SOLARWINDS

SolarWinds IT Service Management

On-Premises ITSM		Cloud-Based SaaS ITSM	
Web Help Desk® **(WHD™)**	**Dameware® Remote** **Support (DRS™)**	**SolarWinds®** **Service Desk**	**Dameware® Remote** **Everywhere (DRE™)**
• Basic service desk (ticketing) • Perpetual and subscription licensing • Security • Per technician pricing solution	• Remote support software with FIPS 140-2 encryption standards • Integrated with WHD • Pricing – concurrent technician license	• Comprehensive ITSM platform • Subscription licensing • ITIL-ready (PinkVERIFY™ certified) • Per technician and asset pricing	• Remote support software with advanced encryption and MFA • Integrated with Service Desk • Pricing – concurrent technician license

Today, service management is resource and labor-intensive, error-prone, slow, inaccurate, and human-driven resulting in inefficiencies and higher costs.

As organizations implement digital transformation strategies for operational efficiencies, the need for a powerful yet easy-to-use IT service management (ITSM) platform is growing, especially in complex IT environments with a dispersed workforce. Adopting a modern ITSM platform is now increasingly necessary for enabling a successful digital transformation to streamline services and support maximizing agent and end-user productivity. 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 ITSM solutions are designed to meet your current needs with the flexibility to scale and support your future business requirements while lowering costs.

SOLARWINDS SERVICE DESK AT A GLANCE

SolarWinds® Service Desk has a modern, software-as-a-service (SaaS) and cloud-based architecture designed with over a decade of service process expertise to support service management needs while aligning to ITIL best practices. SolarWinds Service Desk is a single, unified ITSM solution built to provide the perfect mix of simplicity and deep functionality, while also being simple and fast to configure with an intuitive, user-friendly UI.

SolarWinds ITSM Key Benefits

• Maximize agent and employee productivity with advanced intelligence and automation capabilities

• Accelerate issue resolution and ensures SLAs

• Extend services across the organization with scalable, flexible, and customizable ITSM

• Achieve Lightening-fast time to value

Employee Engagement	Service Portal		Mobile		Chat		Email

	SERVICE MANAGEMENT			IT ASSET MANAGEMENT	
Process Automation	Incident Management	Knowledge Management	Life Cycle Management		
	Service Catalog	Release Management	Purchase Order Management		
	Problem Management	CMDB	Contract Management		
	Change Management	Service Level Management	Vendor Management		

Smart AI Engine	Machine Learning	Sentiment	NLP

| Common Services	Dashboards and Reporting	Workflow and Automation	Integration
	Discovery	Tasks	REST API

SolarWinds Service Desk offers a comprehensive set of advanced artificial intelligence (AI)-powered ITSM and IT asset management (ITAM) capabilities. It delivers a centralized platform for IT asset discovery, incident, problem, change, release, and configuration management underpinned by a comprehensive and efficient configuration management database (CMDB).
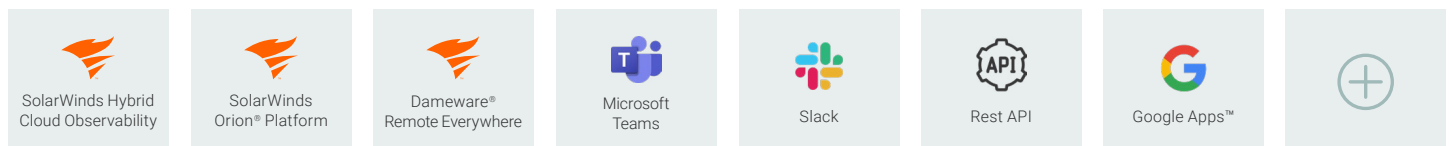
KEY FUNCTIONALITY

- **Employee service portal:** Customize the service experience for employees by giving them access to knowledge base resources

- **Service level management:** Provide transparency and meet expectations with SLA policies, including auto-escalation rules

- **Dashboards:** Get real-time snapshot service desk KPIs through configurable widgets

- **Reports:** Visualize service desk data to analyze trends, view agent performance metrics, and gather insights with dozens of out-of-the-box and customizable reports, including trend reports

- **Expanding beyond IT:** Build a one-stop shop for services provided by the various departments in an organization with department-specific layouts to extend the service desk to human resources, facilities, shared services, procurement/finance, legal, and other departments providing services to employees

SOLARWINDS SERVICE DESK INTEGRATES WITH HYBRID CLOUD OBSERVABILITY

SOLARWINDS SERVICE DESK

SOLARWINDS HYBRID CLOUD OBSERVABILITY
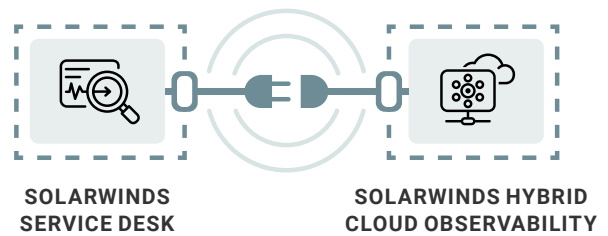
- Eliminate manual efforts and help agents react faster
- Auto-convert alerts to tickets
- Incorporate asset data into ITSM to view and manage all infrastructure
- Populate asset configuration data and dependencies into the CMDB for change management
- Attach configuration items (CIs) to alert-generated tickets
- Keep records of issues affecting devices
- Set SLAs on system or service outages

Service Desk integrates with over 200 cloud applications

SolarWinds Hybrid Cloud Observability	SolarWinds Orion® Platform	Dameware® Remote Everywhere	Microsoft Teams	Slack	Rest API	Google Apps™	+

For more information, visit **solarwinds.com/service-desk/integrations**.