



**ServiceAide™**

# Cloud Service Management Feature List

Service Desk Capabilities	Service Desk	Service Management
Self-Service Users	Yes, Unlimited	Yes, Unlimited
Service Catalog	Yes	Yes
Request Fulfillment	Yes	Yes
Incident Management	Yes	Yes
Create tickets from Email	Multiple inboxes supported	Multiple inboxes supported
Knowledge Base	Yes	Yes
Service Level Agreements	10 Service Level Targets	Unlimited Service Level Targets
Call Taker Scratchpad	Yes	Yes
Elastic Search	Yes	Yes
Problem Management	No	Yes
Tasks and Task Flows	No	Yes
Surveys (Service Feedback)	Yes	Yes

<b>Change &amp; Configuration Management</b>	<b>Service Desk</b>	<b>Service Management</b>
Change Management	No	Yes
Change Calendar	No	Yes
Configuration Management (CMDB) includes Service View workspace	No	Yes
<b>Asset Management</b>	<b>Service Desk</b>	<b>Service Management</b>
Track and Manage Assets	Yes	Yes
Asset Discovery Connector	Ability to use 1 connector (tool) with 1 configuration.	Ability to use 3 connectors (tools) with 3 configurations each.
ServiceAide Agentless Network Discovery Connector	Yes	Yes
Microsoft System Center Configuration Manager (SCCM) Connector	Yes	Yes
Landesk Connector	Yes	Yes
Altiris Connector	Yes	Yes
CA Client Automation Connector	Yes	Yes
Custom Mapping for Asset Inventory integration	Yes	Yes

<b>Mobile App</b>	<b>Service Desk</b>	<b>Service Management</b>
Self-service user access to create/update tickets	Yes	Yes
Analyst access to manage tickets	Yes	Yes
<b>Reporting and Analytics</b>	<b>Service Desk</b>	<b>Service Management</b>
Standard and Adhoc Reporting	Yes	Yes
Advanced Reporting	No	Yes
<b>Simplified IT Project Management</b>	<b>Service Desk</b>	<b>Service Management</b>
Project Tasks	No	Yes
Kanban board for task management	No	Yes
<b>Integrations</b>	<b>Service Desk</b>	<b>Service Management</b>
CA Unified Infrastructure Management Integration	Yes	Yes
Bomgar Remote Support Connector	Yes	Yes
Salesforce Connector	Yes	Yes
Inbound SOAP Web Services API	Yes, 5 web services users	Yes, 5 web services users
Outbound web services	Yes	Yes
Automation Center Workspace	No	Yes

<b>Authentication</b>	<b>Service Desk</b>	<b>Service Management</b>
Standard Username/Password	Yes	Yes
Single Sign-On Integration	No	Yes
Active Directory/LDAP User Synchronization	No	Yes
<b>Administration</b>	<b>Service Desk</b>	<b>Service Management</b>
Visual Process Workflow Designer	Yes	Yes
Number of Process workflows	10	Unlimited
Organization Based Security	No	Yes
Multi-language support (7 languages supported)	Yes	Yes
Customizable Logo by Organization	Yes	Yes
Customizable Notifications (Notification Templates)	Yes	Yes
Custom Ticket Fields	25 per a ticket type	50 per a ticket type
Granular Permission Control (Role Based Views)	Yes	Yes
Custom Translations (Language Catalog)	Yes	Yes

Licensing	Service Desk	Service Management
Named Analyst	Yes	Yes
Concurrent Analyst	No	Yes
Technical Support	Service Desk	Service Management
Standard Support- 24x5 access to support team via email, chat and online portal.	Yes	Yes
Premium Support- 24x5 access to support team via phone, email, chat and online portal. 24x7 access to support via phone for Priority 1 issues.	No	Yes
Community Support	Yes	Yes
Online Documentation wiki	Yes	Yes
YouTube Training Channel	Yes	Yes
Getting Started Experience (Sidekick)	Yes	Yes
Security and Hosting	Service Desk	Service Management
Ticket Retention Period	13 months of closed ticket data stored in the system. Older data is extracted and provided to the customer.	3 years of closed ticket data is stored in the system. Older data is extracted and provided to the customer.
Staging Environment (Additional non-production environment for testing)	No	Yes
Availability SLA Target		99.9%
Data Encryption in transit via HTTPS	Yes	Yes