

# Feature Comparison

Help Desk Capabilities	Help Desk	ITSM	ITSM Enterprise
<b>Ticket Management</b>	✓	✓	✓
Email to Ticket	✓	✓	✓
Fully Customizable User Interface	Partial	✓	✓
Escalation Rules	✓	✓	✓
Routing Rules	✓	✓	✓
Granular Permission Control	Partial	✓	✓
Customizable Survey	✓	✓	✓
Multiple Survey Questions		✓	✓
Remote Control Directly from the Ticket	✓	✓	✓
Announcements	✓	✓	✓
Reports	✓	✓	✓
Report Scheduler	Included in Manager Dashboard	Included in Manager Dashboard	Included in Manager Dashboard
Customized Reports	Included in Manager Dashboard	Included in Manager Dashboard	Included in Manager Dashboard
Define supervisors	✓	✓	✓
Permissions Control on Administrator Level	✓	✓	✓
Advanced Permissions Control on Administrator Level		✓	✓
Permissions Per Groups		✓	✓
Complete Service Record History	✓	✓	✓
<b>Self-Service Portal (End-User Portal)</b>	✓	✓	✓
(F11) Hotkey for Submitting Service Records	✓	✓	✓
End-User Screenshots Attached to Service Records	✓	✓	✓

Help Desk Capabilities <small>(continued)</small>	Help Desk	ITSM	ITSM Enterprise
<b>Knowledge Base</b>			
<b>ITIL Package</b>	Partial		
Incident Management			
Request Fulfillment			
Problem Management			
Change Management			
SLA/SLM			
CMDB	Optional		
<b>Automation</b>			
Automatic Routing Rules			
Automatic Escalation Rules			
Automatic Due Dates			
Automatic Prioritization			
Dynamic Timers & Operating Hours			
Dynamic Forms (Category-Driven Templates)			
Quick List - Service Records Including Pre-Filled Data			
<b>Customization</b>	Partial		
Customizable Logo			
Customizable Notifications			
HTML Customization	Partial		
Custom/Special Projects			
Customize Embedded Submission Form			
Unlimited Custom Fields	Optional		

Help Desk Capabilities <small>(continued)</small>	Help Desk	ITSM	ITSM Enterprise
Customizable Lists (views, filters, columns)	✘	✔	✔
Customizable Forms (tabs, fields)	Partial	✔	✔
Customizable Self-Service Portal	✘	✔	✔
Web Forms		✔	✔
Customized Monitoring Configurations		✔	✔
Mandatory Field Per Status		✔	✔
Unlimited Custom Tabs	✘	✔	✔
Multilanguage Support	English + 1 language	✔	✔

Asset Management Capabilities	Help Desk	ITSM	ITSM Enterprise
<b>Asset Inventory (HW/SW)</b>	✘	✔	✔
Automatically Detect Desktops, Laptops, and Servers	✘	✔	✔
Hardware and Software Detection - Including Changes	✘	✔	✔
Asset Service History	✘	✔	✔
Suppliers Catalog	✘	✔	✔
Hardware Catalog	✘	✔	✔
Software License Management	✘	✔	✔
Printers, Routers, and Other Device Support through SNMP	✘	✔	✔
Complete History Record	✘	✔	✔
Extract Customized Registry Values	✘	✔	✔
Import Assets from CSV Files	✘	✔	✔

Asset Management Capabilities <small>(continued)</small>	Help Desk	ITSM	ITSM Enterprise
<b>Network Discovery</b>	✓	✓	✓
Agentless Network Discovery	✓	✓	✓
SysAid Agent	✓	✓	✓
<b>Remote Control</b>	1 Channel	1 Channel	1 Channel
Additional Remote Control Channels	Optional	Optional	Optional
<b>SysAid MDM (Mobile Device Management)</b>	✓	✓	✓
<b>Monitoring (Servers &amp; Network Monitoring)</b>	Optional	Optional	Optional
<b>CMDB</b>	Optional	✓	✓
<b>Patch Management</b>	Optional	Optional	Optional

