



ManageEngine

SOLUTIONS GUIDE

The comprehensive handbook to manage your IT infrastructure.



8 out of 10

biggest healthcare companies



8 out of 10 largest financial services companies



9 of every 10 Fortune 100 companies



3 million users from over 190 countries

trust ManageEngine to run their IT.

Bringing IT together

ManageEngine crafts comprehensive IT management software for all your business needs.

Table of **Contents**

SERVICE MANAGEMENT

| Enterprise and IT service manag | ement |
|---|-------|
| ServiceDesk Plus | 10 |
| ServiceDesk Plus MSP | 12 |
| Customer service management SupportCenter Plus | 14 |
| IT asset management | |
| AssetExplorer | 15 |

IDENTITY AND ACCESS MANAGEMENT

| Active Directory management | |
|-----------------------------|----|
| ADManager Plus | 18 |
| ADSelfService Plus | 20 |
| Exchange Reporter Plus | 22 |
| RecoveryManager Plus | 23 |

Identity governance and administration

| AD360 | 24 |
|-----------------------|----|
| M365 Manager Plus | 26 |
| Identity Manager Plus | 27 |

Privileged access management

| PAM360 | 28 |
|--------------------------|----|
| PAM360 MSP | 29 |
| Password Manager Pro | 30 |
| Password Manager Pro MSP | 32 |
| Key Manager Plus | 33 |
| Access Manager Plus | 34 |
| | |

UNIFIED ENDPOINT MANAGEMENT AND SECURITY

Endpoint management

| Desktop Central | 36 |
|--------------------------------|----|
| Desktop Central MSP | 38 |
| Mobile Device Manager Plus | 39 |
| Mobile Device Manager Plus MSP | 40 |
| OS Deployer | 41 |
| Remote Access Plus | 42 |
| Patch Manager Plus | 43 |
| Patch Connect Plus | 44 |
| RMM Central | 45 |

Endpoint security

| Browser Security Plus | 46 |
|----------------------------|----|
| Application Control Plus | 47 |
| Vulnerability Manager Plus | 48 |
| Device Control Plus | 49 |

SECURITY INFORMATION AND EVENT MANAGEMENT

Security information event management and user entity behavior analytics

| Log360 | 51 |
|-------------------------|----|
| EventLog Analyzer | 52 |
| Firewall Analyzer | 53 |
| ADAudit Plus | 55 |
| SharePoint Manager Plus | 57 |
| M365 Security Plus | 58 |

| Cloud Security Plus | 59 |
|---------------------|----|
| DataSecurity Plus | 60 |
| FileAnalysis | 61 |

IT OPERATIONS MANAGEMENT

Network performance monitoring

| OpManager Plus | 63 |
|-------------------------------|----|
| OpManager | 65 |
| OpManager MSP | 66 |
| NetFlow Analyzer | 67 |
| Network Configuration Manager | 68 |
| OpUtils | 69 |

Application performance monitoring

| Applications Manager | 70 |
|----------------------|----|
| Site24x7 | 71 |
| Site24x7 MSP | 72 |
| Site24x7 APM Insight | 73 |

IT incident management

| AlarmsOne | 74 |
|-------------------|----|
| Site24x7 StatusIQ | 75 |

IT ANALYTICS

| Analytics Plus | 77 |
|---------------------|----|
| Site24x7 CloudSpend | 78 |

BUSINESS PRODUCTIVITY APPLICATIONS

| Zoho Creator | 81 | |
|----------------|----|--|
| Zoho Sprints | 82 | |
| Zoho Projects | 83 | |
| Zoho Analytics | 84 | |
| Zoho Assist | 85 | |
| Zoho Workplace | 86 | |
| Zoho Mail | 87 | |
| | | |

Contact us (toll free)

US: +1 888 720 9500 US: +1 888 791 1189 UK: +44 800 028 6590 AUS: 1800 631 268 IND: 1800 572 6673



ManageEngine)

ManageEngine crafts the industry's broadest suite of IT management solutions, offering more than 100 products and free tools. We have everything you need to manage all of your IT operations, including networks, servers, applications, service desks, Active Directory, security, desktops, and mobile devices.

Since 2002, IT teams have turned to ManageEngine for affordable, feature-rich software that's easy to use. Our on-premises and cloud solutions power the IT of over 180,000 companies around the world, including nine of every ten Fortune 100 companies.

As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextual integrations, and other advances that can only come from a company solely dedicated to its customers. And as a division of Zoho Corporation, we'll continue pushing for the tight business-IT alignment you'll need to seize future opportunities.



9 out of every 10 Fortune 100 companies are ManageEngine customers.

ManageEngine, a division of **2011** Corp.

Service Management

Powerful help desk management for providing flawless support to end users.



ServiceDesk Plus

Also available on cloud

ServiceDesk Plus is a game changer in redirecting the efforts of IT teams from daily firefighting to proactive IT management. It provides great visibility and central control in dealing with IT issues to ensure that businesses won't suffer any downtime. For more than 10 years, ServiceDesk Plus has benefited millions of IT folks, end users, and stakeholders alike.

Features and benefits



Track incidents easily

Reduce outages, improve agent productivity, meet SLAs, and manage the complete life cycle of IT tickets.



Implement changes with minimal impact and risks

Streamline planning, approval, and implementation with automated workflows.

Showcase all IT services in a service cataloque

Showcase IT services that are available to

end users and give IT a new face. Create and publish a service catalog with custom service-level agreements (SLAs) and multi-stage approvals.



Gain IT help desk insights

Generate more than 150 built-in, custom, query, and flash reports pertaining to various IT help desk modules including requests, problems, changes, assets, surveys, contracts, and purchases.



Empower end-users with a self-service portal

Facilitate easy request creation, use automated notifications to keep end users informed on ticket progress and approvals, and make company-wide announcements on outages.



Create a rich knowledge base

Publish a knowledge base to help end users solve repeat incidents on their own and deflect tickets away from the IT help desk.

| . Mr. | |
|-------|--|
| ഹാല | |

Automatic ticket dispatch

Auto-assign tickets based on technician availability, using either a round-robin or load-balancing method to cover every ticket.

| 8 | 1 | ٩ |
|----|--------|---|
| 4 | ß | 7 |
| ۰y | \leq | 3 |

Manage an entire IT asset inventory

Discover and maintain an IT asset inventory with efficient auto-discovery.



www.servicedeskplus.com support@servicedeskplus.com

ServiceDesk Plus Other Salient Aspects

- **7** Enterprise service management
- **オ** 150+ reports
- Mobile service desk
- Multi-site support
- **7** Real-time dashboards
- Smart automations
- **7** Codeless customizations



An Exceptional help desk ticket system

"ServiceDesk Plus has been an exceptional help desk ticket system that lowered my stress level a great deal, I know that everything I need to know is in one place. I know what is in the queue and [am] confident that I haven't forgotten any shoulder tap requests."

Joe Gonzales,

IT Services Manager, Austin Convention Center

ServiceDesk Plus MSP

ServiceDesk Plus MSP is a web-based full-stack ITSM suite designed specifically for managed service providers. This all-in-one ITSM solution delivers comprehensive help desk, service desk, account, and asset management as well as remote controls and advanced reporting in a multi-tenant architecture with robust data segregation. With ServiceDesk Plus MSP, service providers can offer services and support to multiple clients using centralized controls.

Features and benefits

Anage multiple clients

Maintain and personalise individual contacts and accounts, establish business relationships, configure business rules, set up unique SLAs for each account, boost customer satisfaction, and more, all from a common platform.

Efficiently manage incidents from every account

Automate incident management by organizing tickets from different accounts, assigning incidents to appropriate technicians, and resolving recurring incidents so that the service desk team can focus on more productive tasks.

Display all available services in a service catalogue

Organize services into service categories and publish them in the client's self-service portal. Create customized workflows and automated processes, and associate appropriate tasks and SLAs with services to quickly fulfill client requests.

Increase customer satisfaction with a knowledge base

Boost an existing knowledge database or build a new one from scratch with easy templates and resolutions from previously solved tickets. Technicians can learn and record do's and don'ts for future reference when solving complex issues.

Take control with easy change management processes

Implement changes in a controlled and structured environment to reduce their impact. Complete approval cycles are also available depending on the type of change.

Use advanced analytics to stay on top of services

Quickly access the service desk's key performance indicators without writing complex database queries. Use analytics to proactively identify avenues for service improvement, client acquisition, revenue generation, and new service offerings.



8

www.servicedeskplusmsp.com sdpmsp@manageengine.com

ServiceDesk Plus MSP Other Salient Aspects

- Technician auto-assign
- オ Agent based scan
- Integrated remote control
- Rebrand personalize your account
- 100+ reports

66

Excellent SLA options, allows to get updated instantly

"ServiceDesk Plus MSP allows our customers to be kept up-to-date on a three-tier level (telephone, web, and email), provides excellent SLA options based on customers, allows our technical staff to get updated instantly on all requests, and most of all provides an easy-to-use reporting feature with scheduled reports, giving me the time to concentrate on other business requirements."

Jason Roberts,

Technical Manager, TCNS

SupportCenter Plus

SupportCenter Plus is web-based customer support software that lets organisations effectively manage customer tickets, account and contact information, and service contracts to provide a superior customer experience.

Features and benefits



Track customer needs via multi channel support

View every customer interaction from one place, irrespective of the communication mode they choose.



Customize and automate request workflows

Seamlessly automate the process of creating, organizing, and tracking requests.



Manage individual accounts and contacts

Manage customer information, including the products and services purchased, contracts they are entitled to, their organisational hierarchy, and so on.

| (| G |) |
|---|----------|---|
| 4 | ہے بڑ | Ð |

Give customers control with a personalized self-service portal

Deploy a customizable self-service portal and allow customers to submit tickets, track them, search the knowledge base, and run reports.



Create a comprehensive help desk for each business unit

Let each business unit define their product or service-specific configuration so they can work independently from each other.

| 6 |
|---|
| Y |
| = |
| |

Track and maintain contracts and SLAs in one place

Manage multiple service contracts and related support plans to service customers on time and bill them accordingly.



www.supportcenterplus.com supportcenterplus-support@manageengine.com

AssetExplorer

AssetExplorer is a web-based IT asset management (ITAM) software that helps monitor and manage assets during every stage in their life cycle. AssetExplorer provides a number of ways to ensure all assets in a network are discovered. Manage software and hardware assets, ensure software license compliance, and track purchase orders and contracts.

Features and benefits

····

Discover all assets in a network

Periodically scan software, hardware, and other ownership information to keep up-to-date information on every asset. Track and manage any workstation or network devices including Windows, Linux, Mac, AIX, and Solaris machines as well as printers, routers, and switches.

- Manage and track software licences Manage all license types including OEM, concurrent, enterprise, free, named user, node locked, trial, volume, and individual licences.
- 8 4 4 % 8 4 %

Easily manage all software assets

Automatically discover all software available in each workstation. Easily ensure compliance by keeping an eye on the list of compliant, under-licensed, and overlicensed software.

| 1 | |
|---|-----|
| | == |
| | đ |
| l | - P |

Effectively manage purchase orders and contracts

Identify areas that need spending reduced, policies enforced, and redundancies eliminated, enabling better management of a purchase order's complete life cycle.

____ Tra

Track the asset life cycle

Handle the complete life cycle of an asset, from the moment of purchase to the time it's no longer needed.



