

## Samanage Features

### Service Management

We empower service desks big and small through agile, scalable, and automated service management solutions. Samanage 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 <a href="#">🔗</a>	✓	✓	✓	✓
Knowledge Base <a href="#">🔗</a>	✓	✓	✓	✓
Service Portal <a href="#">🔗</a>	✓	✓	✓	✓
Satisfaction Surveys <a href="#">🔗</a>	✓	✓	✓	✓
Advanced Approval Workflows <a href="#">🔗</a>	✓	✓	✓	✓
Real-Time Agent Feedback <a href="#">🔗</a>	✓	✓	✓	✓
Advanced Collaboration Tools <a href="#">🔗</a>	✓	✓	✓	✓
People Shared Services Ready <a href="#">🔗</a>	✓	✓	✓	✓
Service Catalog <a href="#">🔗</a>		✓	✓	✓
Service Request <a href="#">🔗</a>		✓	✓	✓
Problem Management <a href="#">🔗</a>		✓	✓	✓
Change Management <a href="#">🔗</a>		✓	✓	✓
Release Management <a href="#">🔗</a>		✓	✓	✓
Service Level Agreement (SLA) / Business Hours <a href="#">🔗</a>		✓	✓	✓
Service Portal Tasks and Approvals			✓	✓
Automations <a href="#">🔗</a>			✓	✓
Benchmarking <a href="#">🔗</a>			✓	✓
ITIL/ITSM Best Practices and Alignment <a href="#">🔗</a>			✓	✓
Entitlement Management <a href="#">🔗</a>				✓
Advanced Knowledge Management <a href="#">🔗</a>				✓

### 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 heighten security, while minimizing costs.

Included	Team	Business	Professional	Enterprise
Inventory <a href="#">🔗</a>	✓	✓	✓	✓
Mobile Devices <a href="#">🔗</a>	✓	✓	✓	✓
Map / Geographic Location <a href="#">🔗</a>	✓	✓	✓	✓
QR / Bar Codes <a href="#">🔗</a>	✓	✓	✓	✓
Warranty Information <a href="#">🔗</a>		✓	✓	✓
Purchase Order (PO) Management <a href="#">🔗</a>		✓	✓	✓
Contract Management <a href="#">🔗</a>			✓	✓
Risk Management <a href="#">🔗</a>			✓	✓
License Compliance <a href="#">🔗</a>			✓	✓

### Configuration Management Database (CMDB)

We give you transparency into your assets and the relationships and interdependencies between them. Samanage 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 <a href="#">🔗</a>	✓	✓	✓	✓
Discovery/Mapping <a href="#">🔗</a>	✓	✓	✓	✓
Impact Analysis <a href="#">🔗</a>				✓

### Platform

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

Included	Team	Business	Professional	Enterprise
Dashboards <a href="#">🔗</a>	✓	✓	✓	✓
Reporting & Dashboards <a href="#">🔗</a>	✓	✓	✓	✓
Integrations <a href="#">🔗</a>	✓	✓	✓	✓
Data Import/Export <a href="#">🔗</a>	✓	✓	✓	✓
Mobile Apps <a href="#">🔗</a>	✓	✓	✓	✓
Portal Customization <a href="#">🔗</a>	✓* <a href="#">🔗</a>	✓	✓	✓
Sites <a href="#">🔗</a>	✓	✓	✓	✓
Departments <a href="#">🔗</a>	✓	✓	✓	✓
Groups <a href="#">🔗</a>		✓	✓	✓
Customize Incident Lifecycle <a href="#">🔗</a>		✓	✓	✓
Customize Fields/Forms <a href="#">🔗</a>			✓	✓
Internationalization <a href="#">🔗</a>			✓	✓
Scheduled Reports <a href="#">🔗</a>			✓	✓
Offline Data Backup <a href="#">🔗</a>			✓	✓
Customize Email Templates <a href="#">🔗</a>			✓	✓
Enterprise Analytics <a href="#">🔗</a>				✓
Built 100% on Salesforce <a href="#">🔗</a>				✓
Multiple Sandboxes <a href="#">🔗</a>				✓

### Roles

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

Included	Team	Business	Professional	Enterprise
Agent <a href="#">🔗</a>	✓	✓	✓	✓
Requester <a href="#">🔗</a>	✓	✓	✓	✓
Administrator <a href="#">🔗</a>	✓	✓	✓	✓
Custom		✓	✓	✓

### 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 <a href="#">🔗</a>	✓	✓	✓	✓
Single Sign On (SSO) <a href="#">🔗</a>		✓	✓	✓
HIPAA BAA <a href="#">🔗</a>			✓	✓
API Access <a href="#">🔗</a>			✓	✓
Domain Mapping <a href="#">🔗</a>			✓	✓
Audit History <a href="#">🔗</a>			✓	✓
Login & Email Audits <a href="#">🔗</a>			✓	✓

