



Find the Best Solution for Your Organization

Compare Service Desk Plan Features

Customer Success and Support

We are serious about your success. From live support and community engagement to a dedicated success rep, you will never be totally on your own. The SolarWinds Service Desk team and community members will oversee and help you coordinate your implementation and on-boarding procedures.

Included	Team	Business	Professional	Enterprise
Community Support	✓	✓	✓	✓
Email Support	✓	✓	✓	✓
Chat Support		✓	✓	✓
Phone Support			✓	✓
Team of Service Success Representatives			✓	✓
SmartStart™	Optional	Optional	Optional	Optional
Integration Services		Optional	Optional	Optional
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Service Management

We empower service desks big and small through agile, scalable, and automated service management solutions. Service Desk gives users the ability to submit tickets in multiple ways, allowing you to monitor escalations, manage tasks, track and measure successes, and unite your end users under one solution.

Included	Team	Business	Professional	Enterprise
Incident Management	✓	✓	✓	✓
Knowledge Base	✓	✓	✓	✓
Service Portal	✓	✓	✓	✓
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Satisfaction Surveys	✓	✓	Continue	✓

Real-Time Agent Feedback	✓	✓	✓	✓
Advanced Collaboration Tools	✓	✓	✓	✓
People Shared Services Ready		✓	✓	✓
Advanced Approval Workflows		✓	✓	✓
Service Catalog		✓	✓	✓
Service Request		✓	✓	✓
Problem Management		✓	✓	✓
Release Management		✓	✓	✓
Service Level Agreement (SLA) / Business Hours		✓	✓	✓
Change Management - Requests & Approvals		✓	✓	✓
Change Templates & Workflows			✓	✓
Service Portal Tasks and Approvals			✓	✓
Automations			✓	✓
Benchmarking			✓	✓
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IT Asset Management (ITAM)

We make it easy to control your technology landscape. From the number of tickets to any relevant devices and documentation, through user-friendly and reliable IT asset management solutions that ensure software compliance and heightened security, while minimizing costs.

Included	Team	Business	Professional	Enterprise
Inventory	✓	✓	✓	✓
Mobile Devices	✓	✓	✓	✓
Map / Geographic Location	✓	✓	✓	✓
QR / Bar Codes				✓
Warranty Information			✓	✓

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Purchase Order (PO) Management	✓	✓	✓
Contract Management		✓	✓
Risk Management		✓	✓
License Compliance		✓	✓
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Configuration Management Database (CMDB)

We give you transparency into your assets and the relationships and interdependencies between them. Service Desk gives you a data warehouse for IT installations that is critical in achieving IT governance, risk management, and service delivery objectives.

Included	Team	Business	Professional	Enterprise
CI / Relationship	✓	✓	✓	✓
Discovery / Mapping			✓	✓
Visual Mapping				✓
Automatic Dependency Mapping				✓
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Platform

Convenience is key to user adoption across your organization, which is why the details are most important to our solution. With access to Service Desk at your fingertips through the mobile application to over 200 integrations, Service Desk can be customized to meet your specific needs.

Included	Team	Business	Professional	Enterprise
Dashboards	✓	✓	✓	✓
Reporting & Dashboards	✓	✓	✓	✓
Integrations	✓	✓	✓	✓
Data Import / Export	✓	✓	✓	✓
Mobile Apps	✓	✓	✓	✓
Portal Customization	✓	✓	✓	✓
Sites	SolarWinds uses cookies on its websites to make your online experience easier and better. By using our website, you consent to our use of cookies. For more information on cookies, see our Cookie Policy (/legal/privacy) .			✓
Departments	✓	Continue	✓	✓

Groups	✓	✓	✓
Customize Incident Lifecycle	✓	✓	✓
Internationalization	✓	✓	✓
Customize Fields / Form		✓	✓
Scheduled Reports		✓	✓
Offline Data Backup		✓	✓
Customize Email Templates		✓	✓
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Roles

As your organization scales, the needs of your team members will evolve. We provide you with multiple options for bringing users into your Service Desk platform and give you the opportunity to customize their access and approval levels.

Included	Team	Business	Professional	Enterprise
Agent	✓	✓	✓	✓
Requestor	✓	✓	✓	✓
Administrator	✓	✓	✓	✓
Custom		✓	✓	✓
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Security

We give you the options to ensure that your information is protected through necessary security measures that allow you to create a backlog of data and always have that information on hand when it's needed the most.

Included	Team	Business	Professional	Enterprise
EU-US Privacy Shield	✓	✓	✓	✓
Single Sign On (SSO)		✓	✓	✓
HIPAA BAA			✓	✓
API Access SolarWinds uses cookies on its websites to make your online experience easier and better. By using our website, you consent to our use of cookies. For more information on cookies, see our Cookie Policy (/legal/privacy) .			✓	✓
Domain Mapping			✓	✓
Audit History			✓	✓



Login & Email Audits 	✓	✓
Audits	✓	✓
Multi-Factor Authentication (MFA)		✓

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Not sure which SolarWinds Service Desk solution is right for you?

Let one of our account executives assist in finding the solution that's a perfect fit for your organization's needs by scheduling a demo (/service-desk/demo-request).

We're Geekbuilt.®

Developed by network and systems engineers who know what it takes to manage today's dynamic IT environments, SolarWinds has a deep connection to the IT community.

The result? IT management products that are effective, accessible, and easy to use.

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