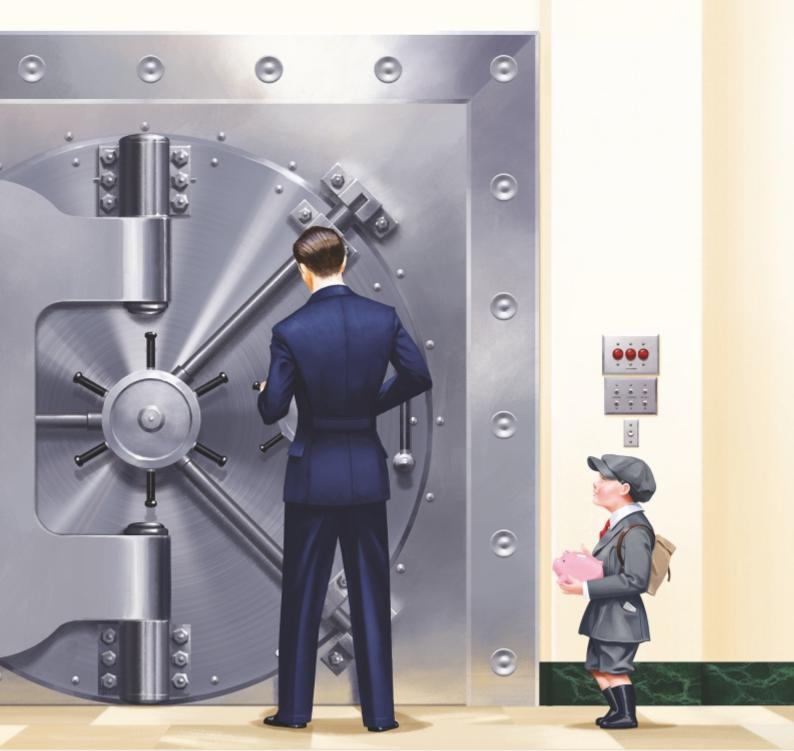
Automatically track hardware and software

Scan and audit all workstations connected over LAN, WAN, and VPN. View an asset's complete ownership information, along with hardware and software inventory information, to get a clear picture of who owns what.



Identity & access management

Manage user identities, govern access to resources, enforce security and ensure compliance to regulatory standards, the easy way.



ADManager Plus

ADManager Plus is a unified Active Directory, Exchange, and Microsoft 365 management and reporting solution. It allows IT administrators to manage AD objects and identities (accounts) easily, and generate instant reports.

Features and benefits



Standardized, one-stop provisioning

Provision all user entitlements - from Exchange mailboxes to M365 accounts - from a single window or provisioning template.



Automated provisioning/de-provisioning

Provision new user accounts automatically when the roster gets updated. Automatically archive users' home folders, and revoke their group memberships and access permissions the moment their accounts are terminated.



Automate both critical and everyday ad operations

Automate tasks like "inactive account management" or other routine AD functions.



Off-the-shelf user management solutions

Change any of 150 user attributes based on a situation. Use the pre-packaged solution set to easily re-provision accounts.

140+ pre-packaged, reprovisioningcentric reports

Gain insight into all changes happening in your AD, Microsoft 365, Windows Servers, and Exchange Servers. Monitor user logon activities, changes to AD objects, and more in real time. Assign/reassign scripts to or reprovision user accounts as needed directly from the reports.

Smart, non-invasive AD delegation

Safely delegate user management tasks to business managers and HR without losing control using ADManager Plus' smart delegation system and AD Workflow.



www.admanagerplus.com support@admanagerplus.com

ADManager Plus Other Salient Aspects

- Exclusive Microsoft 365 & Google apps reporting
- GUI-based NTFS permission management
- Ability to automate critical tasks and report generation
- Nested group reports and management



Readymade and on-the-fly solutions

"I was looking for something that's intuitive, easy to use, and cost-effective. I did a number of searches. I found ADManager Plus and was impressed.

We purchased it. I can now certainly see the benefits from reporting perspective and on-the-fly changes that we can do from the reports."

Ashley Bukket,

System Analyst, Macmillan Cancer Support

66

Reduces the gap between IT and business

"We needed an AD product which the HR can use to manage the users. We found ADManager Plus. With this software...you don't have to be computer scientist. Even my boys, 11 and 12, can do it. This product changed my career!."

Margaret Sandler,

IT Security Specialist, CareTech Solutions

ADSelfService Plus

ADSelfService Plus is an integrated self-service Active Directory password management and single sign-on solution. Inarguably the industry's most feature-rich solution, ADSelfService Plus supports both on-premises Active Directory and cloud applications for password management.

Features and benefits

Password Self-Service

Enables end-users to reset their forgotten Windows & Mac passwords (and unlock accounts) without help desk's intervention. Users can reset passwords from logon prompt, mobile devices, or web browser.



Password Expiration Notification (Freeware)

Notifies users about impending password and account expiration via email, SMS or push notification.



<u>(8</u>)

Password Synchronizer

Automatically synchronizes Active Directory passwords in real time across multiple platforms including Azure AD, Microsoft 365, G Suite, Salesforce, and more.

Single Sign-On (SSO)

Provides seamless and secure access to cloud applications with Active Directory-based single sign-on.



Windows Logon Two-factor Authentication

Provides two-factor authentication (TFA) to all local and remote Windows login attempts. Windows logon TFA requires users to input their Active Directory domain credentials and additionally authenticate via the selected TFA method configured during every logon.

8

Directory Self-Update and Employee search

Allows users to self-update their profile information in Active Directory and search for other employees' information.



ADSelfService Plus Other Salient Aspects

- ↗ Cached credentials update
- Multi-factor authentication via Duo Security,RSA SecurID, and more for secure password reset and account unlock
- Password policy strengthener
- Notifications upon self-service operations

- Clear audit trail for self-service actions
- Built-in license management
- Integrates with ServiceDesk Plus, ADManager Plus, and AD360

"

Easy & quick user adoption. Quick realization of ROI.

"Users have commented how easy enrollment is as well as thereset tasks. CAMH will be able to save close to \$26,000 a yearon service desk calls related to Active Directory password resets, and will see a return of investment within the first 6 months of implementation"

Margaret Sandler,

IT Security Specialist, CareTech Solutions

"

Superfast enrollment for 100% success rate

"We have had almost 60% enrollment with ADSelfService immediately, which is a good turnout when asking students to register for anything. Some have already taken advantage of the tool."

Robert Peterson,

Technical Support Engineer

Exchange Reporter Plus

Exchange Reporter Plus is an analysis and reporting solution for MS Exchange servers. Combining charts and self-explanatory UI, this software offers valuable stats and analytics required by Exchange administrators to keep their organization's email infrastructure at its best. It provides an audit trail for crucial events and also monitors all Exchange components.

Features and benefits



All-Inclusive Exchange reporting

Provides complete information about every component of an Exchange infrastructure including mailboxes, OWA, distribution lists, public folders, etc.



Mailbox Reports

Offers a 360-degree view of all the mailboxes in the organization.Reports on every detail including mailbox sizes, permissions,inactive and orphaned mailboxes, and more.

| \frown |
|----------|
| |
| -1-1- |
| |
| Ľ |

Exchange Server Health Monitoring

Gives a quick overview of the health and status of components in your organization through its reports and straightforward dashboard.



Exchange Server Auditing & Alerting

Reports on critical events such as changes to mailbox permissions or properties. Configure alerts to detect non-owner mailbox logons, someone tampering with permissions, and other alarming events.



Email Traffic Reports & Security

Email traffic through mailboxes, distribution lists, and public folders are analyzed and reported. Offers clear insight into how mailboxes communicate with each other or with external domains.



OWA / ActiveSync

Reports Keep a watchful eye on OWA users, get a detailed summary of ActiveSyncenabled devices and policies governing them, and easily supervise ActiveSync requests.



www.exchangereporterplus.com support@exchangereporterplus.com

RecoveryManager Plus

RecoveryManager Plus is a centralized, web-based tool that simplifies enterprise-level backup and restoration of Active Directory, virtual machines, and Windows servers. It is engineered to take away all the pains involved in one of the most dreaded IT tasks: disaster recovery. RecoveryManager Plus gives admins the flexibility to perform attribute-level restorations of AD objects; full restorations of VMware and Hyper-V virtual machines (VMs), as well as Windows servers; and file/folder-level restoration of Windows servers, VMs, and domain controllers.

Features and benefits

()

Leverage three-in-one backup and restoration

Say hello to a single comprehensive solution that can back up and restore Active Directory environment, virtual machines and Windows servers.

Simplify the restoration process

Get a holistic view of the number of available Active Directory, VM and Windows server backups and instantly restore VMs or AD objects to any of their previous states.



8

Schedule backups with ease

Schedule backups at fixed intervals (hourly, daily, or weekly) to make sure there's always a copy of a virtual machine or Active Directory environment's most recent version.

Recover Active Directory without having to restart the domain

Become an always-on enterprise by recovering deleted objects or undoing changes without stopping or restarting Active Directory domain controllers.

Manage changes at a granular level
Back up each change made to Active
Directory objects as separate versions.
When needed, compare attribute values
across multiple versions and restore the
most relevant version.

| (會) | Enable |
|-----|--------|
| | |

Enable incremental backups

Back up just the changes made since the last backup, dramatically reducing the amount of disk space needed for backups.



AD360

£.

AD360 is a unified solution for identity and access management (IAM) needs of organizations running on Windows-based infrastructure. AD360 gives you the power to combine any or all of the following five ManageEngine AD Solutions into single-dashboard, single sign on, and single configuration IAM tool.

Features and benefits

Streamline user life cycle management Easily provision, modify, and deprovision accounts and mailboxes for multiple users at once across AD, Exchange servers, Microsoft 365 services, and G Suite from a single console. Use customizable user creation templates and import data from CSV to bulk provision user accounts.

Securely audit AD, Microsoft 365, and file servers

Gain insight into all changes happening in your AD, Microsoft 365, Windows Servers, and Exchange Servers. Monitor user logon activities, changes to AD objects, and more in real time. Comply with IT compliance regulations such as SOX, HIPAA, PCI DSS, and GLBA using prepackaged reports.

SSO for enterprise applications

AD360 provides users with secure, one-click access to enterprise applications. In a single click, users can access all their applications including Microsoft 365, G Suite, Salesforce, or any custom SAMLbased application without having to enter their username and password over and over.

Self-service password management With AD360's self-service password management feature, users can reset their password and unlock their account without help desk assistance, saving time and money. Enable self-service for other common yet crucial tasks such as updating user attributes in AD and subscribing to mail groups.



Automation with approval workflow

Automate routine management tasks such as user provisioning and AD cleanup, and reduce the workload for your IT administrators and help desk technicians. Maintain control over automated tasks by configuring approval workflow rules to ensure that automation produces the desired results.

Role-based help desk delegation

Delegate administrative tasks concerning AD and Microsoft 365 to non-administrative users by creating custom help desk roles. Select any combination of management, reporting, auditing, and alerting tasks from AD and Microsoft 365 and assign them to help desk staff, HR, and other non-admin users.



Backup and disaster recovery

Effortlessly back up and restore AD objects, Exchange mailboxes, Microsoft 365 mailboxes, SharePoint Online sites, OneDrive for Business folders, etc. Perform item-level or attribute-level restorations, and speed up the backup process by making incremental backups. Schedule backups to run during non-business hours, and more.

AD360 Other Salient Aspects

- AD and Exchange Server management and reporting
- Real-time change auditing and alerting for on-premises AD and Azure AD
- AD self-service password management, password sync, and single sign-on
- Reporting, auditing, and monitoring for Exchange and Skype for Business Server
- Manage, Monitor, Audit, and Report on Microsoft 365
- AD, Exchange, and Microsoft 365 backup and recovery customizations



"AD360 increased our productivity by automating our routine tasks"

David H Skyers,

System Engineer, HEART Trust/NTA



www.activedirectory360.com ad360-support@manageengine.com

M365 Manager Plus

M365 Manager Plus is an extensive solution for Microsoft 365 management, reporting, and auditing that helps administrators manage their Microsoft 365 setup effortlessly. The web-based, user-friendly interface allows you to manage Exchange Online, Azure Active Directory, OneDrive for Business, Skype for Business, and Office Sway, all from one place.

