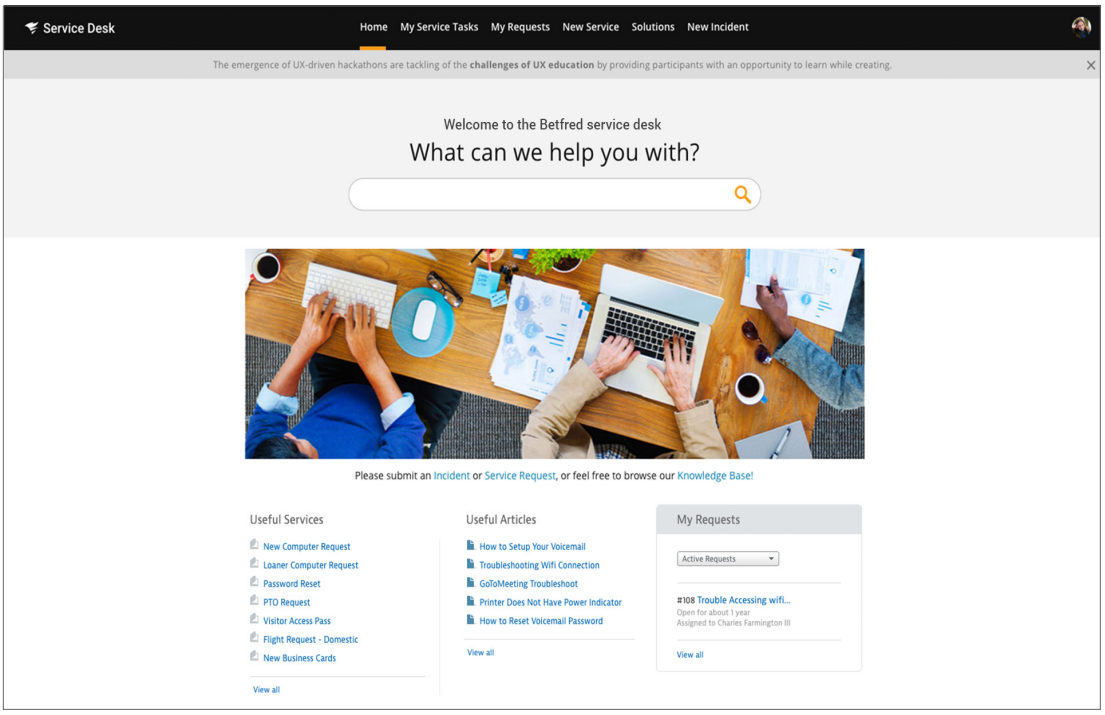
Provide Your Employees with the Experience They Deserve

- Give your employees the flexibility to interact with the service desk through multiple channels, including email, phone, walk-up, chat, or a service portal.
- Manage and measure your Service Level Agreements (SLAs) and Customer Satisfaction (CSAT), highlighting opportunities to improve the overall employee experience.
- Scale the SolarWinds Service Desk across personnel, sites, and departments to provide consistent standards of employee service throughout your organization.

An Easier Service Desk to Manage

- Leverage the power of the cloud with a modern SaaS architecture, hosted on Amazon Web Services® (AWS®), to provide scalability to meet the needs of various industries and organization sizes.
- Implement the service desk quickly, and easily make system changes to meet your evolving business needs with our configurable (no coding required), intuitive setup options.
- Allows continuous deployment, meaning you are always on the latest version, requiring no costly and time-consuming upgrade cycles.

