

SysAid Feature Comparison

The SysAid feature comparison matrix provides a detailed breakdown of which modules and features are included in the different editions of SysAid.

	Free	Pro	Enterprise
Help Desk			
Comprehensive Help Desk Capabilities	●	●	●
Self Service Portal	●	●	●
Knowledge Base	●	●	●
News	●	●	●
SMS/Text Message Integration	●	●	●
Escalation Rules	●	●	●
Dynamic Timers	●	●	●
Reports	●	●	●
Report Scheduler		Included in Manager Dashboard	Included in Manager Dashboard
Customized Reports		Included in Manager Dashboard	Included in Manager Dashboard
Define Supervisors		●	●
Additional Permissions on Administrator Level			●
Permissions Per Groups			●
Complete Service Request History	●	●	●
Customized Surveys	●	●	●
Multiple Survey Questions			●
End-User Hotkey for Submitting Service Requests	●	●	●
End-User Screenshots are Attached to Service Requests Automatically	●	●	●
Help Desk Process Automation			
Automatic Routing Rules	●	●	●
Automatic Due Dates Based on Your Various Services	●	●	●
Automatic Prioritization	●	●	●
Quick List - Service Requests Including Pre-Filled Data	●	●	●
Asset Management			
Automatically Detect Desktops, Laptops and Servers	●	●	●
Hardware and Software Detection - Including Changes	●	●	●
Remote Control	1 Channel	1 Channel	1 Channel
Additional Remote Control Channels		Optional	Optional
Printers, Routers and Other Device Support Through SNMP	●	●	●
Complete History	●	●	●
Extract Customized Registry Values	●	●	●
Import Assets from CSV Files	●	●	●

Free

Pro

Enterprise

Customization

Use Your Own Logo		●	●
Lists Customization Including Categories, Status, Priority, Urgency, etc.	●	●	●
Customize Notification	●	●	●
HTML Customization		Partial	●
Web Forms			●
Additional Custom Fields		Optional	●
Unlimited Custom Tabs		●	●
Customize List Views and Filters		●	●
Customize Forms		Partial	●
Customize the End-User Portal		●	●
Mandatory Field Per Status			●
Customized Monitoring Configurations			●

Email Integration

Full Email Integration (Mail to Service Request)	●	●	●
Incoming Email Address Integration	Limited to 2 Emails	Limited to 2 Emails	●
Multiple Sender Email Addresses			●
Create a Copy of Incoming Emails			●
All Email Communication Documented Within the Service Request	●	●	●

System and Integration

Active Directory		●	●
API			●
Database Integration With Oracle, MySQL or Microsoft SQL		●	●
IIS/Apache Web Server Integration		●	●
Server Platform (Windows/Unix/Linux/Mac)	●	●	●
Client/Agent Platform (Windows/Linux/Mac)	●	●	●
Single Sign-On		●	●
Import Users from CSV File (including a scheduled import)		●	●
Event Log	●	●	●

Mobile Application

iPhone	●	●	●
BlackBerry	●	●	●
Android	●	●	●
Windows Phone 7	●	●	●

Free

Pro

Enterprise

ITIL Package			
ITIL CMDB		Optional	●
ITIL Problem Management			●
ITIL Change Management			●
SLA/SLM			●
Additional Modules			
SysAid Chat	●	●	●
IT Benchmark	●	●	●
SysAid Calendar	●	●	●
Password Services		Optional	Optional
My Desktop		1 Channel	1 Channel
Additional My Desktop Channels		Optional	Optional
Manager Dashboard		Optional	Optional
Projects and Tasks		Optional	Optional
Asset Monitoring	Workstations Only	Optional - Unlimited Workstations & Servers	Optional - Unlimited Workstations & Servers
Administration			
Included Number of Administrators	2	3	3
Additional Administrators		Optional	Optional
Included Number of End Users	100	Unlimited	Unlimited
Included Number of Assets	100	120	120
Additional Assets		Optional	Optional
Languages	1 Language in Addition to English	1 Language in Addition to English	Unlimited
Multi-Company Support			●
SSL Support		●	●
SaaS Platform Available		●	●
Support Options			
SysAid Community Forum	●	●	●
Phone		●	●
Email		●	●
Service Request		●	●
Live Chat		●	●

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