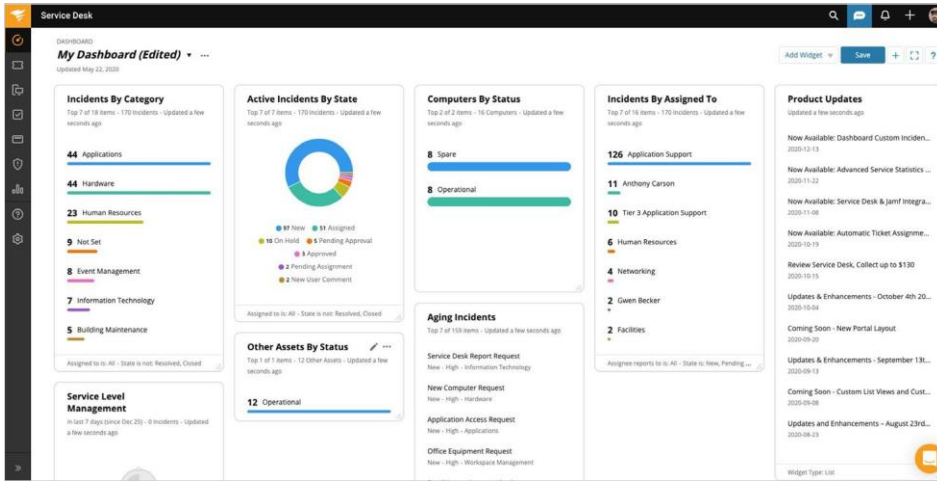


# SolarWinds Service Desk



“ 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 modern, cloud-based AI-powered IT service management (ITSM) platform that maximizes agent and employee productivity with advanced intelligence and automation capabilities. It accelerates issue resolution, ensures SLAs, and delivers lightning-fast time to value while adhering to ITIL best practices.

SolarWinds Service Desk streamlines 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.

## SOLARWINDS SERVICE DESK AT A GLANCE



## DATASHEET: SOLARWINDS SERVICE DESK

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### **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 with robust automation and workflow engines.
- Drive agent productivity with a user experience designed based on research and analysis of how agents actually work.

### **Provide Your Employees With the Experience They Deserve**

- Give your employees the flexibility to submit tickets and make requests via email, phone, collaboration tools like Microsoft Teams® and Slack, walk-ups, or a customizable service portal.
- Manage and measure your service-level agreements (SLAs) and customer satisfaction (CSAT), highlighting opportunities to improve the overall employee experience.
- Scale SolarWinds Service Desk across personnel, sites, and departments to provide consistent standards of employee service throughout your organization.

### **An Easier Service Desk to Manage**

- Experience scalability and industry-leading system uptime with SolarWinds Service Desk, which leverages the power of Amazon Web Services® (AWS) data centers.
- Implement the application in a matter of days or weeks with intuitive setup options and 100% configurable (no-code) changes to meet your business needs.
- Skip the costly and time-consuming upgrade cycles. Our multitenant, cloud-based architecture allows continuous deployment of new and enhanced functionality, meaning you're on the latest and greatest version.

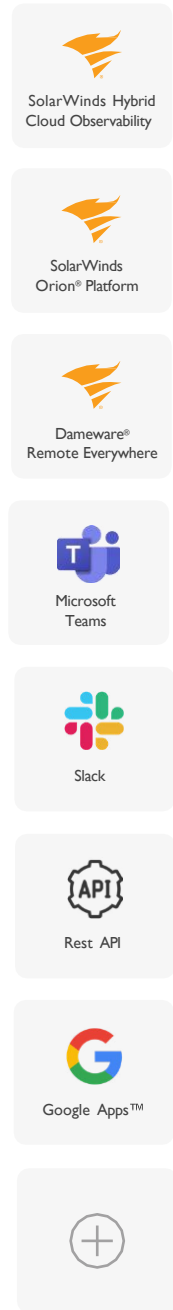
### **Core Service Desk Functionality**

- **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 knowledge base 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, SolarWinds Service Desk integrates with SolarWinds observability solutions and plugs 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 capable of helping you streamline the fulfillment processes.
- **Artificial Intelligence:** 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 with suggested applicable knowledge articles for inbound tickets.
  - Deflect ticket creation with an AI-guided service portal experience, driving employees to the most applicable resources and answers.
- **Process Automation:** Reduce the manual processes capable of causing bottlenecks in your service delivery by building custom automation rules to route, assign, prioritize, and categorize your inbound tickets.



