



Comparison Document

Your Customer Support Software evaluation is not complete until you check out the comparison between different features of SupportCenter Plus. Here is a list prepared based on customer queries.

Features	ManageEngine SupportCenter Plus	Compare With
SupportCenter Plus @ a glance		
A complete and comprehensive customer support software	With difference in edition features	
Easy web-based access	Yes	
Easy to install and configure	Yes	
Clear separation of Users (Administrators, Support Reps, Contacts, Account Managers)	Yes	
Fine grained access roles	Yes	
Comprehensive case/ticket tracking module	Yes	
Account & Contact Management module for tracking customer information	Yes	
Multitenancy through Business Units - Ability for multiple departments of an organization to track & manage their support process within a single installation of SupportCenter Plus.	Yes	
A tightly integrated Contracts module that manages the contracts, SLAs & the billing options	Yes	
Reporting options to slice & dice data with options to create custom reports, schedule & email them.	Yes	
Options to enable server to be running in the secure mode	Yes	
Options to completely backup application configuration & data and ability to reconstruct the server from the backup.	Yes	
User and Configuration Management		
Ability to define roles for Support Reps to provide fine grained access to the application	Yes	
Decide Customer HelpDesk settings like: Mail server settings, Business rules, Notification rules, Work Groups, Time, Requests templates etc	Yes	
Design Accounts and Contact settings such as: Industry, product type, web-portal configurations etc	Yes	
Define contract settings: Support plans, Support Services, Service Level Agreements, Operation hours, holidays	Yes	
User and Related Settings: Define roles, Add Support rep details, Account managers information, Active Directory and Operating System settings, User Survey settings	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Business Units - This feature allows each Business Unit to create their custom configuration to suit their workflow for eg. different business rules, SLAs, contracts etc.	Yes	
Ability for user to set timezone & datetime format preferences	Yes	
Other Organizational details related settings	Yes	
Application WorkFlow - Customer SupportDesk Call and Case Tracking		
Customer Interaction Management	Yes	
Case Modes		
* Email to ticket conversion (Create tickets from incoming e-mail)	Yes	
* Phone	No	
* Customer Portal	Yes	
Ability to provide support to contacts using Remote Assistance tools	Yes	
Central repository to log and track issues	Yes	
Auto-generation of tickets	No	
Ability to notify support rep, contacts, primary contacts or account manager at different stages of the life cycle of the case.	Yes	
Receive SMS (short message services) from the application on assigning a trouble ticket	Yes	
Support for POP and IMAP Protocol	Yes	
Automatic classification and routing of messages based on workflow rules or business rules	Yes	
Automatically assigns a due-by time based on customer & the related contract (if available)	Yes	
Ability to assign a priority, level, category to a case.	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Ability to assign a Group & a Support Rep to the case	Yes	
Ability to add notes to a case and mark it as public or private	Yes	
Ability to add additional case fields (text, numeric, date) to suit the business needs.	Yes	
Automatic grouping all conversations of a Cases/Tickets that helps easy management of case	Yes	
Reply & Forward option in Cases/Tickets	Yes	
Ability to add attachments to case replies	Yes	
Ability to CC & BCC members who would be interested in the case	Yes	
Ability to define and use canned replies to Cases/Tickets that would immensely reduce the time consumed for routine replies	Yes	
Ability to add time entry for the Cases/Tickets	Yes	
Time entry addition works in synch with the contracts module	Yes	
Ability to put a timer on hold when waiting for customer response.	Yes	
Forward Cases/Tickets manually and automatically	Yes	
Ability to split a case into multiple tasks that can be assigned & handled by different Support Reps	Yes	
Case form Customization	Yes	
Case Templates to define different case forms or templates for different business scenarios.	Yes	
Rich text editor and ability to add attachments	Yes	
Cases/Tickets Scheduling	Yes	
Email spam Filter	Yes	
Email Notification Filter	Yes	
Support Reps can add notes to the case to add related information like action taken.	Yes	
Instant case history	Yes	