Analytical Capabilities	Help Desk	ITSM	ITSM Enterprise
<b>Manager Dashboard</b>	Optional	Optional	Optional
<b>Reports</b>	✓	✓	✓
<b>IT Benchmark</b>	✓	✓	✓
<b>Matrix</b>	✓	✓	✓
<b>Admin Portal</b>	✓	✓	✓
<b>SLA/SLM</b>		✓	✓

Tools	Help Desk	ITSM	ITSM Enterprise
<b>Projects and Tasks</b>	Optional	Optional	Optional
<b>Password Reset (SSPR)</b>	Optional	Optional	Optional
<b>Live Chat</b>	❌	✅	✅
<b>Calendar</b>	❌	✅	✅
<b>SysAid Remote Desktop</b>	1 Channel	1 Channel	1 Channel
Additional Remote Desktop Channels	Optional	Optional	Optional
<b>Mobile Apps</b>	❌	✅	✅
iPhone	❌	✅	✅
Android	❌	✅	✅
BlackBerry	❌	✅	✅
Windows Phone	❌	✅	✅

Administration	Help Desk	ITSM	ITSM Enterprise
<b>Included Number of Administrators</b>	3	3	3
Additional Administrators	Optional	Optional	Optional
<b>Included Number of End Users</b>	Unlimited	Unlimited	Unlimited
<b>Included Number of Assets</b>	120	250	250
Additional Assets	Optional	Optional	Optional
<b>Languages</b>	English + 1 Language	Unlimited	Unlimited
<b>Multi-Company Support</b>		✅	✅
<b>SSL Support</b>	❌	✅	✅
<b>Delivery Model</b>	Cloud (SaaS) On-Premise	Cloud (SaaS) On-Premise	Cloud (SaaS) On-Premise

Support	Help Desk	ITSM	ITSM Enterprise
<b>Professional Services</b>	Optional	Optional	✓
<b>Education</b>	✓	✓	✓
KickStart Course	Optional	Optional	✓
Certification Program	Optional	Optional	✓
<b>Personal Account Manager</b>	✓	✓	✓
<b>VIP Account Manager</b>		Optional	✓
<b>Community Support</b>	✓	✓	✓
<b>Phone Support</b>	✓	✓	✓
<b>Email Support</b>	✓	✓	✓
<b>Service Request Support</b>	✓	✓	✓
<b>Live Chat Support</b>	✓	✓	✓

System & Integration	Help Desk	ITSM	ITSM Enterprise
<b>LDAP Integration (Active Directory)</b>	✓	✓	✓
<b>API</b>		✓	✓
<b>Incoming Email Address Integration</b>	Limited to 2 Emails	✓	✓
<b>Full Email Integration (Mail to Service Record)</b>	✓	✓	✓
<b>SMS/Text Message Integration</b>	✓	✓	✓
<b>Database Integration (Oracle, MySQL, MS SQL)</b>	✓	✓	✓
<b>Web Server Integration</b>	✓	✓	✓
<b>Single Sign-On (SSO)</b>	✓	✓	✓
<b>Import from CSV File</b>	✓	✓	✓

System & Integration <small>(continued)</small>	Help Desk	ITSM	ITSM Enterprise
Audit Log	✔	✔	✔
Secured Communication (SSL)	✔	✔	✔
Multiple Sender Email Addresses	✔	✔	✔
Create a Copy of Incoming Emails	✔	✔	✔
Emails Documented Within the Service Record	✔	✔	✔
IIS/Apache Web Server Integration	✔	✔	✔
Server Platform (Windows/Unix/Linux/Mac)	✔	✔	✔
Client/Agent Platform (Windows/Linux/Mac)	✔	✔	✔
Event Log	✔	✔	✔
Email Parsing	✔	✔	✔