COMPLETE SERVICE DESK FUNCTIONALITY



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> *"Users love it because they have that interaction as opposed to emailing into the black hole. They use the service catalog to give us all the information we need. No back and forth. Job done. Happy days."*
>
> — ITSM Systems Administrator, Finance Industry

Core Service Desk Functionality

- **PinkVERIFY™ Certified ITIL-Ready Service Desk:** Complete with Incident, Problem, Change, and Release Management modules, SolarWinds Service Desk has configurable page layouts to support your organization's unique service management processes.
- **Employee Service Portal:** Customize the service experience for employees when submitting tickets and requests by giving them access to self-service resources and the ability to view company wide announcements.
- **Service Level Management:** Provide transparency and meet the expectations of your organization by building your SLA policies directly into your service desk, including auto-escalation rules.
- **Knowledge Management:** Reduce resolution times and increase case deflections by offering your employees access to a knowledge base of articles.
- **Agent Mobile App:** Access core service desk functionality directly on your Android or iOS devices from wherever you may be.
- **Integrations:** With hundreds of out-of-the-box integrations and an open REST API, your service desk has the ability to plug into business workflows across the systems supporting your organization.

Process Automation and Artificial Intelligence

- **Request Management and Service Catalog:** Formalize the services you provide by building dynamic submission forms accompanied by a workflow engine that can help to streamline the fulfillment processes.
- **Artificial Intelligence (AI):** Increase the efficiency of your service desk by utilizing out-of-the-box AI technology.
  - Get tickets to the right teams quickly through AI guided ticket routing.
  - Reduce resolution times by suggesting applicable knowledge articles for inbound tickets.
  - Deflect ticket submissions through more efficient self-service for requesters.
- **Process Automation:** Reduce the manual processes that can cause bottlenecks in your service delivery by building custom automation rules to route, assign, prioritize, and categorize your inbound tickets.

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Reporting and Analytics

- **Dashboards:** Get a real-time snapshot of your service desk KPIs through the set of easily configurable widgets.
- **Reports:** Visualize your service desk data to analyze trends, view agent performance metrics, and gather the insights needed to make future decisions through dozens of out-of-the-box and customizable reports, including trend reports, incident throughput, CSAT scores, and SLA breaches.

Employee Service Management:

- **Expanding Beyond IT:** Build a one-stop shop for the services provided by the various departments in your organization. The department-specific layouts can extend your service desk to Human Resources, Facilities, Shared Services, Procurement/Finance, Legal, and other departments providing services to employees.
- **Inter-Departmental Workflows:** Collaborate across departments to help remove barriers that slow down service delivery by utilizing the service catalog to automate tasks and approvals, while reducing fulfillment times on complex inter-departmental services.

IT Asset Management and Configuration Management

Leverage SolarWinds Discovery to capture more accurate data on your IT infrastructure, helping you map and manage your hardware and software assets.

- **IT Asset Management:** Collect asset lifecycle management and audit history of your devices, view your complete inventory, receive automated risk notifications helping you to address potential impacts to your devices, and run software compliance reports to help avoid costly true-up fees.
- **Configuration Management:** Keep your SolarWinds Configuration Management Database (CMDB) updated so that you can quickly diagnose and resolve issues while helping reduce impacts when changes are made to your infrastructure.
- **Procurement Management:** Align your assets with native contract, purchase order, and vendor management capabilities.

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30 days, full version

SYSTEMS REQUIREMENTS

SOLARWINDS SERVICE DESK	
Supported Browser Versions*	• Google Chrome • Mozilla Firefox • Safari • Internet Explorer (Version 11 or newer)

**Tested browsers listed. If your browser is not listed, please reach out to support to check if your browser is compatible.*

ABOUT SOLARWINDS

SolarWinds (NYSE:SWI) is a leading provider of powerful and affordable IT infrastructure management software. Our products give organizations worldwide, regardless of type, size, or IT infrastructure complexity, the power to monitor and manage the performance of their IT environments, whether on-prem, in the cloud, or in hybrid models. We continuously engage with all types of technology professionals—IT operations professionals, DevOps professionals, and managed service providers (MSPs)—to understand the challenges they face maintaining high-performing and highly available IT infrastructures. The insights we gain from engaging with them, in places like our THWACK online community, allow us to build products that solve well-understood IT management challenges in ways that technology professionals want them solved. This focus on the user and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as a worldwide leader in network management software and MSP solutions. Learn more today at www.solarwinds.com.

LEARN MORE

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To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx

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