



# CA Service Desk Manager Review From A Customer



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## Review by a Real User

Verified by IT Central Station



QA Lead at a healthcare company with 10,001+ employees

**it\_user346467**

### **VALUABLE FEATURES**

Service Catalog is one place where you can do things for the entire organization. Whenever a new employee joins, you can put in requests. Now, we're using the old version, though it's not great. We're trying to customize it to our requirements as a healthcare company.

### **IMPROVEMENTS TO MY ORGANIZATION**

This is first time I'm working on this platform. I use it for Service Desk Catalog and ITSM asset management. I use all functionalities.

### **ROOM FOR IMPROVEMENT**

The new version should have an app, as it's not in this version.

### **STABILITY ISSUES**

I'd say it's been OK, not great, but it's determined by the servers. There are so many aspects to the program that if the servers go down, we can't use it.

### **SCALABILITY ISSUES**

There are some limitations, but it's used company wide, around 50-60 thousand users. We just need to upgrade because it gets overloaded.

### **CUSTOMER SERVICE AND TECHNICAL SUPPORT**

I've not had to use them as we have weekly calls with CA and they provide solutions to any issues or defects.



## CA Service Desk Manager

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### OTHER ADVICE

Use the newer version to get the full support.

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