Features and benefits



 \equiv

Microsoft 365 Management

Manage your Microsoft 365 setup effortlessly with Exchange Online and Azure Active Directory management features. Manage mailboxes, users, groups, and contacts, in bulk. Reset users' passwords and assign or remove licenses easily.

Microsoft 365 Reporting

Provides out-of-the box reports on Exchange Online, Azure Active Directory, OneDrive for Business, and Skype for Business, as well as reports on security, compliance, and licenses for Microsoft 365.

Microsoft 365 Auditing

Track user activities in Exchange Online, Azure AD, OneDrive for Business, Sway, and other services. The audit data can be retained as long as needed, which is not natively possible in Microsoft 365.



Alerts for Critical Events

Get notified about critical activities and changes happening in your Microsoft 365 environment. With custom alerts, eliminate the need to constantly check audit reports for malicious activities.

Security and Compliance

Ensure information security across all your Microsoft 365 components and experience hassle free compliance with various industry mandates like HIPAA, SOX, GLBA, FISMA, PCI DSS, and ISO.

| 1 | <u> </u> |
|---|----------|
| | |
| | |
| | |

Microsoft 365 Delegation

Delegate management, auditing and reporting tasks to help desk technicians without making any changes in Microsoft 365 admin center.



www.o365managerplus.com m365managerplus-support@manageengine.com

Identity Manager Plus

Available on cloud

Identity Manager Plus is a cloud-based single sign-on (SSO) service that provides enterprise users with secure, one-click access to business applications. Users only have to log in once to access all their applications.

Features and benefits



Centralized access

Manage access to all enterprise applications, whether they're on-premises or SaaS.



Standardized SAML-based SSO

Enable SSO for any application that supports the SAML protocol, including in-house applications.



Leverage existing identities

Allow users to log in using their existing Microsoft 365, G Suite, or Zoho credentials.



Audit application usage and access

Gain deep insight into application usage, user accesses, and admin activities using built-in reports.



Easy user management

Add or remove multiple users and grant or revoke their access to applications in a single click.



PAM360

PAM360 is a comprehensive solution for businesses looking to incorporate privileged access management (PAM) into their overall security operations. It controls, manages, and audits the entire life cycle of privileged accounts and their access. PAM360's contextual integration capabilities help build a central console where different parts of the IT management system can be interconnected for deeper correlation of privileged access data and overall network data, facilitating meaningful insights and quicker remedies.

Features and benefits

Enterprise credential vault Scan and discover critical assets to automatically onboard privileged accounts into a secure vault that offers central management, AES-256 encryption, and role-based access permissions.

Secure remote access

Enable privileged users to launch direct, one-click connections to remote hosts without endpoint agents, browser plug-ins, or helper programs. Tunnel connections through encrypted, password-less gateways for ultimate protection.

\square SSL certificate management

Safeguard your online brand reputation with complete protection of your SSL certificates and digital identities.

þ

Ticketing system integration

Bolster your access approval workflows for privileged accounts by incorporating ticket ID validation.

D

Application credential security Protect your application-to-application communications with secure APIs that eliminate the need for credential hard-coding.

Privileged user behavior analytics Leverage AI and ML-driven anomaly detection capabilities to spot unusual privileged activity at a glance.

Just-in-time privilege elevation

Assign just-in-time controls for your domain accounts, and provision them with higher privileges only when required by your users.

| 1 | \sim |
|---|--------|
| | |

Privileged session monitoring

Supervise privileged user activity with session shadowing capabilities and achieve dual control on privileged access.

| | | ٨ |
|---|--|---|
| _ | | A |

Audit and compliance

Be prepared for compliance audits with built-in reports that provide essential guidelines to address common audit issues.



SSH key management

Discover SSH devices in your network and enumerate keys. Create and deploy new SSH key pairs to associated endpoints with a single click.



manageengine.com/pam360 pam360-support@manageengine.com

PAM360 MSP

PAM360 is web-based privileged access management software that defends enterprises against privileged access misuse through powerful access governance and contextual integrations with various IT services. The solution's multi-tenant architecture allows MSPs to centrally manage privileged access of their customers through a fully automated, policy-driven approach, while achieving complete segregation.

Features and benefits

- **Privileged account management** ã. Securely store customers' privileged passwords, SSH keys, and other digital identities in a central vault, and selectively share them between MSP administrators and their respective customers.

Secure remote access provisioning

Launch password-less, secure connections to remote IT assets without agents, browser plug-ins, or helper programs. Tunnel connections through encrypted gateways for ultimate protection.

Control access to client networks

Adopt a request-release policy and just-intime controls for privileged access, automatically revoke account permissions after a set period, and instantly reset passwords for tighter security.

SSL and TLS certificate management

Safeguard your SSL certificates and digital identities. Integrate with popular certificate authorities like Digicert, GoDaddy, and Let's Encrypt out of the box.



Privileged session monitoring

Record privileged sessions and archive them as video files for future review. Shadow and monitor privileged sessions to promptly detect and terminate suspicious activities.



DevOps and cloud security

Uncover default, hard-coded credentials in DevOps automation files and CI/CD platforms, and store them in a central vault. Implement password security best practices.

| | Co |
|---|----|
| ᇑ | 00 |
| | |

mprehensive auditing and reporting Capture all privileged activities in clear, downloadable audit trails and reports. Demonstrate to customers, auditors, and forensic investigators that the required security controls are in place.

Integrate with advanced technologies

Adopt AI and ML-driven monitoring capabilities to continuously detect unusual and potentially harmful privileged activities, and automatically set off mitigating controls. Integrate with SIEM and scanning tools to discover vulnerabilities and promptly issue remediation measures.

mnge.it/pam360msp pam360-support@manageengine.com



Password Manager Pro

Password Manager Pro, a web-based privileged identity management solution, enables IT admins to manage all privileged identities—passwords, SSH keys, and SSL certificates—as well as control and monitor privileged access to critical information systems, from a single, unified platform. Password Manager Pro fully encrypts and consolidates all privileged accounts in one centralized vault, reinforced with granular access controls. It also mitigates security risks related to privileged access, helping organisations meet security audits and compliance regulations such as SOX, HIPAA, ISO/IEC 27001, NERC-CIP, and PCI DSS.

Features and benefits

[¤]

Enable a centralized password vault

Store every password belonging to an enterprise's privileged, shared, firecall, and other accounts in a secure, centralized repository.



Share credentials securely

Securely share administrative passwords with team members as needed.

2

Provide access controls based on user roles

Manage resources and passwords with fine-grained restrictions that are enforced based on predefined user roles.

A 1 ■

Reset passwords Reset remote resource passwords from the

web interface, either automatically or as needed.

Record privileged sessions

Record, archive, and watch privileged session to facilitate forensic audits.

| ٩ | م |
|---|----------------|
| Ē | |
| ď | ر ب |

Launch remote connections

⁵ Launch highly secure and reliable remote sessions that completely emulate Windows RDP, SSH, and Telnet sessions from any browser, without a plug-in or agent software.



www.passwordmanagerpro.com passwordmanagerpro-support@manageengine.com

Password Manager Pro Other Salient Aspects

- Automated password reset
- Policy enforcement
- Vaulting mechanism
- Comprehensive audit trails
- **7** Secure data transmission

"

Improved our performance and overall security of systems

"With Password Manager Pro, managing the growing list of system passwords has become much simpler. We have done away with the insecure practice of keeping the passwords in printouts. Password Manager Pro has improved our performance and overall security of the systems we manage on a daily-basis."

Mark Laffan,

Team Leader, Network & Communication Systems, Australian Catholic University, Australia

Password Manager Pro MSP

Password Manager Pro MSP is a web-based privileged identity management solution that helps service providers secure their clients' privileged accounts, control and monitor privileged access to client networks, and adopt stringent security best practices. The solution's multi-tenant architecture also enables MSPs to manage multiple clients' IT assets from a single console, while still achieving complete segregation.

Features and benefits



Securely store client passwords

Securely manage the privileged passwords of customers' IT assets from a single console, while completely segregating customers' data.



Selectively share passwords

Selectively share passwords between MSP administrators and their respective customers.



Launch direct connections

Launch direct connections to remote IT resources, websites, and applications, without the pain of manually entering login credentials.



Automatically reset passwords

Automatically reset resource passwords for servers, databases, network devices, and more.



Control access to client networks

Ensure that users only get access to the passwords they own or are shared with them.



Achieve concurrent controls Entrust the control of the password vault

to the MSP administrator, the end user, or both.

| | < | 3 | ē | 2 | > | |
|---|---|---|---|---|---|---|
| 0 | • | • | • | • | ٠ |) |

Gain visibility on password access

Get a complete picture of who has access to what passwords through intuitive reports.



www.passwordmanagerpromsp.com passwordmanagerpro-support@manageengine.com

Key Manager Plus

Key Manager Plus is a web-based key management solution that helps admins consolidate, control, manage, monitor, and audit the entire life cycle of Secure Shell (SSH) keys and Secure Sockets Layer (SSL) certificates. It provides visibility into SSH and SSL environments and helps administrators take total control of keys to preempt breaches and compliance issues.

Features and benefits



Discover all SSL certificates and SSH keys Discover all SSL certificates in the network, as well as which systems and users have SSH keys.



Store keys and certificates in a centralized inventory

Consolidate all discovered certificates and keys in a secure, centralized repository.



Create and deploy certificates and key pairs

Deploy newly acquired certificates to their respective domain servers. Associate new key pairs with users and deploy them on target systems.



Generate certificate expiration alerts

Receive alerts about soon-to-expire certificates.



Rotate keys periodically

Rotate key pairs automatically at periodic intervals.



Launch direct connections

Launch direct SSH connections with target systems.

Configure key management policies

Enforce policies for key creation. Remove all existing keys for a fresh start or append new keys.



Obtain wildcard deployment details Get a holistic view of all deployed wildcard certificates.

www.keymanagerplus.com keymanagerplus-support@manageengine.com



Access Manager Plus

Access Manager Plus is a web-based privileged session management solution for regulating access to remote systems through secure channels from a unified console. With comprehensive auditing capabilities, it offers total visibility into all privileged access use and lets enterprises manage privileged user sessions in real time, shutting the door on privilege misuse.

Features and benefits



Data center remote access

Leverage simplified, direct connections to remote data centers, and automatically authenticate via jump box support for Windows and Linux platforms.



Enable users to launch direct RDP, SSH, SQL, and VNC connections to remote hosts. Tunnel the connections via encrypted gateways for enhanced security.



RemoteApp support

Allow users and third parties to seamlessly access specific Windows-based remote applications from local desktops.

| (|
|---|
|---|

Bidirectional remote file transfer

Transfer files between a remote system and the local host, or between two remote systems; upload or download files on remote devices using secure protocols like SCP and SFTP.



Privileged session monitoring

Record all sessions, and archive them as video files for post-session review. Control remote connections with session shadowing and termination capabilities.



Access control workflow

Establish a request-release mechanism to scrutinize access requests before approval. Grant users and contractors access to remote systems only upon ticket status verification.



www.manageengine.com/privileged-session-management accessmanagerplus-support@manageengine.com

Unified endpoint management and security

Integrated endpoint management software for managing servers, desktops, laptops, tablets, and smartphones.

Desktop Central

Desktop Central is integrated desktop and mobile management software that helps technicians manage servers, laptops, desktops, smartphones, and tablets from a central location. Automate routine jobs such as installing patches, distributing software, managing IT assets and software licenses, and taking control of remote desktops. ManageEngine also offers a version of Desktop Central exclusively for managed service providers much more.

Features and benefits

Automate your patch management Automate patch deployments related to OS and other third party applications and shield Windows and Mac from security threats. Test and approve patches and run reports on system vulnerabilities.

Deploy software across the organisation
 Install and uninstall both MSI and
 EXE software using built-in templates for package creation.



