

ServiceDesk Plus vs. BMC Service Desk Express

Comparison Document

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This is a comparison document between the IT help desks, ServiceDesk Plus and BMC Service Desk Express.

Product Modules

ServiceDesk Plus

ManageEngine ServiceDesk Plus is a single download product and does not come in different modules. In the download you can decide between Standard, Professional and Enterprise Edition based on your needs. All the three editions includes the basic help desk features. Further advanced features are provided in the three different editions as follows

Standard Edition

Includes Knowledge Base and Self Service Portal.

Professional Edition

Includes the entire features of Standard Edition along with Asset, Purchase and Contract Management

Enterprise Edition

This is the completely ITIL ready Service Support Management Solution with Incident, Problem and Change Management and CMDB, besides the Standard and Professional Edition features.

BMC Service Desk Express

BMC Remedy markets BMC Service Desk Express as one of their ITSM Express modular solutions. Along with the basic help desk function, BMC Service Desk Express provides all the high level functions of Problem and Change Management, Knowledge Management and Self Service all as separate add-ons that are further charged per user. BMC sells named and concurrent licenses.

Cost

BMC Service Desk Express is priced based on concurrent user ranging from above \$3,500 per user. Additionally the product is supplied with a number of Add-Ons.

BMC Knowledge Management Express	BMC Knowledge Management Express
Crystal Reports for BMC Service Desk Express	BMC Service Desk Express Change Management
BMC Service Desk Express Client Service	

These add-ons provided in the BMC banner priced individually and also per concurrent user. The price range for these add ons vary from \$10 per concurrent user to more than \$ 3,000.

ManageEngine ServiceDesk Plus is priced as per the editions. The Enterprise Edition starts at \$2995(for 5 technicians and 250 nodes), and does not consider the number of users.

For further specific quotes you can contact eval@adventnet.com

The feature wise comparison is given bellow and for any specific queries regarding the comparison please do contact us on eval@adventnet.com

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Usability		
Easy web based access	Yes	Yes
Provision to create custom tracking fields	Yes	Yes
Minimal learning curve supported with simple user training	Yes	Yes
Call Tracking & Incident Management		
Central repository to log and track issues	Yes	Yes
Auto-generation of ticket number	Yes	Yes

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Announcements to display important crisis to the users	Yes	Yes
Maintenance contracts links	Yes	Yes
Send and receive email from the application	Yes	Yes
Send and receive sms (short message services) from the application	Yes	Yes
Create tickets from incoming email	Yes	Yes
Automatic classification and routing of messages	Yes	Yes
Forward requests manually and automatically	Yes	Yes
Request Form Customization	Yes	Yes
Predefined Templates for Requests	Yes	Yes
Single Sign On	Yes	Yes
Requests Scheduling	Yes	Yes
Email Spam Filter & Email Notification Filter	Yes	Yes
Classification and routing based on work groups	Yes	Yes
Instant request and workstation history	Yes	Yes
Support for html email [in-line images]	Yes	Yes
Request classification by category	Yes	Yes
Communicate priorities and severities along with the request	Yes	Yes
Automatic escalation of requests based on <i>Business Rules</i>	Yes	Yes

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Queue support to efficiently manage technicians	Yes	Yes
Provision to attach documents to a request	Yes	Yes
Manage, edit, assign, and close tickets as a group	Yes	Yes
Password reset tool	Add-on	Yes
Service Level Agreements	Yes	Yes
Work orders for dispatching maintenance/service technicians	Yes	Yes
Technician availability Chart	Yes	Yes
Technician Calendar View	Yes	Yes
Self-Service		
Self-service portal included with the Help Desk	Yes	Yes
Create new requests	Yes	Yes
Check status and update of existing requests	Yes	Yes
Update contact details	Yes	Yes
Search knowledge base for users	Yes	Yes
Access to Frequently Asked Questions	Yes	Yes
Knowledge Management		
Access to knowledge management Services for technicians	Yes	Yes
Keyword search to find solutions based on problem description	Yes	Yes
Support for pre-built knowledge bases	Yes	Yes