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Communicate priorities and levels along with the case	Yes	
Automatic escalation of Cases/Tickets based on Business Rules	Yes	
Escalate Cases/Tickets to different support reps within your staff and notify managers when Cases/Tickets are not resolved within specific time limits.	Yes	
Queue support to efficiently manage support reps	Yes	
Provision to attach documents to a case	Yes	
Manage, edit, assign and close tickets as a group	Yes	
Case closing rules: Ability to define fields that are mandatory prior to closing the case	Yes	
Ability to enter a resolution to a case	Yes	
Ability to close a case	Yes	
Chat based support	No	
Canned Responses		
Create Predefined Canned Responses for support queries and reduce the response time for FAQs	Yes	
Manage Canned Responses and share it with other Support Staff.	Yes	
Personalize canned responses with different fields and variables	Yes	
Customer Self-Service Portal		
Customer portal included with the SupportDesk	Yes	
Administrator can configure & customize information that has to be presented on the portal	Yes	
Is it web-based?	Yes	
Contacts can self-register in this web-portal with (or) without the help of Administrator approval	Yes	
Contacts can search solutions & create new Cases/Tickets	Yes	
Ability to define different levels of permission for the contact login on the self-service portal	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Contacts can check status of their Cases/Tickets and update existing Cases/Tickets	Yes	
Get to know the announcements/whats the news of the company	Yes	
Update contact details	Yes	
Search knowledge base for users	Yes	
Ability to define permissions for articles to be published on the portal	Yes	
Access to Frequently Asked Questions (FAQs)	Yes	
Account & Contact Management		
Manage all your customer accounts/sub accounts from one central location	Yes	
Manage all your business customers of different domains/departments and their support tickets individually using Business Units - a Multi-tenancy functionality	Yes	
Integration with Outlook	Yes	
Import customer Account, Contact and Sales details from .csv files.	Yes	
Store account details such as user name, company, phone numbers, addresses, web sites, email addresses, Service Level Agreements and much more	Yes	
Define Accounts & their Branches in a hierarchical format	Yes	
Associate products with each account	Yes	
Easily group related contacts together in a single account	Yes	
Use pre-defined database fields to easily record contact information or add custom fields to meet your specific needs	Yes	
Capture, view and edit all user transactions, including email, tickets and service calls in a single system	Yes	
Automatic CSV based synchronization of customer information from other databases	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Reports generated can be run by the contacts	Yes	
Choose the language of the system to be of your choice	Yes	
Customer Experience Management		
Simple and clear dashboards	Yes	
Get a view of all the support staff details in the same screen	Yes	
Their email to ticket conversion reduces their issue reporting time	Yes	
Report issues easily with the help of templates	Yes	
Send immediate response to customers with planned and defined automatic e-mail response on every request creation and closure	Yes	
Get access to solutions - a knowledgebase of all popular and recent occurring trouble issues	Yes	
Don't wait for the administrator to have a login for yourself in the supportdesk. Self-register yourself	Yes	
Offer immediate online live trouble shooting support to your customers with Remote Assistance	Yes	
Provide world class customer experience by integrating our computer telephony with Asterisk.	Yes	
Contacts/clients can run reports created by the support reps	Yes	
Contracts Management		
Create, manage and store service contracts with your Accounts	Yes	
Define your support plans and SLAs based on the service contracts	Yes	
Configure support plans based on	Yes	
1. Hour	Yes	
2. Incident	Yes	
3. Fixed Plan	Yes	
Time entry/billing is tightly coupled with the Contracts Management	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Identify total hours spent on each customer based on case resolution time	Yes	
Bill your customer based on cost/hour	Yes	
Calculate time entry either based on hours or no of incidents with hours spent on each incident and generate reports for customer billing.	Yes	
Notification on contract expiry, services associated to a particular contract	Yes	
Knowledge Management		
Using the Searchable Knowledge base, both the Support Reps and the end users can search for solutions to common problems	Yes	
Keyword search to find solutions based on request description	Yes	
Indexed document search for faster results	Yes	
Ability to create Solutions topic template - one template for group of solutions that can be applied to more than one account	Yes	
Search history with previously resolved Cases/Tickets	Yes	
Frequently Asked Questions (FAQs)	Yes	
Account based solutions & Topic templates	Yes	
Approval options to have a solution part of the KnowledgeBase	Yes	
Reporting		
Pre-built standard reports	Yes	
Custom reports in tabular format	Yes	
Query Builder for Reports	Yes	
Integration with third party reporting software like Crystal Reports	Yes	
Reports to be exported as .csv,.xls and Pdf format	Yes	
Reports Scheduler (Auto generation & distribution)	Yes	
Analyze trends and performance levels	Yes	
Real-time update on reports	Yes	
Save and schedule customized reports	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Customer Service Reports	Yes	
Matrix Reports	Yes	
Tabular Reports	Yes	
Ability to show selective reports to individual accounts and contacts	Yes	
Surveys		
Generate surveys	Yes	
Customize questions for surveys	Yes	
Schedule surveys	Yes	
Set rules on when to send surveys (e.g. after so many Cases/Tickets from an user is closed)	Yes	
General Features		
Provision to create custom tracking fields	Yes	
Ability to customize the fields displayed	Yes	
Ability to create custom views	Yes	
Support for secured email fetching (POPS, IMAPS, SMTPS with TLS enabled)	Yes	
Contacts are allowed to self-register to the Self-service web portal that reduces the burden on the administrator	Yes	
Custom views, search option in the product	Yes	
CTI Integration	Yes	
Configuration wizard to set up the software	Yes	
Announcements to display important information to the users	Yes	
Backup - Scripts to backup the data & configuration of the application	Yes	
Recreate the application - Scripts to reconstruct the application on a different machine	Yes	
Ability for the application to automatically handle unusual situations such as Mail storms & Mail loops	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
Ability to customize the logo and browser title at no extra cost	Yes	
Ability to enable the server to run in the secure mode (HTTPS - SSL enabling)	Yes	
Integration		
Import & Synchronize Accounts & Contacts from Outlook	Yes	
Integration with SMS (Short messaging service) to send notifications	Yes	
Integration with Crystal Reporting System	Yes	
Active Directory Integration	Yes	
Integration with e-mail	Yes	
Computer Telephony Integration (Asterisk)	Yes	
Forum integration in converting a forum post into a ticket	Yes	
Active Directory		
Scheduled user details import from Active Directory	Yes	
Authentication through Active Directory for support staff	Yes	
Active Directory synchronization	Yes	
Implementation		
Quick and easy implementation	Yes	
No additional programming for client or database customization	Yes	
Support for open standards	Yes	
Documented database	Yes	
No required client software	Yes	
Backup - Scripts to backup the data & configuration of the application	Yes	
Data Migration from other Help Desks		
Huge data migration dealt with care	Yes	
Process consuming longer person-hours is taken care of	Yes	
Check on Security of the data and its backup	Yes	
Most of the helpdesk's data can be migrated	Yes	