≣

Simplify asset management

Manage IT assets and software licenses, software usage, prohibited software, and more.

Manage mobile devices and enable BYOD Configure, manage, and secure mobile devices from a central location. Enable location tracking and implement BYOD for smartphones and tablets running iOS, Android, and Windows.

٩

Enable collaboration with remote controls Troubleshoot remote desktops with multi-user collaboration, file transfer, video recording, and more. Shadow a user or control their entire computer during a remote session.

Also available on cloud

| Ę | | |
|---|---|-----------|
| | r | \neg |
| | | |
| | | $-(\Box)$ |
| | L | |

Protect against data loss and mitigate risks

Mitigate risks associated with mobile devices by enforcing device passcodes to prevent unauthorized access, remotely locking devices to prevent the misuse of lost or stolen devices, performing a corporate wipe to remove all corporate data while leaving personal data intact, and much more.



www.desktopcentral.com desktopcentral-support@zohocorp.com

Desktop Central Other Salient Aspects

- USB device management
- Mobile app
- **7** Power management
- **7** User administration
- App management
- **オ** Security management

"

Great view of hardware and software inventory

"Desktop Central is an invaluable part of my day to day operations. I am able to manage two locations with ease and I can be confident that all systems are up to date with security patches. I get a great view of the hardware and software inventory of my systems and the remote control application lets me manage most issues without leaving my desk."

Rick Kaczanko,

IT Coordinator, Village of Plainfield IL

Desktop Central MSP

Desktop Central MSP is comprehensive endpoint management software that helps managed service providers (MSPs) efficiently handle their clients' desktops, servers, laptops, and mobile devices from a central location. It enables MSPs to systematically manage and cater to organizations of all sizes.

Features and benefits

Patch management

Automate patch deployment for more than 850 first and third-party applications, so you can test patches, roll back deployed ones, track system health statuses, and more.

Software deployment

Remotely deploy applications to client computers from your remote monitoring and management (RMM) software, and provide support to end users through a selfservice portal.



Mobile device management

Manage Android, iOS, and Chrome devices. Wipe, lock, and geo-track remote devices, enforce passwords and encrypted backups, restrict camera use, etc.

Professional Services Automation (PSA) Integration

Integrate RMM software with ManageEngine's own PSA software, and manage your clients, billing, projects, tickets, and SLAs with ease.



Asset management

Track granular asset data for hardware and software, including usage statistics, blacklisted applications, warranty, licenses, etc.



• Remote control

Utilize a dedicated, built-in, single-click remote control feature with video and audio call support, file transfer, shortcuts, session recording, etc.



Configurations

Create baselines and manage any and all types of customer environments in terms of settings with 50 predefined configurations and more than 100 scripts in the script repository.



Reports

Choose from more than 130 out-of-the-box reports, and create custom reports according to your requirements.



www.desktopcentralmsp.com msp-desktopcentral-support@manageengine.com

Mobile Device Manager Plus



With employees rapidly embracing smartphones and tablets as their go-to devices, concerns regarding enterprise security are on the rise—especially since mobile devices are more likely to be subject to theft, data loss, and threats from malware. Mobile Device Manager Plus is an enterprise mobility management solution that helps enterprises harness the power of mobility while still providing optimum security.

Features and benefits

| 17 | |
|---------------|---|
| 1 :6 | F |
| 1 1 | F |
| $\overline{}$ | |

Simplify device enrollment

Enroll devices manually or in bulk, or make users self-enroll their iOS or Android devices with two-factor authentication.



Manage all business critical applications

Install in-house and purchased apps silently, create a custom app catalogue, blacklist and whitelist apps, and more.

| 8 |
|---|
| • |

Separate corporate and personal information in each device

Enforce corporate containers on employeeowned devices to separate work and personal apps. Prevent communication between trusted and untrusted apps.

| | (e)) | Γ |
|---|------|---|
| ļ | • | 1 |
| | | |

Remotely distribute and manage documents

Provide access to documents from trusted apps only, and restrict third-party apps from accessing and backing up distributed content. Distribute content in over 10 different document formats including PDF as well as Excel and Word-related extensions.

| Ŕ |
|---|
| 0 |
| |

Provide secure access to the corporate email

Integrate with email platforms such as Microsoft 365, Exchange Server, Active Directory, and Azure AD. Restrict access only to enterprise approved apps and accounts.

| 2 |
|----|
| ΞŪ |

Fortify enterprise security with mobile device management

Easily discover jailbroken and rooted devices within the network. Locate devices geographically and wipe their data to ensure data safety.



Mobile Device Manager Plus MSP

Mobile Device Manager Plus MSP is a mobile device management solution available on cloud and on-premises, designed for managed service providers (MSPs) to efficiently segregates and manage the complete life cycle of mobile devices running on Apple, Android, Windows, and Chrome OS for multiple clients.

Features and benefits

App management

Install, delete, and update in-house and store apps silently, create your own app catalogue, restrict blacklisted apps, test your enterprise apps before deployment, and more.

Profile management

8

· · · · · •

Preconfigure basic settings such as Wi-Fi, VPN, and certificates; you can also ensure devices adhere to corporate policies for different departments and roles, and associate them with appropriate groups.

Email management

Ensure only managed devices access corporate mailboxes and e-mail attachments.

Asset management

Scan and fetch details of installed apps, enforced restrictions, installed certificates, and device hardware details.



Content management

Remotely distribute your corporate documents online, and ensure they're accessed only using corporate apps. There are also settings to prevent unauthorized third-party backup.

Security management

Configure stringent security policies such as passcode and data leak prevention policies to protect corporate data at rest, in use, and in transit while also enhancing device security by configuring geo-fences for devices.

| F | | | | 1 |
|---|---|---|----|---|
| | | | _ | |
| | Г | 4 | 1 | |
| | - | - | ۰. | |

⋳

Audits and reports

Audit mobile devices with out-of-the-box reports such as rooted devices, devices with blacklisted apps, devices with expiring warranty,etc.



www.mobiledevicemanagerplusmsp.com msp-mdm-support@manageengine.com msp-mdmcloud-support@manageengine.com

OS Deployer

OS Deployer automates the disk imaging and deployment process. It helps administrators capture images of different OS versions and store them in a network share, to create different deployment templates for various employee roles and deploy images to new systems all from a central management console. By standardising their OS, enterprises can reduce the number of resources allocated to support, training, and management of OS.

Features and benefits

Automate OS imaging

Capture the master image of a computer, including OS and applications, using offline or online imaging.



Streamline OS deployment

Quickly provision new computers or repair OS using automated OS deployment.



Create multiple deployment templates

Create and maintain different deployment templates to match user roles or departments.



Utilize universal deployment

Maintain a single master image, regardless of target computers' hardware.



Remote Access Plus

Remote Access Plus is an enterprise remote support solution that helps system administrators and IT help desk technicians troubleshoot remote computers from a central location. Powerful features like advanced remote control and remote file transfer offer end users an elite remote support experience and reduce troubleshooting time from days to minutes.

Also available on cloud

Features and benefits

| Q. | ۶ |
|----|-------|
| | |
| ď | ' |

^o Leverage advanced remote control

 Reach out to all the computers in your corporate network irrespective of their location.



Resolve issues in seconds

Troubleshoot faster using powerful tools and ensure you never bump heads with employees' work flow.



Instantly collaborate with all stakeholders

Bring technicians together to troubleshoot each issue as a team.



Generate powerful reports

Maintain records of all initiated remote sessions, including chat history and modified registry values.



www.remoteaccessplus.com remoteaccessplus-support@manageengine.com remoteaccesscloud-support@manageengine.com

Patch Manager Plus

Patch Manager Plus can help find all missing patches and vulnerable systems on a network and provides the necessary information needed for successful patch management. Patch Manager Plus provides real-time patch management metrics such as patch status dashboards, patch compliance audits, patch management reports.

Features and benefits



Patch over 750 applications

Deploy patches to Windows, Mac, Linux platforms and third-party applications. Seamlessly patch desktops, laptops, servers, roaming devices, and virtual machines, all from a single interface.



Automate patch management

Reduce the time spent on patch management by automating everything from scanning and assessment to deployment and reporting. Test patches and approve deployment to production environments automatically.



Meet unique deployment needs

Configure deployment policies to install patches during non-business hours. Decline patches to specific groups and departments.

| \equiv |
|----------|
| liio |

Identify and report on patch compliance

Gain greater visibility into patch compliance and patch status of endpoints with flexible, real-time audits and reporting. Utilize customisable query reports, dashboards, and views.



Patch Connect Plus

Patch Connect Plus enables admins to deploy patches to over 250 third-party applications and integrates with an existing Microsoft System Center Configuration Manager (SCCM) setup. It saves time and effort by performing various patch management tasks from a single interface

Features and benefits



Automate non-Microsoft patch management

Schedule regular scans and gain vulnerability information for all managed systems. Automatically deploy patches using SCCM's patch management infrastructure.



Patch only required applications

Implement a patch approval process for better control over which applications get patched. Receive patch status reports and deploy patches at any required time.

Receive notifications on patch updates

Receive status reports on available patches. View the last time the database was updated as well as new products being supported by Patch Connect Plus.



www.patchconnectplus.com patchconnectplus-support@manageengine.com

RMM Central

RMM Central is a unified solution that helps MSPs manage and monitor multiple client networks from a single console. With capabilities that simplify the everyday management routines of MSPs, including patch management, remote access and performance monitoring, RMM Central's holistic approach ensures that resources and efforts are minimized, and return on investment is maximized.

Features and benefits



Real-time network monitoring

Automate the network discovery process with robust features aimed at making the process simpler, less time-consuming, and more effective. Identify and fix performance issues before they get out of hand.



Track physical & virtual servers

Monitor and manage physical and virtual servers across multiple vendor OSs. Monitor critical performance metrics like availability, CPU, disk space, and memory utilization across all servers.

Automate patch management

Automate patch deployments for OS and third-party applications and shield Windows and Mac from security threats. Combat critical and zero-day vulnerabilities, test and approve missing system patches.

Take instant remote control

Troubleshoot remote desktops with multi-user collaboration, file transfers, video recording, and more. Shadow a user or control their entire computer during a remote session.



Simplify asset management

Gain full visibility into the status of your client's network. Manage hardware and software assets, and software licenses; meter software usage; detect and blacklist malicious applications, and more.

| | _ | 1 | L |
|------|---|---|----|
| | | r | 70 |
| - I. | | (| - |

In-depth analysis and reporting

Detect and remediate security issues, identify missing patches, update customized security configurations to each network, and analyze more utilizing over 100 reports.



manageengine.com/remote-monitoring-management rmmcentral-issues@zohocorp.com

Browser Security Plus

Browser Security Plus helps IT administrators manage and secure browsers across their enterprise's network. Admins can enforce security policies, control browser extensions and plug-ins, sandbox and lockdown enterprise browsers, and ensure compliance to established browser configurations to protect their network from browser-based threats.

Features and benefits

| 6 | |
|-------|----|
| - (40 | 3) |
| | 12 |
| - | - |

Detect and manage vulnerabilities
 Obtain complete visibility into your network's browser usage trends and browser add-ons.



Ensure compliance with security configurations Push security configurations to different browsers from a

single console.



Control browser plug-ins, extensions, and sites Regulate access to browser-based applications and

components across your network.

```
Audit browser security and generate reports
Uncomplicate your network and obtain 360° visibility with
our wide array of reports.
```



Application Control Plus

Application Control Plus is advanced enterprise security software that brings endpoint privilege management and application control capabilities together. It gives organizations greater control over their critical systems and applications by permitting enterprises to create dynamic, organized lists of applications that they can whitelist or blacklist based on their requirements.

Features and benefits



Malware prevention

Limit the chances of malware intrusions and advanced persistent threats (APTs) by blacklisting malicious executables.

Trust-centric approach

Allow only what you trust by leveraging application whitelisting.

