INSIDER ▸ FEATURE

5 free IT help desk ticket systems

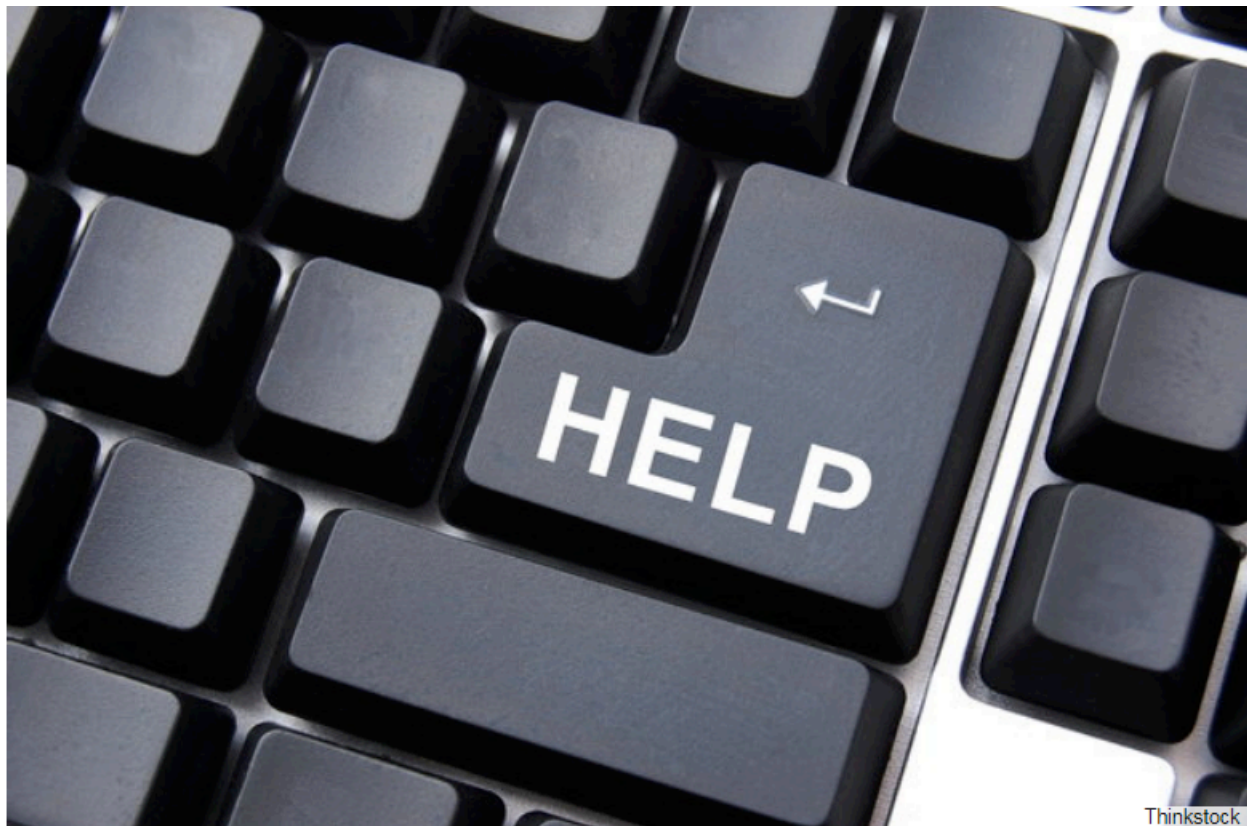**These tools provide help desk ticketing, IT asset management and more.**

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https://www.computerworld.com/article/3221417/enterprise-applications/5-free-it-help-desk-ticket-systems.html

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Whether you're on the IT team at a company or work for a managed service provider (MSP), a help desk ticketing tool is a must for providing solid tech support. These applications give IT staff and end users a way to communicate about and track technical issues and questions.

Most ticketing systems targeted towards IT also provide asset management to help you track all the hardware and software deployed to users in the organization, and some even provide remote monitoring, management and patching capabilities.

With many free tools available, there's no reason not to use IT ticketing software. If you don't already have a help-desk product or are wanting to find another, consider the free options I discuss here. Most are limited-functionality free editions of for-pay products that make it easy to step up to a paid plan as your business grows, but there are some totally free services as well.

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ManageEngine ServiceDesk Plus

ManageEngine provides a help desk tool with IT management features called ServiceDesk Plus, available via the cloud or on-premises. The free edition, however, is offered only for on-premises deployment and can be installed on Windows and Linux machines.