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Indexed document search for faster results	Yes	Yes
Search history with previously resolved requests	Yes	Yes
Frequently Asked Questions	Yes	Yes
Problem Management		
Convert incidents to problem automatically	Yes	Yes
File a new problem or associate multiple incidents to problem	Yes	Yes
Diagnose related Incidents and find Root Cause of Incidents	Yes	Yes
Define work around and solutions	Yes	Yes
Prevent future incidents with detailed Incident trends reports	Yes	Yes
Well modeled problem management with analysis, Solutions and implementation tasks	Yes	Yes
Change Management		
Make a detailed change plan and risk estimation	Yes	Yes
Get change plan approved by Change Advisory Board	Yes	Yes
Schedule the change, calendar view helps you keep the CAB members informed	Yes	Yes
Co-ordinate and Implement change	Yes	Yes
Roll out and educate users about the change	Yes	Yes
Get the glitches during the change implementation in the Post Implementation Review	Yes	Yes

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Asset Management & CMDB		
Automatic discovery of workstations in the network	Yes	Yes
Distributed Workstation Scan across multiple sites	Yes	Yes
Discovery of all IP devices such as printer, scanner etc	Yes	Yes
Vendor and asset associations along with details	Yes	Yes
Assets and Asset relationships	Yes	Yes
Asset History along with the request	Yes	Yes
Define business rules for assets	Yes	Yes
Software License Management	Yes	Yes
Software Compliance	Yes	Yes
Automatic Notification of License Expiration	Yes	Yes
Software License Grouping	Yes	Yes
Build asset list dynamically scanning networks or importing files	Yes	Yes
Define relationships between assets based on their dependence	Yes	Yes
Define and manage assets to ensure uninterrupted IT service	Yes	Yes
Relationship chart explaining the relationship between assets, workstations, softwares, people, etc	Yes	Information given not charts

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
SLA Management		
Rules based SLA	Yes	Yes
Automatic Reassignment of SLA at the same level based on skills	No	Yes
Automatic Escalation	Yes	Yes
Violation Reports	Yes	Yes
Technician Notification before SLA Violation	Yes	?
Multi Site Support	Yes	No
Contracts Management		
Create and manage contracts	Yes	Yes
Add information and attach documents related to contract	Yes	Yes
Associate contracts to Assets	Yes	Yes
Purchasing		
Manage purchase requests	Yes	Yes
Integration with purchase, assets, and vendors	Yes	Yes
Multiple Currency Support	Yes	
Multiple Tax option, Cost Center Option, GL code option	Yes	No
Reporting		Crystal Reports are required in Service Desk Express
Pre-built standard reports	Yes	Yes
Custom reports in tabular format	Yes	Yes

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Reports to be exported as .csv, .xls and Pdf format	Yes	Yes
Reports Scheduler	Yes	?
Role based access for Reports	Yes	?
Custom Query Reports	SQL	SQL
Crystal Reports Support	Yes	Yes
Integration		
Integration with Network Management software	Yes(OpManager product)	Yes
Integration with email and pagers	Yes	Yes
Integration with remote control	Yes	Yes
Integration with computer telephony	No	Yes
Interface to integrate with external data	Yes	Yes
Integration with Active Directory & LDAP	Yes	Yes
AD Synchronization	Yes	Yes
Integration with short message services (text)	Yes	Yes
Use of web services	Yes	Yes
Implementation		
Quick and easy implementation	Yes	Yes
No required client software	Yes	Yes
Support for open standards	Yes	Yes
No additional programming for client or database customization	Yes	Yes
System Requirements		
Operating Systems supported (Indicates versions under comments)		
Linux	Yes	Yes

Features	ManageEngine ServiceDesk Plus Ver7.5	BMC Service Desk Express Ver9.6
Windows	Yes	Yes
Databases supported (Indicates versions under comments)		
Oracle	No	Yes
MS SQL Server	Yes	Yes
MySQL	Yes	Yes
Other		
Browsers supported (Indicates versions under comments)		
Netscape	Yes	Yes
Firefox	Yes	Yes
Internet Explorer	Yes	Yes
Configuration		
Pricing		
Number of Technicians	Yes	Yes
Number of Users (Callers)	No defined limit on number of callers	Yes
Number of Assets	Yes	Yes
Pricing	Standard Edition starts at \$495 Professional Edition starts at \$995 Enterprise Edition starts at \$2995	More than \$3, 500k for <ul style="list-style-type: none"> • Each concurrent user • Basic module plus each add-ons priced individually.

Comparison done here based on the information available in the competitor's website and so the details may vary with the real product.