Rule-based list building

Simplify list management with application whitelists and blacklists built on rules like product, vendor, hash value, and executables with valid certificates.

済 合 Flexible customizations

Manage graylisted applications as per requirements by choosing to execute the application control functionalities either in audit mode or strict mode.



Endpoint privilege management

Run business-critical applications with restricted privileges to prevent attacks based on privilege elevation or compromised credentials.



www.manageengine.com/application-control applicationcontrolplus-support@manageengine.com

Vulnerability Manager Plus

Vulnerability Manager Plus delivers comprehensive vulnerability scanning, assessment, and remediation across every endpoint in a network—all from a centralized console. A vulnerability assessment tool should act as a strategic partner for security teams, providing them with the knowledge required to assess vulnerabilities from an attacker's perspective.

Vulnerability Manager Plus is a top-notch software vulnerability assessment tool, equipped with the risk background necessary to understand the impact of threats and react accordingly.

Features and benefits

Vulnerability assessment

Assess and prioritize vulnerabilities based on exploitability, severity, age, affected system count, as well as the availability of a fix.

Web server hardening

Obtain details on the cause, impact, and remedies of web server security flaws. This information helps to establish and maintain servers that are secure and immune to all kinds of attack variants.

Patch management

Customize, orchestrate, and automate the entire patching process. Download, test, and deploy patches automatically to Windows, macOS, Linux, and over 250 third-party applications.

Security configuration management

Ensure network systems are secured with complex passwords, the principle of least privilege, and memory protection, as well as compliant with CIS and STIG security guidelines.

Ĩ∎þ

High-risk software audit

_________ Identify remote desktop sharing programs, end-of-life applications, peer-to-peer software, and other software that's deemed unsafe, and quickly uninstall them from endpoints.

Zero-day vulnerability mitigation

Deploy pre-built, tested scripts without waiting for a patch to secure the network from zero-day vulnerabilities.



Device Control Plus

Device Control Plus is a comprehensive data leak prevention solution that secures data from unauthorized accesses through removable storage devices. It offers everything needed to protect data from malicious USBs—a trusted device list, file access and transfer control, on-demand reports, temporary access, and more.

Features and benefits



File access control

Set file transfer restrictions to prevent unauthorized data movement to or from your computer with role-based access control (RBAC).



File transfer control

Eliminate unprecedented data transfers and limit file transfers by setting the maximum file size and file type that can be transferred from your computer.

Device and port control Control all ports and con

Control all ports and connected removable devices, block unauthorized access to data, and monitor all device and file actions.



Temporary access

Grant temporary access to removable devices to prevent excessive access privileges.



Trusted device list

Create a trusted device list and authorize only those devices to have access to your computer.



Reports and audits

View detailed audits and reports to know who is using what peripheral device, such as a USB memory stick, and on which endpoint.



www.devicecontrolplus.com devicecontrolplus-support@manageengine.com

Security information and event management

Intelligent solutions for securing physical and virtual infrastructures.



Log360



Also available on cloud

Log360 is a comprehensive SIEM solution for all log management and network security challenges. As an integrated solution combining the advantages of EventLog Analyzer, ADAudit Plus, and Cloud Security Plus, Log360 helps admins tackle network security, Active Directory auditing, and public cloud management easily.

Features and benefits



Achieve integrated compliance management

Implement a solid security solution for auditing every critical enterprise resource to meet compliance regulations like PCI DSS, SOX, HIPAA, and the GDPR. Generate compliance reports from predefined templates, schedule report generation, and export reports to PDF or CSV to give to auditors.



Keep networks safe and sound

Collect and analyze log data from all critical resources in real time to mitigate both internal and external threats. Utilize a reporting console, correlation engine, real-time event response system, and search engine to see even the smallest details about network security.

(\) Leverage real-time Active Directory auditing

Use real-time alerts and out-of-the-box reports to flawlessly perform Active Directory auditing and change monitoring. Get detailed information on Active Directory objects, track suspicious user behaviour, monitor critical group and OU changes, and more.



Obtain complete network visibility

Audit and secure your on-premises machines such as Windows, Linux/Unix, SQL, IIS servers and cloud platforms such as AWS, Azure, and Microsoft 365. Periodically review security events with pre-built reports and receive alerts for security events of interest.

| \neg | - |
|------------|---|
| <u>ب</u> ر | ר |
| | ł |

Monitor files and folders in real time

Thoroughly audit activities on files and folders. Track every access, creation, deletion, modification, and permission change made to files and folders to ensure the security of confidential data.



www.manageengine.com/log360 log360-support@manageengine.com

EventLog Analyzer

EventLog Analyzer is a log management and analysis tool that detects networks threats quickly and easily. Designed to collect and process massive amounts of log data from practically any unencrypted log, this SIEM solution can easily scale to any IT deployment and protect it from all types of internal and external threats.

Features and benefits



Take advantage of universal log parsing and indexing

Collect, analyse, report on, and archive unencrypted, human-readable logs from practically any machine.



Secure log archival

Automatically archive all event logs and syslogs collected from Windows and UNIX devices, routers, switches, and other syslog devices.



1000+ pre-built audit reports

Meet all your auditing needs with thousands of customizable, pre-built reports, which can be customized, scheduled, and distributed as you require.



Enable real-time alerts and follow-up actions

Configure real-time alerts via email or SMS for critical events or contingencies. Trigger follow-up actions, such as activating a program, when a specific event occurs.



Swiftly search through log data

Effortlessly search through terabytes of log data to locate a security event. Zero in on security events using powerful log searching capabilities, including everything from wildcard to advanced search.



Firewall Analyzer

Firewall Analyzer, agentless log analytics and configuration management software, helps network administrators understand how bandwidth is being used in their network. Firewall Analyzer is vendor-agnostic and supports almost all open-source and commercial network firewalls from popular vendors such as Check Point, Cisco, Juniper, Fortinet, Palo Alto Networks, and more.

Features and benefits



Ensure compliance requirements are met

Automate compliance audits with out-ofbox reports and validate firewall security with security audit and device configuration analysis reports.



Track all firewall changes

Get instant notifications about changes, and view a complete trail of all changes made to firewall configurations.



Keep tabs on user activity

Automatically identify users that are streaming videos, using file sharing services, going on social networks, etc. for greater visibility into high-risk users.

4

Monitor network traffic and bandwidth

Perform network behavioral analysis by monitoring for sudden spikes in bandwidth consumption, and get in-depth details about users.

Manage and maintain firewall policies Analyze the usage and effectiveness of firewall rules and fine-tune them for optimal performance.

| _ | |
|---|---|
| q | ٤ |

Perform network forensic audits

Search firewall logs and pinpoint the exact log entry indicating the cause of a security event in minutes.



www.fwanalyzer.com fwanalyzer-support@manageengine.com

Firewall Analyzer Other Salient Aspects

- IPFIX & NetFlow Support
- Security Device Log Analysis
- ↗ Admin Audit & Archive

"

More-than-capable solution for monitoring and managing multiple firewalls

"As an IT infrastructure service provider for global corporations, we needed a centralized firewall monitoring solution for our multi-vendor, multi-tenant, virtualized environment. Firewall Analyzer proved to be a more-than-capable solution for monitoring and managing multiple customer-specific, virtual firewalls. Firewall Analyzer provides us with customer-specific client views, and mutually exclusive, individual firewall reports and alerts for each of our customers."

Scott Fenna,

Senior Consultant, Computacenter

ADAudit Plus

ADAudit Plus is an IT security and compliance solution designed for Windows-based organisations. It provides in-depth knowledge on changes affecting both the content and configuration of Active Directory and servers. Additionally, ADAudit Plus provides thorough access intelligence for desktops and file servers (including NetApp filers), enabling admins to protect organisational data.

Features and benefits

Receive Active Directory alerts and

monitor changes in real time Record any change in Active Directory, 24x7. Get instant notifications when changes occur, including who did what, from where, and when.



Monitor user logon activity

Get a detailed report of users' logon and logoff activity, whether they happen via workstations or terminal services.

Get a complete audit trail for privileged user activity

Track what administrators do. Get details about activities carried out by other privileged accounts as well.

=

Audit file access activity

See what files and folders users are accessing. Track every activity they carry out on a file, including reading, deleting, copying, or moving files.



Detect anomalies instantly

Get alerted about unusual events—such as logons during non-business hours or dubiously high invalid logon attempts—before they lead to catastrophe.

| - |
|-----------|
| |
| (\circ) |
| |

Perform context analysis of events

Leverage profile-based event trackers, filters, and event fetching rules to view every change and event from a broader perspective and easily detect incidents.



www.adauditplus.com support@adauditplus.com

ADAudit Plus Other Salient Aspects

- Report & Alert Profiles: Configure your own event trackers and alerts
- **オ** File Integrity Monitoring
- Dedicated Privileged Account Monitoring

- Removable Storage Auditing (Win 8 & above)
- "Before and After" Picture for Every Change (for Windows 2008 & above)
- Prepackaged IT compliance reports for SOX, HIPAA, PCI, FISMA, and GLBA

"

Prepackaged just the way the industry needs it

"No other software works as effectively or easily as ADAudit Plus. None were as simple to install and jump right in to start using. All audit requirements from HIPAA are covered in ADAudit Plus. We have passed an in-depth PEN audit test and several industry-related security audits because we are using ADAudit Plus. It's extremely simple and cost-effective."

Renee Davis, CIO, Life Management Center

"

Real time IT security at nominal costs

"ADAudit Plus helps me be in command of the technical environment in my Active Directory network. It is easier to find logs and manage more effectively. The low cost for the many features got our attention."

Diego Pontes, IT Coordinator, Tecnisa

SharePoint Manager Plus

This SharePoint reporting and auditing tool puts you in control of your SharePoint implementation. Besides offering complete visibility of SharePoint infrastructure, it presents all the data it takes to manage it. Additionally, the tool tracks and alerts about changes to SharePoint server configurations and security settings.

Features and benefits



Enterprise-wide Visibility

From server farms to documents, every aspect of SharePoint infrastructure is identified and reported, no matter how wide the enterprise is. Nothing is missed irrespective of whether yours is an on-premise, hybrid, or cloud implementation.



Exclusive Reporting for SharePoint Online

Predefined, out-of-the-box reports for your SharePoint Online.

Permission Tracking

The tool scans the entire farm(s) and reports in detail the different permissions a user holds on the different sites in the farm. (Directly assigned permissions are identified too.)



Tracking Changes to SharePoint Content

Changes to all SharePoint content including changes to audit settings themselves, documents checked in/out along with timings -are captured and documented.

Security Configuration Change Auditing From changes to groups to unique permissions set, every change critical to SharePoint access and security is audited.

Prompt Alerts for Better Security The tool can be configured to alert any change (whether to content or security settings) in the SharePoint ecosystem.



www.sharepointmanagerplus.com support@sharepointmanagerplus.com

M365 Security Plus

M365 Security Plus is a complete Microsoft 365 security solution. It helps prevent security breaches and protect your Microsoft 365 environment with advanced auditing, real-time alerts, around-the-clock monitoring, automated content search, and more.

Features and benefits

Granular auditing

Ξ

(4)

Prevent security breaches with predefined granular audit reports on user and admin activities, failed logon attempts, file access, and role changes. Or create custom audit profiles to suit your security requirements.

24x7 monitoring

Stay on top of service outages with around-the-clock monitoring of the health and performance of Microsoft 365 features and endpoints. Receive instant notifications when a decline in service health is detected.

Real-time alerting

Provide quick remediation for critical events with real-time alerts. Create custom alert profiles for changes in passwords, malware filters, security settings and more.

| - |
|-------|
| |
| _ |

Advanced content search

Scrutinize emails with automated content search to detect personal information such as Social Security numbers, login credentials, and more. Configure alerts to be notified of potential spear phishing attacks.

| K |) |
|---|----------------------|
| Ć | $\boldsymbol{\prec}$ |

Help desk delegation

Create custom help desk roles, and delegate routine tasks to non-admin users without the elevation of their permissions in Microsoft 365. Leverage advanced delegation features to ease the admin workload.