There are three different free options: a standard tier with basic help desk functionality supporting up to five agents and 500 nodes, plus professional and enterprise tiers, both supporting only two agents and 250 nodes but with more advanced functionality, including asset management. Pricing to move up to 10 agents and 500 nodes for the standard tier starts at $95 per month; to move up to five agents and 500 nodes for the professional and enterprise tiers costs $95 and $275 per month, respectively.

ManageEngine allows you to separately track and manage requests, problems, changes, purchases, projects and contracts. You can also set tasks, reminders and tech availability with the scheduler. The pro and enterprise versions include advanced asset management and configuration management database (CMDB) functionality, including Windows agent, domain and network scanning. There's also native remote desktop support and even barcode generation for physically tagging assets for the pro and enterprise versions.
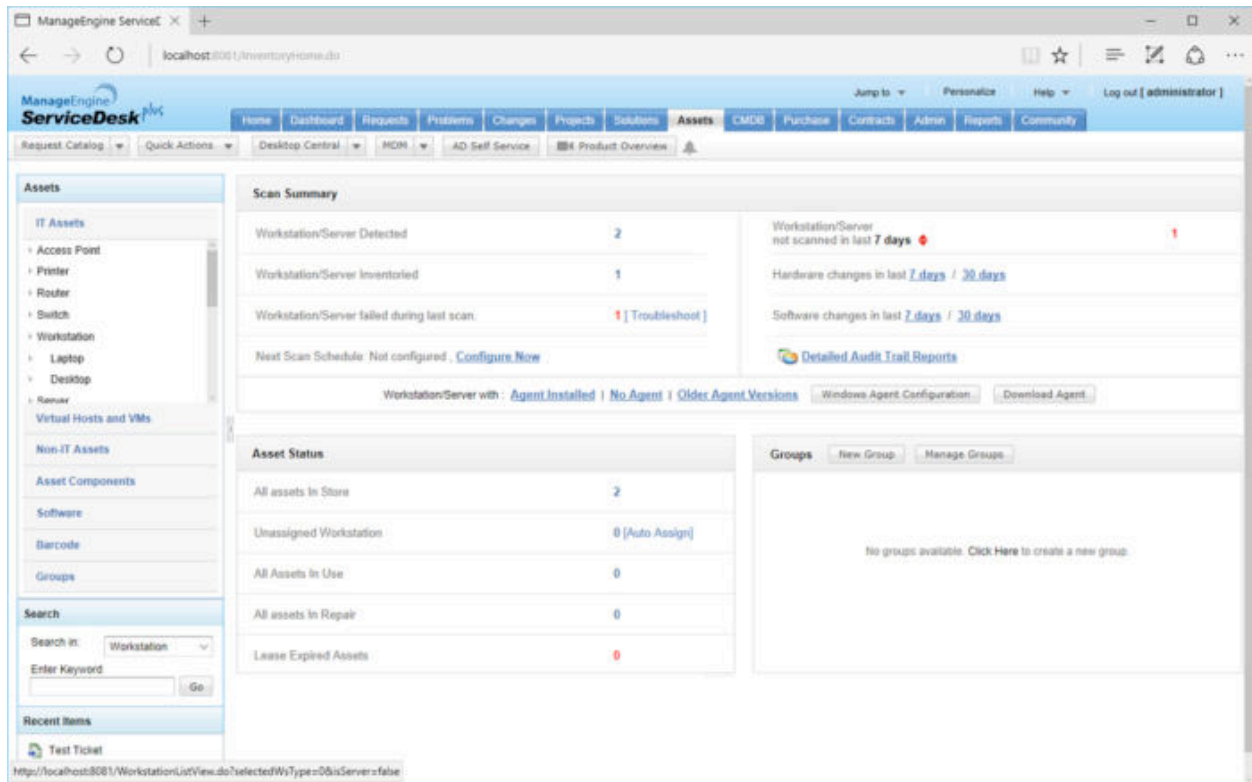
The Assets tab in the ServiceDesk Plus software lets agents view, manage and remotely connect to the IT assets, which can be added manually or via workstation, domain and network scanning.

The ServiceDesk Plus software also provides integrated access to ManageEngine's remote monitor and management (RMM) solution; called Desktop Central, it's also offered as a free edition for up to 25 computers and 25 mobile devices. It provides software deployment, configuration management, patch management, and other remote administration features.

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