



Pink Elephant

5575 North Service Road, Suite 200
Burlington, Ontario L7L 6M1
Canada

Telephone: 905-331-5060
Toll Free: 1-888-273-PINK
Fax: 905-331-5070

www.pinkelephant.com

November 9, 2017

Re: SMART ServiceDesk v11 – PinkVERIFY™ 2011

To Whom It May Concern:

This letter is to confirm that SMART ServiceDesk v11 has passed the PinkVERIFY 2011 assessment and as such, this tool has been officially certified as ITIL® compatible by Pink Elephant, the world's leading IT Service Management education and consulting provider.

A Pink Elephant IT Management Consultant assessed and confirmed compatibility of SMART ServiceDesk v11 in the following ITIL 2011 processes:

- Change Management
- Event Management
- Incident Management
- IT Service Continuity Management
- Knowledge Management
- Problem Management
- Request Fulfillment
- Service Asset & Configuration Management
- Service Catalog Management
- Service Level Management
- Service Portfolio Management

The PinkVERIFY logo is the stamp of approval issued by Pink Elephant for Service Management tools that meet the minimum functional criteria for the ITIL process. Zenius Service Automation LLC dba SMART Service Desk is authorized to use this logo, which denotes the number of ITIL 2011 processes in association with the verified tool, until November 29, 2018. The product appears in the toolsets section of Pink Elephant's PinkVERIFY webpage at www.pinkelephant.com.

Sincerely,

Susan Taylor-Kusek
Director, Marketing
Pink Elephant