Cloud Security Plus

Cloud Security Plus provides complete visibility into both AWS and Azure cloud infrastructures. With comprehensive reports, easy search mechanisms, and customisable alert profiles, admins can track, analyse, and react to events happening in their cloud environments. Cloud Security Plus protects cloud environments and facilitates smooth and secure business operations.

Features and benefits

Centrally manage public clouds

Manage major public cloud platforms, including Amazon Web Services (AWS) and Microsoft Azure.



Easily search through log data

Find specific information with the smart log search engine or advanced search.

Receive detailed AWS cloud environment reports

Generate detailed, predefined reports on events occurring in Amazon EC2, Web Application Firewalls (WAF), Relational Database Service (RDS), Lambda, Security Token Service (STS), Elastic Block Store (EBS), Virtual Private Cloud (VPC), Elastic Load Balancer (ELB), and Simple Storage Service (S3).



Track Microsoft Azure activity

Generate reports that provide insights on user activity and any changes made to network security groups, virtual networks, DNS zones, virtual machines, databases, and storage accounts.

| Â |
|---|
| • |
| |
| |

Configure real-time alerts

Get notifications via email when unusual activity, web attacks, anomalous trends, and other security threats occur.



www.cloudsecurityplus.com support@cloudsecurityplus.com

DataSecurity Plus

DataSecurity Plus is a change monitoring and notification tool for Windows file servers. With the help of lightweight agents, it monitors the files and shares on target systems in real time. It provides real-time reports, alerts about user actions on files, and in-depth analysis of file access attempts. DataSecurity Plus offers truly continuous monitoring for Windows file ecosystems.

Features and benefits

| - | - |
|---|---|
| Έ | |

Complete Insight into Every Change

Every change made or action performed on a file is reported along with details including who did it, when, and from which IP address.



In-depth File Access Analysis

With its ability to examine file access patterns, this tool easily exposes rogue accesses by malware or insiders.



Configurable, Real-time Change Notifications

Configure the tool to get real-time alerts about changes you deem adverse, e.g., file permission changes or unauthorized access attempts.



Automatic Follow-ups for Alerts

You can configure the tool to automatically execute a command or custom script when an alert is triggered.



Ransomware Detection

Threshold based file access alerts and file access patterns expose ransomware and other malware before they could do serious damage.



Real, Continuous File Integrity Monitoring

Learn about any untoward changes to the system state the moment those changes happen and before they could do any damage.



Storage Analysis Reports

Get insights about how the disk space is utilized.



FileAnalysis

FileAnalysis is a comprehensive file storage and security analysis solution that specializes in examining disk space usage, managing redundant, obsolete, and trivial (ROT) data, and analyzing file permissions. It helps locate and delete junk, duplicate, and stale files to reduce data storage costs. Additionally, it helps identify at-risk data such as overexposed files in unsecured locations, files with permission hygiene issues, and more.

Features and benefits

ROT data management

Reclaim primary storage space by locating and purging ROT data from your IT ecosystem.



Disk space analyzer

Track disk usage patterns and consumption rates to notify admins when free space falls below a preconfigured limit.



Identify overexposed files

Find folders and shares with excessive access rights such as those open to everyone or those that allow full control access.

| | 201 |
|---|------------|
| l | <u>_</u> Q |
| | |

Find orphaned data

Identify and manage files owned by inactive, disabled, or deleted users to minimize the risk of data theft.



Permission analyzer

Analyze and report on users' effective permissions across all files and folders to prevent privilege abuse.

Data risk scanner

Identify data most vulnerable to security threats, and remediate it as required to improve your organization's security posture.

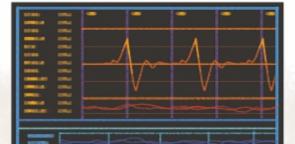


www.manageengine.com/file-analysis/ support@datasecurityplus.com

IT operations management

Powerful and scalable management for networks, applications, and cloud environments.





OpManager Plus

OpManager Plus is an integrated network performance management solution that eliminates the need for multiple monitoring tools and provides greater visibility across the entire network. Packed with advanced network management capabilities for monitoring networks and servers, OpManager Plus keeps track of configuration changes; analyzes firewall rules, logs and policies; and detects IP addresses and switch ports.

Features and benefits



Network monitoring

Protect your network from issues by monitoring your network in real time using both proactive and reactive network monitoring techniques.



Server monitoring

Track the performance of your physical and virtual servers by monitoring their status, availability, health, and performance.



Bandwidth management

Obtain a holistic view of your network traffic patterns by analyzing various flows such as NetFlow, sFlow, JFlow, etc. Identify and troubleshoot bandwidth bottlenecks and anomalies efficiently.



Network configuration management

Automate and control the entire life cycle of device configuration management and compliance management for switches, routers, firewalls and other network devices.

Firewall log management

Track firewall policy changes, optimize firewall performance, and maintain firewall compliance standards. Analyze firewall rules and monitor configuration changes using CLI-based configuration monitoring.

IP address and switch port management

Easily manage switches and IP address space. Troubleshoot frequent network problems such as network connectivity, availability, performance, health, and latency of any IP node or switch ports in the network.

📸 Application management

Gain deeper insights on business-critical applications and the servers that they run on, and ensure that revenue-critical applications meet end-user expectations.



www.opmanagerplus.com opmanagerplus-support@manageengine.com

OpManager Plus Other Salient Aspects

- Threshold based monitoring
- 100+ reports
- Reactive network monitoring
- System health monitoring
- Advanced security analytics
- User activity tracking

"

A comprehensive network monitoring and management tool

"I see OpManager as a valuable tool to provide complete network system and application monitoring. I found it very user-friendly, easy to deploy, and overall a comprehensive network management tool, that could find issues anywhere in the network."

John Jordan,

Technical Analyst, ZEDA Limited

"

Excellent value for money and feature rich

"When it comes to Network Monitoring systems, OpManager is the obvious choice. Feature rich and integrated to our Service Desk tool. In OpManager we have a great tool which satisfies all our requirements and at an extremely affordable rate."

Information Systems Manager, Australian Aerospace Limited

OpManager

OpManager offers comprehensive network monitoring capabilities that help admins monitor network performance, detect network faults in real time, troubleshoot errors, and prevent downtime. As a powerful network monitor, OpManager supports multi-vendor IT environments and can scale to fit any network, providing complete visibility and control over the entire network infrastructure.

Features and benefits



Monitor networks in real time Monitor the performance of network devices in real time via live dashboards and graphs. Measure critical metrics like packet loss, errors, and discards.



Track physical and virtual servers

Monitor critical performance metrics like availability, CPU, disk space, and memory utilization across physical and virtual servers.



Perform in-depth bandwidth analysis

Analyze the bandwidth consumed by users and apps via NetFlow, sFlow, jFlow, and IP FIX to start shaping traffic.



Handle network configuration changes Back up, push, and revert configurations

from OpManager's web interface. Receive notifications about unauthorized configura-



Analyze firewall logs

Collect, analyze, and archive firewall logs to maintain security and compliance. Identify and fix security loopholes instantly.

| \subset | С |) |
|-----------|---|---|
| Ō | |) |

Manage and track switch ports

Track switch ports and the devices connected to them in real time. Use SNMP to group switches and manage switch ports.



OpManager MSP

OpManager MSP is comprehensive network and server management software crafted for MSPs that enables proactive monitoring of the performance, health, and availability of clients' networks. It readily monitors devices from multiple vendors out of the box and is compatible with contemporary network technologies. OpManager MSP's multi-tenant software architecture enables MSPs to manage multiple clients concurrently and cater to their diverse needs with customizations and automations.

Features and benefits

- ç
- Multi-tenant software architecture Manage network operations of multiple customers concurrently from a central console.
- Seamless, secure user management Grant role-based access to users, and authenticate them on multiple fronts, such as local authentication, Active Directory authentication, and RADIUS authentication, and eliminate the need for a third-party identity management tool.



Network performance and availability monitoring

Monitor crucial performance metrics of multi-vendor network devices, routers, switches, and servers using SNMP/WMI.



Multi-vendor compatibility and support

It is compatible with devices from all major vendors in the market and has more than 9,500 device templates for out-of-the-box monitoring.



Vivid network visualization

Visualize your clients' network devices graphically via different formats, such as business views, Google or Zoho maps, Layer 2 maps, floor views, and rack views.

.... F

Foolproof fault management

Detect events and isolate faults that could impact network performance. Color-code alarms based on severity, segregate alarms based on customer, or view all generated alarms in one place.

| _ | |
|-----------|--|
| ار ہ ا | |

Network performance and health reports Generate customer-specific performance and availability reports on demand, and view historical stats or trends that can be

| c | | 000 |
|---|----|-----|
| l | 88 | Ē |

Customizable dashboards and widgets Create customer-specific dashboards to

scheduled at predefined intervals.

monitor critical performance and health metrics from a central console.



NetFlow Analyzer

NetFlow Analyzer, a complete traffic analytics tool, leverages flow technologies to provide real-time visibility into network bandwidth performance. It enables admins to collect, analyze, and report on what their network bandwidth is being used for and by whom. As a powerful bandwidth monitoring tool, NetFlow Analyzer can optimize the bandwidth usage of over a million interfaces worldwide, apart from performing network forensics and network traffic analysis.

Features and benefits

- Analyze and monitor bandwidth traffic Monitor network bandwidth and traffic patterns at the interface level. Get real-time insight into network bandwidth with oneminute granularity reports.

Perform forensic analysis on network traffic Detect a broad spectrum of external and

internal security threats using Continuous Stream Mining Engine technology. Track network anomalies that surpass your network firewall.

Enable application monitoring

Identify and classify non-standard applications that hog network bandwidth. Reconfigure policies with traffic shaping techniques via ACL or class-based policies to gain control over bandwidth-hungry applications.



Make intelligent capacity and billing plans

Make informed decisions on bandwidth growth using capacity planning reports. Measure bandwidth growth over a period time with long-term reporting. Generate ondemand billing for accounting and departmental chargebacks.

Monitor voice, video, and data communication quality

Analyze IP service levels for network-based applications and services. Ensure a high level of data and voice communication quality using Cisco IP SLA technology.



www.netflowanalyzer.com netflowanalyzer-support@manageengine.com

Network Configuration Manager

Network Configuration Manager is a multi-vendor network change, configuration, and compliance management (NCCCM) solution for switches, routers, firewalls, and other network devices. Network Configuration Manager helps admins automate and take total control of the entire life cycle of device configuration management.

Features and benefits

Manage configurations effortlessly Back up device configurations, keep track of configuration history, compare versions, and upload changes, all from a centralized, online interface.



Monitor changes in real time

Monitor configuration changes, get instant notifications, and prevent unauthorized changes.



Ensure devices are compliant

Define standard practices and policies, and automatically check device configurations for compliance.



Leverage automation for device configuration tasks

Automate all repetitive, time-consuming configuration management tasks. Apply configuration changes in bulk.



Track user activity

Get a complete record of the who, what, and when of configuration changes. Record, archive, and play back actions.

| ~ |
|---|
| |
| $<\!\!<\!\!<\!\!<\!\!\!<\!\!\!<\!\!\!<\!\!\!<\!\!\!<\!\!\!<\!\!\!<$ |

Access multi-vendor support

Manage the configurations of network devices from multiple vendors, including Cisco, Juniper, and HP.



OpUtils

OpUtils is switch port and IP address management software that helps network engineers manage their switches and IP address space with ease. With its comprehensive set of over 30 tools, OpUtils helps network engineers perform network monitoring tasks like detecting rogue device intrusion, tracking bandwidth usage, monitoring the availability of critical devices, backing up Cisco configuration files, and more.

