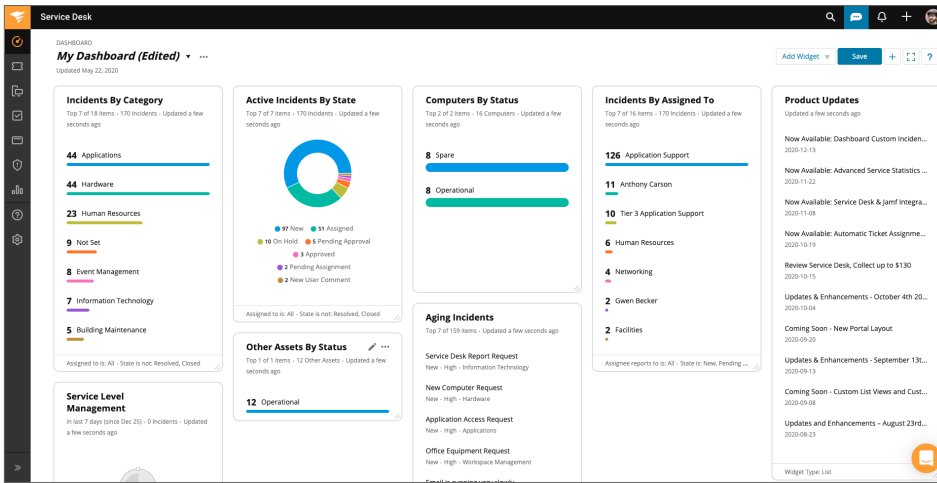


# SolarWinds Service Desk



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



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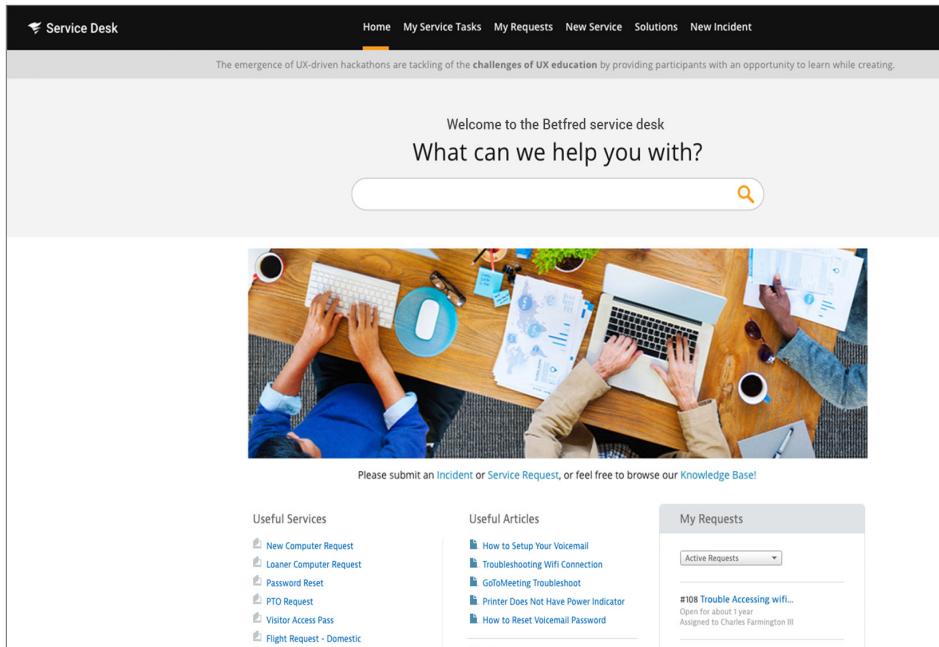
### Provide Your Employees with the Experience They Deserve

- Give your employees the flexibility to submit tickets and make requests via email, phone, 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 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

- Experience scalability and industry leading 99.999% 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 multi-tenant, cloud-based architecture allows continuous deployment of new and enhanced functionality, meaning you are on the latest and greatest version.

## COMPLETE SERVICE DESK FUNCTIONALITY



“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 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, 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 creation with an AI guided Service Portal experience, driving employees to the most applicable resources and answers.
- **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.

### 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**

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

- **IT Asset Management:** Collect full asset lifecycle 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 that 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.

**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 management software. Our products give organizations worldwide—regardless of type, size, or complexity—the power to monitor and manage their IT services, infrastructures, and applications; whether on-premises, in the cloud, or via hybrid models. We continuously engage with technology professionals—IT service and operations professionals, DevOps professionals, and managed services providers (MSPs)—to understand the challenges they face in maintaining high-performing and highly available IT infrastructures and applications. The insights we gain from them, in places like our **THWACK** community, allow us to solve well-understood IT management challenges in the ways technology professionals want them solved. Our focus on the user and commitment to excellence in end-to-end hybrid IT management has established SolarWinds as a worldwide leader in solutions for network and IT service management, application performance, and managed services. Learn more today at [www.solarwinds.com](http://www.solarwinds.com).

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## ABOUT LOOP1

Loop1, LLC, is a leading global IT Operations Management (ITOM) company specialising in the SolarWinds ITOM product offering; and Cisco Premier Partner with specialisations in enterprise networking, unified communications, and Webex collaboration. Headquartered in Austin TX, United States, with offices in the United Kingdom, Ireland, Australia, Sri Lanka and Singapore; the group has more than 100 employees across 4 continents, clients in more than 60 countries and 50+ SolarWinds and Cisco-Certified Professional engineers. Learn more today at [www.loop1.com](http://www.loop1.com) | [info@loop1.com](mailto:info@loop1.com)



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### CONTACT US

**US** +1 (877) 591-1110

**UK** +44 (0)1285 647900

**IRE** +353 (0)21 601 7548

**APJ** +61 3 8579 5600



*For additional information, please contact SolarWinds at 866.530.8100 or email [sales@solarwinds.com](mailto:sales@solarwinds.com).*

*To locate an international reseller near you, visit [http://www.solarwinds.com/partners/reseller\\_locator.asp](http://www.solarwinds.com/partners/reseller_locator.asp)*

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