## Satisfaction Scores

SolarWinds® Service Desk	Jira Service Management®	Spiceworks® Cloud Help Desk	Cherwell® ITSM
92	80	79	54

## Reporting and Analytics

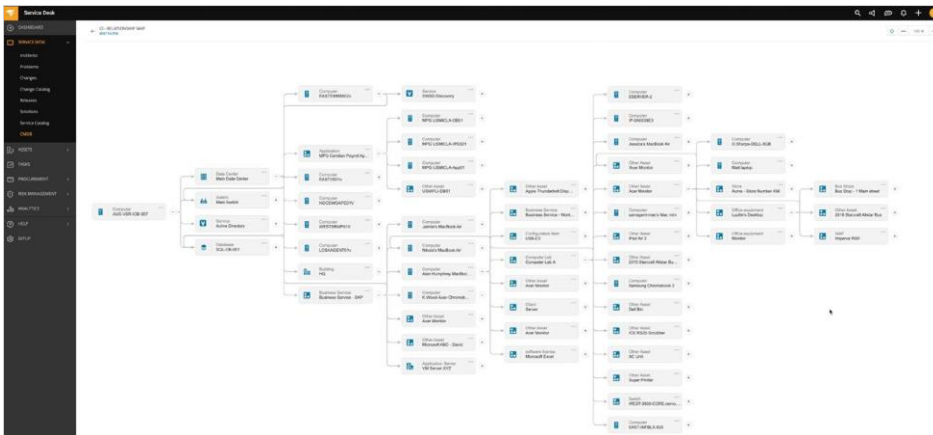
- **Dashboards:** Get a real-time snapshot of your service desk key performance indicators (KPIs) through a set of easily configurable widgets.
- **Reports:** Visualize your service desk data to analyze trends, view agent performance metrics, and gather the insights needed to make future decisions through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

## Employee Service Management:

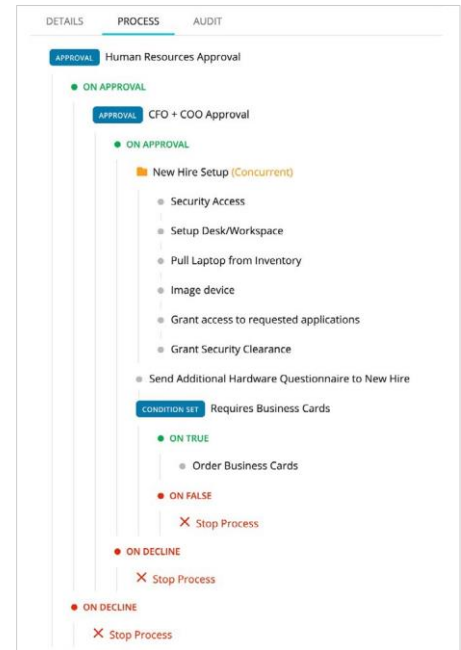
- **Expanding Beyond IT:** Build a one-stop shop for the services provided by the various departments in your organization. The department-specific layouts can extend your service desk to human resources, facilities, shared services, procurement/finance, legal, and other departments providing services to employees.
- **Interdepartmental Workflows:** Collaborate across departments to help remove barriers slowing down service delivery by utilizing the service catalog to automate tasks and approvals while reducing fulfillment times on complex interdepartmental services.

## IT Asset Management and Configuration Management

Utilize SolarWinds discovery to consolidate a complete and accurate database of hardware and software assets directly within your service desk.



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



“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

Contact the sales team: [sales@prosperon.co.uk](mailto:sales@prosperon.co.uk)