Features and benefits



Keep track of all IP addresses

Scan IPv4 and IPv6 subnets in the network to identify available and used IP addresses.



Manage all switch ports

Scan all the switches in the network and map the switch ports to devices, down to its physical location.



Detect rogue devices

Identify rogue device intrusions and block their access to the network.



Monitor network performance

Monitor critical servers in the network for availability and receive alerts when immediate attention is needed.



Applications Manager

Applications Manager is an application performance monitoring solution that proactively monitors business applications and helps businesses ensure their revenue-critical applications meet end user expectations. Applications Manager offers out-of-the-box monitoring support for over 100 applications and servers.

Features and benefits



Accomplish all monitoring from a single console

Leverage a single, integrated platform to monitor an entire application ecosystem: end users, applications, and underlying infrastructure components such as application servers, databases, big data stores, middleware and messaging components, web servers, web services, ERP packages, virtual systems, and cloud resources.

Troubleshoot and monitor databases Monitor and troubleshoot databases to optimize application performance. Get comprehensive insight into the health and performance of your databases without using an agent. Track slow queries, expensive statements, response times, failures, page faults, and a whole lot of KPIs.

Perform synthetic monitoring with a real browser

Simulate business-critical, multi-page workflows via Selenium-based scripting of tests. Record business-critical transactions using an easy-to-use recorder tool, all without any scripting. Play back recorded transactions at regular time intervals on areal browser, such as Mozilla Firefox, from multiple geographical locations (e.g. enterprise branch offices or actual customer locations).



Monitor web server and service performance

Keep an eye on the performance of web servers, web services, and caching layers in the context of the business applications they support. Get instant notifications when there are problems. Identify the root cause of issues quickly and take corrective measures before end user experience is affected.



Track the health and performance of application servers

Ensure the performance of business application is not affected by infrastructure issues. Get deep visibility into the health and performance of application servers. Understand key performance indicators including resource usage trends such as CPU and memory usage. Get visibility into running processes, JVM usage, and more.



Manage faults by performing root cause analysis

Identify and resolve application faults before end users run into problems. Get notified of problems through email and SMS alerts. Automate problem resolution by executing corrective programs and scripts, as well as sending SNMP traps. Trigger actions based on threshold violations; for example, automatically start, stop,or restart Windows services, VMs, and Amazon EC2 instances when a certain threshold is reached.

www.appmanager.com appmanager-support@manageengine.com eval-apm@manageengine.com sales@manageengine.com



Site24x7



on cloud

Site24x7 offers unified cloud monitoring for DevOps and IT operations. Monitor the experience of real users accessing websites and applications from desktop and mobile devices. In-depth monitoring capabilities enable DevOps teams to monitor and troubleshoot applications, servers and network infrastructures, including private and public clouds. End-user experience monitoring is done from over 90 locations around the world and various wireless carriers.

Features and benefits

Monitor websites

Get deep insight on the uptime and performance of web applications and internet services from over 90 global locations, as well as from within a private network. Ensure DevOps and sysadmin teams gain visibility into critical website performance metrics through powerful dashboards and alerts, enabling them to make instant decisions.



Track real user experience

Gauge the experience of web users and native mobile app users in real time and analyze metrics segmented by browser, platform, geography, ISP, and more to fine-tune performance.

Monitor an entire server stack's health and availability

Stay on top of outages and pinpoint server issues using root cause analysis. Monitor Windows, Linux, FreeBSD, macOS, VMware, AWS, Docker, Azure and other cloud-hosted servers and applications to ensure optimal performance.



Obtain complete control with network monitoring

Comprehensively monitor critical network devices such as routers. switches, firewalls, load balancers, WAN accelerators, printers, and uninterruptible power sources, as well as wireless and storage devices. Help network teams get the deep performance visibility they need to manage complex networks.



Quickly troubleshoot applications

Get unmatched visibility into the way web applications behave. Visualize web transactions from end to end. Track performance metrics for all components, starting from URLs to SQL queries, to identify and resolve performance degradation no matter where issues originate.



www.site24x7.com support@site24x7.com sales@site24x7.com

Site24x7 MSP

Available on cloud

Site24x7 MSP is a cloud-based remote monitoring platform for MSPs. It helps organizations securely manage their customers' front-end and back-end IT infrastructures remotely. It specifically helps with cloud monitoring, network monitoring, applications performance monitoring, and end-user monitoring.

Features and benefits



Infrastructure monitoring

Agent-based server monitoring to view key performance indicators of Windows, Linux, VMware hosts, FreeBSD, Docker, and macOS servers.



Cloud monitoring

Monitor resource usage and operational data for numerous cloud services running on Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP).



Network monitoring

Monitor network performance of devices, such as routers, switches, firewalls, load balancers, printers, uninterrupted power supply (UPS) devices, and storage devices.



Application performance monitoring

Monitor and trace the performance issues of applications running on Java, .NET, Ruby, PHP, Node.js, and mobile platforms.

| \square | 000 |
|-----------|-----|
| Γ | 26 |

End-user experience monitoring:

View the uptime and performance of websites, web applications, API endpoints, mail servers, Domain Name Systems (DNSs), and more from over 100 locations globally.



Q Multi-tenancy

Securely manage the accounts of multiple customers. Gain total visibility into client systems, and scale to accommodate any number of customers.



Remote control

Take action remotely to rectify errors in your client environment using Site24x7 MSP's agent-based monitoring.

Flexible dashboards

Create customized dashboards, network operations center (NOC) views, and business views highlighting all metrics slowing down your website, and share this information with your clients.

 $\overline{=}$

Detailed reports and service-level agreements

Get insightful reports to view the live status of your infrastructure. Send SLA reports to update customers about your service consistency.



Site24x7 APM Insight

Site24x7 APM Insight is an application performance monitoring solution that provides complete visibility into application server performance and various components of web applications. It helps businesses understand the behavior of applications, and eliminate errors by drilling down to individual lines of code.

Features and benefits

| 000 |
|---------|
| \odot |

Response time optimization

Identify the root cause of a slow application to fix it promptly and lower the response time.



Error and exception identification

Capture the entire code flow as a trace to gain insights into all kinds of errors and exceptions in your application to improve your application performance.



Application topology visualization

Understand the way your applications connect and communicate with external components. Identify component failure at a single glance, and debug method-level errors.

E

Database operations monitoring

Get detailed performance metrics to identify slow database calls, database usage, and overall performance of the database furnished with detailed graphical and tabular representations.

Available on cloud

Insightful alerts

Prevent potential catastrophes with AI-powered alerts. Detect unusual behavior or spikes in your application performance, and get notified immediately to take corrective action before your customers are affected.



AlarmsOne

AlarmsOne enables admins to centrally manage alerts from all of their IT management tools. AlarmsOne consolidates IT alerts and intelligently groups them based on host, network device, application, database, and more. It gives deeper visibility into each alert to minimize downtime and maximize performance.

Features and benefits



Manage user privileges

Limit users' actions based on their roles. Whether enabling or disabling access, assigning roles and applications, or selecting a chosen notification channel, maintain full control over user activity.

| ٩ |
|-----------------|
| (\mathcal{V}) |
| |
| ~ v |

Act on alerts

Open, acknowledge, close, and delete alerts as needed. Update the status of an alert to let other users know it's been taken care of, or manually change an alert's severity to update its priority level.

Create custom views and categorize alerts

Easily filter and classify alerts so they don't clutter the alarms page. Generate a report for all the alerts in any view and drill down into the important data.



Ĥ ∎

Curb alert noise and ward off alert fatigue

Define multiple criteria to filter out redundant alerts and get only the necessary notifications.



Automate alert escalation

Notify another technician when on-call staff fails to acknowledge or close an alert. Create escalation policies to decide who receives an alert first, the escalation timeout duration (how long the first recipient has to respond before the alert is sent to the next recipient), and who to notify next.

Available on cloud

Schedule maintenance tasks

Schedule downtime to stop receiving meaningless alerts when IT is under maintenance.



www.alarmsone.com

Site24x7 StatusIQ

StatusIQ is a status and incident communication platform for modern software teams. It helps organizations effortlessly communicate service disruptions, planned maintenance, and real-time statuses to their customers and end users. The product comes with a customization option that helps StatusIQ users customize their status page, and add a personal touch to their customer conversations on the status update.

Features and benefits

Public status pages for transparent communication

Establish a reliable, dedicated channel for publishing updates. This can help deflect support tickets, keep internal stakeholders informed, and turn downtime into an exercise in improving the customer experience.



Incident notifications for end users

Quickly acknowledge incidents and notify your customers about them by posting the incident on your status page with details like current status, severity, and affected services. Keep customers in the loop with information regarding the progress of resolution.

Maintenance notification for end users

Inform customers about upcoming maintenance events to help them prepare for any potential impact by creating a one-time or recurring maintenance schedule that automatically updates the status page and sends email notifications.

Email and SMS notifications for subscribers

Send out notifications to your customers via email or SMS, or enable them to access updates via RSS (really simple syndication). Give them the option to opt-in for notifications from the services they care about to avoid alert fatigue.

Available on cloud

Domain, logo, and page customization

Showcase and preserve your branding throughout the entire incident life cycle. Upload your logo and favicon, and authorize Site24x7 StatusIQ to send notifications on behalf of your email domain to improve recognition with your customers.



www.site24x7.com/statusiq statusiq-support@site24x7.com

IT analytics

Data visualisation and self-service IT analytics for heightened business productivity.

Analytics Plus

Analytics Plus is an on-premises reporting and business intelligence service that helps admins easily analyse their IT data and create insightful reports and dashboards for informed decision-making. Analytics Plus' powerful visualizations offer key insights that are required for making business-critical decisions.

Features and benefits



Connect and upload with ease

Import data from various sources-including files, URL feeds, SQL databases, or cloud databases-to transform data into insightful reports.



Obtain in-depth analysis of KPIs

Build insightful reports and dashboards that use powerful visualizations to identify patterns and anomalies. Drill down to specific metrics to pinpoint areas that need improvement.

Access powerful out-of-the-box integrations

Gain deeper insight into various aspects of IT management—from help desk and customer support operations to network and application monitoring-by integrating with ManageEngine's ITSM, support, and IT operations products.



Share and collaborate

Share reports across an organisation with intuitive export, embed, and publishing options.

| <u>_</u> | |
|----------|--|
| | |
| oill | |

Publish and embed reports

Publish reports so they're accessible to other users. Embed reports and dashboards across websites, intranets, blogs, and applications to reach a wider audience.

| | _ | |
|---|----|--|
| 1 | _ | |
| , | Ξ. | |

Enable smart dashboards

Combine multiple reports into a single, live dashboard. Insert images, formatted text, widgets, and web components in a flexible layout.



www.manageengine.com/analyticsplus analyticsplus-support@manageengine.com

Site24x7 CloudSpend

CloudSpend is a cloud cost analytics and management solution for public cloud platforms. It aims to bridge the gap between capacity planning and cost optimization for resources running in the Amazon Web Services (AWS) environment. CloudSpend's business intelligence insights enable businesses to optimize their operational expenditures and implement effective budget controls across multiple cloud accounts.

Features and benefits



Cost analytics for AWS

Automatically process the raw AWS cloud cost and usage report data files, and extract all the relevant data fields for an up-to-date view of your AWS cloud costs.



Spend analysis

Gain a high-density snapshot of your spending to understand when and where you're accruing costs. Identify the top cost accruing services; see running costs; and view the distribution by region, instance type, component, and more.

Track spending based on business unit ′\$`

Allow account holders and AWS managed service providers (MSPs) to leverage native tags to allocate spending to one or more business units to easily track costs for different teams, projects, and customers.

Budget control

Enable cost control with the help of simplified budget creation workflows. Set up monthly, quarterly, or annual targets for your linked accounts or business units, and get email notifications when your actual costs exceed the budgeted amount.



