

	Service Desk Plus Standard Edition	Service Desk Plus Professional Edition	Service Desk Plus Enterprise Edition
Help Desk	✓	✓	✓
Automatic email to ticket conversion	✓	✓	✓
Active Directory Integration	✓	✓	✓
LDAP Intergration	✓	✓	✓
Import from CSV files	✓	✓	✓
User Survey	✓	✓	✓
Complete History of Request	✓	✓	✓
Multi Site Support	✓	✓	✓
Scheduler	✓	✓	✓
Remote Desktop Sharing		✓	✓
IT Help Desk Reports	✓	✓	✓
• Canned Reports	✓	✓	✓
• Customizable Reports	✓	✓	✓
• Query Builder	✓	✓	✓
• Scheduled Reports	✓	✓	✓
• Export as CSV, XLS & PDF	✓	✓	✓
Automatic Dispatch	✓	✓	✓
SLA Management	✓	✓	✓
Automatic Case Routing	✓	✓	✓
Auto Device Discovery		✓	✓
Notify Technicians	✓	✓	✓
Holidays / Operational Hours	✓	✓	✓
Knowledge Base	✓	✓	✓
Self Service Portal	✓	✓	✓
Asset Management		✓	✓
Purchase Management		✓	✓
Contracts		✓	✓
CMDB		✓	✓
Incident Management		✓	✓
Custom Request Form Templates	✓	✓	✓
Problem Management			✓
Optional Problem Closure Rules			✓
Problem Management Workflow <ul style="list-style-type: none"> • Problem Analysis • Work Around & Solutions • Incidents & Problem associations 			✓
Free flowing text and attachments support for Problem Recording			✓
Comprehensive Problem Reports			✓
Change Management			✓
Flash Reports	✓	✓	✓
Support different Types of Change <ul style="list-style-type: none"> • Standard Change • Minor Change • Major Change • Significant Change 			✓
Change Approval Board			✓
Approved Change Reports for scheduling			✓
Forward Schedule of Changes			✓
Change Calender for easy scheduling			✓
Change History			✓
Operating System Support			✓
• Windows	✓	✓	✓
• Linux	✓	✓	✓
Database Support			
• MySQL	✓	✓	✓
• MS SQL	✓	✓	✓