





SolarWinds IT Service Management

Cloud-Based SaaS ITSM		On-Premises ITSM
 <p>SolarWinds® Service Desk</p> <ul style="list-style-type: none"> • Comprehensive ITSM platform • Subscription licensing • ITIL-ready (PinkVERIFY™ certified) • Per technician and asset pricing 	 <p>Dameware® Remote Everywhere (DRE™)</p> <ul style="list-style-type: none"> • Remote support software with advanced encryption and MFA • Integrated with Service Desk • Pricing – concurrent technician license 	 <p>Dameware® Remote Support (DRS™)</p>
		 <p>Web Help Desk® (WHD™)</p>

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

- Resolve issues faster by providing agents with tools like workflow automations and artificial intelligence (AI), right when they need them most
- Ensure employees receive consistent, quality technical support by structuring and centralizing information
- Deliver high-quality IT services by optimizing workflows and boosting efficiency so you can scale smarter, improve ROI, and maintain top-tier service standards
- Keep your organization connected with tools that streamline communication, integrate systems, and enable seamless collaboration across departments



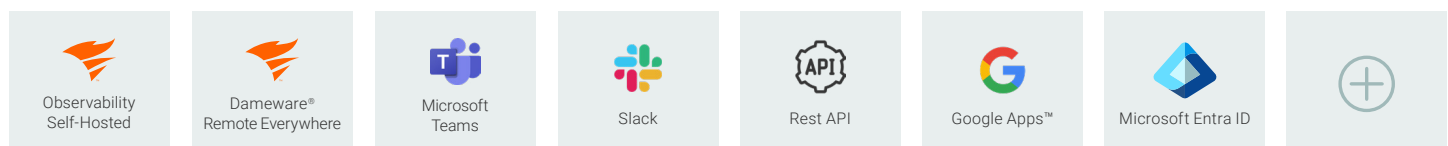


SolarWinds Service Desk offers a comprehensive set of advanced artificial intelligence (AI)-powered ITSM and IT asset management (ITAM) capabilities. It delivers a centralized platform for IT asset discovery, incident, problem, change, release, and configuration management underpinned by a comprehensive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

KEY FUNCTIONALITY

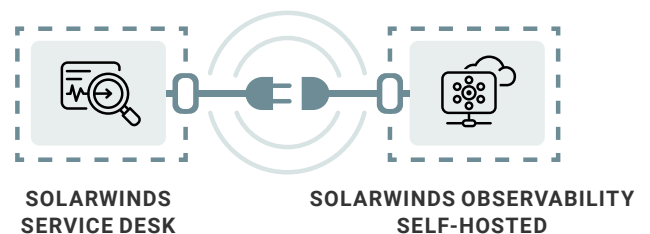
- **Employee service portal:** Customize the service experience for employees by giving them access to knowledge base resources
- **Automations and AI:** Streamline agent workflows by utilizing SolarWinds AI, runbooks, and other automation features to help reduce manual tasks, predict issues, and access intelligent solutions without the guesswork
- **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
- **Expanding beyond IT:** Departments like HR, facilities, and legal can streamline procedures across the entire organization with Enterprise Service Management (ESM)

Service Desk integrates with over 200 cloud applications



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

SERVICE DESK INTEGRATES WITH OBSERVABILITY SELF-HOSTED



- 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