Business productivity applications

Cloud-based IT management solutions for any business' needs.

Zoho Creator

Zoho Creator is a low-coding platform that lets businesses build online database applications for their unique needs to automate everyday tasks and streamline data management. Apart from countless buildable apps, Zoho Creator offers more than 50 ready-to-use business apps to manage sales, logistics, recruitment, events, support desks, projects, and more.

Features and benefits



Build applications quickly

Create custom business applications in days rather than weeks with the drag-anddrop interface.



Automate business workflows

Add logic to business applications. Design and automate workflows with a minimal amount of coding.



Gain actionable insights

Use custom reports to sift through large amounts of raw data and make meaningful decisions.



Stay connected while on the go

Access and update data remotely with the iOS and Android apps. Instantly capture signatures, scan bar codes, and get location details using a mobile device.



Easy data integration across platforms

Integrate with numerous third-party vendors like Twilio, PayPal, and Zapier, as well as pre-built integrations with other Zoho products.

| | C | |
|-------------------|----|--|
| L L | | |
| $\langle \rangle$ | Ś. | |
| \sim | ~ | |

Ready-to-use business apps

Cater to every aspect of a business with over 50 ready-to-use business apps, including apps that cover logistics, sales, distribution, recruitment, and more.



www.zoho.com/creator sales@zohocorp.com

Zoho Sprints

Zoho Sprints is an agile project management tool that helps businesses plan work without chaining themselves to a roadmap. It is a simple, clutter-free solution that allows products to be improved quickly and continuously, which is the essence of agility. Create user stories, add estimation points, stay on track with personalized Scrum boards, and schedule meetings for reviews and retrospectives—all from one place. Getting agile has never been this easy.

Features and benefits

Adapt to change

Identify and respond to bottlenecks and impediments better with diverse sprint reports that provide comprehensive insights and analytics about any sprint.



Evolve a brand through iteration

Keep products nimble, even while delivering consistent releases. Effortlessly switch between planning and execution as user stories are captured in the backlog and new sprints are started.



Plan and track progress

Visualize progress while iterating towards the next release with a customisable Scrum board.



Track time to save time

Log hours on specific tasks or sprints, and get a clear picture of the work a team is doing.

| 2 | 5 |
|---|---|
| 2 | 2 |

Keep everyone in the loop

Share progress, comment on developments, and engage with teammates. Easily schedule meetings and bring people together.





Zoho Projects

Zoho Projects is a project management application that enables businesses to plan activities, assign work, manage resources, and improve collaboration to get things done on time.

Features and benefits



Plan projects with ease

Organize complex projects into easily manageable units with milestones, task lists, and tasks. Get more refined control with subtasks, recurring tasks, and dependencies.



Gain in-depth insights

Compare the progress of tasks to what was planned using Gantt charts. The resource allocation chart shows who is free, who is engaged, and who is overloaded.



Collaborate seamlessly

Work together with employees, clients, vendors, or consultants—regardless of distance—using various collaboration tools.

Keep track of time

Log billable and non-billable hours using timesheets. Automatically generate invoices from timesheets using the built-in integration with Zoho Invoice.



Track and fix issues fast

Log bugs and track them as they get fixed and tested. Define custom workflows and business rules. Track code changes made in GitHub and Bitbucket.

| | 4 = | = |
|----|-----|---|
| 50 | 32 | |

Manage documents

Make sure teams always have access to the latest version of their project documents. Work together on documents, presentations, and spreadsheets using online document tools.



www.zoho.com/projects sales@zohocorp.com

Zoho Analytics

Zoho Reports is an online reporting and business intelligence service that helps enterprises easily analyse their business data and create insightful reports and dashboards for informed decision-making. Let end users create and share reports within minutes, without any help from IT.

Features and benefits



Connect to any data source

Perform in-depth analysis and report on any data, no matter where it is. Schedule periodic data syncs automatically.



Perform visual analysis

Visually analyse data and drag and drop elements to build insightful reports and dashboards.



Enable hassle-free sharing and collaboration

Develop and share reports with colleagues for more informed decision-making.



💻 White label as needed

Completely re-brand Zoho Analytics and serve it from a custom domain or portal.



Leverage an extensible and scalable BI platform

Build and integrate reporting and analytical capabilities into business applications. This is especially valuable for developers and system integrators.



Zoho Assist

Zoho Assist provides a web-based, on-demand support sessions for remotely aiding customers. Easily set up unattended remote access and manage remote computers.

Features and benefits



Outsource IT and MSP support

Manage remote computers of managed clients from around the world.



Support customers worldwide with on demand support

Support any remote customer through ad hoc or on-demand remote sessions that are joinable through a link or email invite.



Easily set up unattended access

Set up unattended computers (both inside and outside LAN/WAN) by simply deploying an unattended client either on a single computer or a group of computers.



Send files anytime, anywhere

Quickly send updates, patches, or any type of file to customers' computers during remote sessions; customers can send technicians their own files as well. Reboot any remote computer with a single click and reconnect to the session without losing control. Remote computers can even be restarted in safe mode.

Reboot and reconnect any computer

| - | | 1 |
|---|---|---|
| | | |
| | _ | |

Ċ

Provide multiple monitor support

Navigate between two or more monitors connected to a remote computer. The active monitor is automatically detected and remote control is transferred accordingly.



www.zoho.com/assist sales@zohocorp.com

Zoho Workplace

Zoho Workplace is a tightly integrated suite of productivity applications designed to be the online workspace for businesses. For teams and departments in an organization that want to co-create, communicate, and collaborate meaningfully, Workplace is the suite that centralizes and streamlines all team files and communications.

Features and benefits



Fully-featured online office suite

A robust word processor, spreadsheet software, and a presentation tool along with central storage for teams to create, share, and manage files.



Highly secure team communications

Custom domain-based email with built-in contacts and tasks, private and group chat channels, and virtual meeting tools help teams securely communicate as and when needed.



Organization-wide intranet

Build a social media style intranet with focused groups, forum discussions, and published files to help new members of an organization onboard quickly and interact better.

Unified dashboard

Get access to all Workplace apps in one place with a fully customizable unified dashboard offering interactive and actionable widgets displaying the most recent work items.



Powered by Zia

Simplify searches across apps, get powerful insights on documents and spreadsheets, and add flavor to group event activities with Zia, the AI assistant.

| 1005 | 23 |
|-------|----|
| Errer | j |
| | |

Scalability with mix and match plans

Choose different plans for different users based on their storage needs or the level of access required.

| | _ |
|----------|----------|
| - | - |
| | |
| | |
| | |
| | |
| <u> </u> | |

Work on the move

Available on both Android and iOS mobile devices so that users can stay productive even when they're away from their desks.



Zoho Mail

Zoho Mail is a secure, ad-free, enterprise-ready business email suite with features including Calendar, Tasks, Notes, Bookmarks, and Contacts. Our user-friendly suite of applications comes with multiple collaboration tools and advanced security measures.

Features and benefits



Custom domain email address

Secure email hosting for your business emails. Create unique and professional email addresses for your business to give your company the visibility and authenticity it deserves.

| o Powerful Control Panel

Set up your organization accounts easily using the Admin Control Panel. You can manage your organization's mailboxes, configure email policies, set up restrictions, and more.

Easy migration

Our application-specific migration tools and POP/IMAP migration allows you to switch to a better email experience in a few simple steps, giving you hassle-free migration from any service. Ed

Email retention and eDiscovery

Retain organization emails for a specified period to comply with industry standards and internal policies or even counter legal attacks. Use eDiscovery to retrieve any retained email.

Security and privacy

With the finest practices in privacy, email security, and compliance, Zoho Mail has earned ISO/IEC 27001, ISO/IEC 27017, ISO/IEC 27018, SOC 2 Type II, and ISO/IEC 27701 certifications. Zoho Mail is also GDPR compliant.



Mobile access

Native iOS and Android apps for Mail, Mail Admin, and Streams let you manage your business communications even when you're away from your desk.



zoho.com/mail support@zohomail.com

Awards and recognitions

Gartner

Five ManageEngine products made it into Gartner's Magic Quadrant

Applications Manager - Application Performance Monitoring
 Log360 - Security Information and Event Management
 PAM360 - Privileged Access Management
 ServiceDesk Plus - IT Service Management
 Desktop Central - Unified Endpoint Management (Midmarket Context)

Forrester

Four ManageEngine products made it into The Forrester Wave

Desktop Central - Unified Endpoint Management ServiceDesk Plus - Enterprise Service Management PAM360 - Privileged Identity Management Zia - Chatbots for IT Operations



Three ManageEngine products made it into the
KuppingerCole Leadership Compass
Desktop Central - Unified Endpoint Management
PAM360 - Privileged Access Management
Log360 - Security Orchestration Automation and Response



ManageEngine made it into the IDC MarketScape Vendor Assessment report

Desktop Central - Worldwide Unified Endpoint Management Software

CONTACT US

Zoho Corporation has offices at the following locations.

USA

California

Zoho Corporation 4141 Hacienda Drive, Pleasanton, CA 94588. Phone: +1 925 924 9500 Fax: +1 925 924 9600 eFax: +1 925 369 0436 Email: sales@manageengine.com

Texas

Zoho Corporation 6800 Burleson Rd, Building 310, Suite 200, Austin, TX 78744. Phone: +1 888 720 9500 Phone: +1 888 791 1189

India

Chennai

Zoho Corporation Private Limited Estancia IT Park Pvt Ltd Plot No. 140 & 151, GST Road, Vallancherry Village, Chengalpattu Taluk, Kanchipuram District 603 202. Phone: +91 44 67447070 / 71817070 Fax: +91 44 67447172

Tenkasi

Zoho Technologies Pvt Ltd Silaraipuravu Village, Mathalamparai, Tenkasi, Tirunelveli District 627 814.

Renigunta

Zoho Technologies Pvt Ltd 16-237, Srikalahasti Road, Renigunta Pillapalem, Renigunta, Andhra Pradesh 517520.

Singapore

Zoho Corporation Pte Ltd 138 Cecil Street, #08-01 Cecil Court, Singapore 069538. Main Line: +65 6334 4486 Fax: +65 6281 9188 Email: sg-sales@manageengine.com

China

Beijing

Zoho (Beijing) Technology Co., Ltd. 3F, KPHZ International Technology Transfer Center,No.28, Houtun Road, HaiDian District,Beijing, China, 100192. Tel: +86 400 660 8680 Fax: +86 10 82637827 Email: china-sales@zohocorp.com Website: www.manageengine.cn

Japan

Yokohama

Zoho Japan Corporation Minato-Mirai-Center building 13F, 3-6-1, Nishi-ku, Yokohama 220 0012. Tel: +81 45 319 4611 Fax: +81 45 330 4149

Australia

New South Wales

Zoho Corporation Pty Ltd 10/130 Jonson Street, Byron Bay, NSW 2481. Website: www.manageengine.com.au

The Netherlands

Utrecht

Zoho Corporation B.V. Beneluxlaan 4B 3527 HT UTRECHT. Phone: +31 85 066 6700

Queensland

Zoho Corporation Pty Ltd Office 8, Level 4 ,194 Varsity Parade, Varsity Lakes QLD 4227, Australia

UAE

Dubai

Zoho Corporation Pte Ltd Office No 223, Building 09, Dubai Internet City, P.O. Box 502629, Dubai. Telephone : +971 4 574 8400

MEXICO

Querétaro

Zoho Corporation GPD Business Center, Av. Antea No. 1088 piso 3. Suites 324 y 325 C.P. 76100, Juriquilla, Santiago de Querétaro.

Contact us (toll free)

US: +1 888 720 9500 US: +1 888 791 1189 UK: +44 800 028 6590 AUS: 1800 631 268 IND: 1800 572 6673







For more information: www.manageengine.com sales@manageengine.com