Features	ManageEngine SupportCenter Plus	Compare With
System Requirements		
Operating Systems supported:		
Linux RedHat 7.x and above Debian 3.0 32-Bit x86 Compatible 2GHz 1GB	Yes	
Windows 2000 Professional + SP4 2000/2003 Server XP Professional 32-Bit x86 Compatible 2GHz 1GB	Yes	
Databases supported:		
SupportCenter Plus comes bundled with My SQL and it supports MS SQL 2000, MS SQL 2005 and all flavours of SQL.	Yes	
Browsers supported:		
Firefox, Internet Explorer 7	Yes	
Pricing & Editions		
SupportCenter Plus Standard Edition (10 Support Representatives)	Starts @ \$2295	
SupportCenter Plus Professional Edition (2 Support Representatives and 3 Business Units)	Starts @ \$945	
SupportCenter Plus Enterprise Edition (2 Support Representatives and 10 Business Units)	Starts @ \$1195	
Zoho CRM integration add-on	Starts @ \$395	
Annual subscription fee for API add-on	Starts @ \$1795	
SupportCenter Plus CTI Integration Add-on	Starts @ \$295	
SupportCenter Plus Remote Desktop Add-on (Additional 5 Concurrent Sessions for Remote Desktop(Zoho Meeting)	Starts @ \$595	
Training available	Yes	
Large scale consulting and implementation	Yes	
Trial Software Version		
Is a trial version available?	Yes	
No of days for trial version?	30	

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Are there any feature limits in the trial version?	No	
No of support reps allowed in trial version	2	
Technical support available during evaluation	Yes	
Multi Language support		
Ability to contacts to choose the language of his choice.	Yes	
Chinese	Yes	
Japanese	Yes	
Dutch	Yes	
Portuguese	Yes	
Brazilian Portuguese	Yes	
German	Yes	
Spanish	Yes	
Italian	Yes	
Swedish	Yes	
Polish	Yes	
Pricing different from default (English) for other language license	Yes	

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