

Advanced solutions to  
optimize and manage your  
hybrid IT infrastructure.

[mnge.it/cloud](https://mnge.it/cloud)

ManageEngine 





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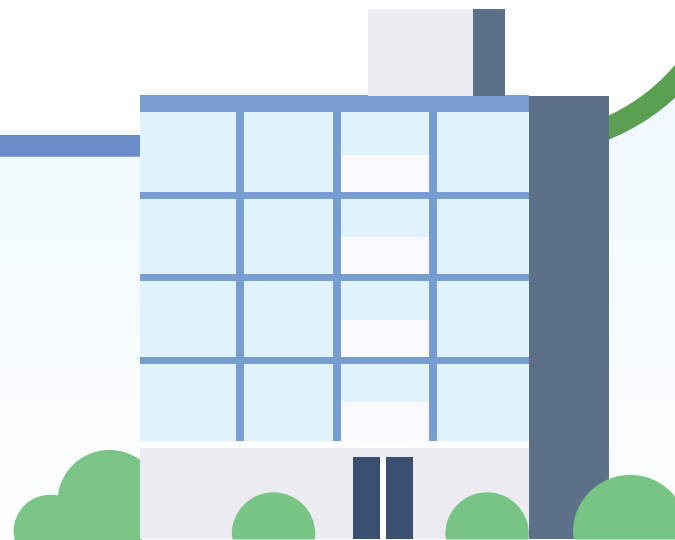
# Cloud solutions for IT management

The business world is on the brink of rapid digital transformation (DX), where IT teams are expected to make business continuity plans on the fly when a challenge arises and enable their organization to switch between remote and on-premises environments depending on prevailing socioeconomic conditions.

ManageEngine supercharges IT teams with the required technological bandwidth to support multi-cloud and hybrid infrastructures while sustaining optimal productivity, interoperability, and collaboration across their global workforce.

# Cloud-native solutions

IT management and business applications for IT that are served from Zoho's cloud infrastructure.





CLOUD-NATIVE SOLUTIONS

# IT management applications



## ServiceDesk Plus

ITIL®-ready help desk solution to manage service delivery and provide an optimal end-user experience across various business functions, from IT to HR

### Features and benefits

- User self-service portal for easy creation and tracking of requests
- Integrated service catalog to showcase all IT services that are available to end users
- Tight, contextual integrations with other IT management and business apps
- 360-degree integrations with native and other business apps
- IT access management (ITAM) with a configuration management database (CMDB)
- An enterprise service desk with intelligent automations



## **Desktop Central**

Comprehensive UEM solution to control, access, secure, and patch all your enterprise endpoints and assets efficiently from a central console

### **Features and benefits**

- Patch management
- USB device and configurations management
- Mobile device management
- HIPAA and PCI DSS-compliant remote control
- IT asset management and multi-technician support
- Remote office and roaming user management
- Modern management for Windows 10 devices



## **Mobile Device Manager Plus**

Enterprise mobile device management solution to manage and secure diversified mobile platforms and devices distributed across the globe

### **Features and benefits**

- Automated device onboarding
- Data security at rest, in transit, and in use with enhanced data loss prevention (DLP) capabilities
- Comprehensive email management
- Containerization for BYOD endpoints
- Extensive OS update management
- Real-time location tracking and geofencing
- Application blacklisting and whitelisting
- Easy testing, approval, automation, and scheduling of OS updates



## **Site24x7**

All-in-one performance monitoring solution for DevOps and IT operations teams spanning multiple geographies with real-time monitoring. Troubleshoot app performance on cloud and virtualization platforms like Amazon Web Services, Azure, and VMware

### **Features and benefits**

- Website, server, network, and application performance monitoring
- Full stack monitoring from the cloud
- Synthetic web transaction monitoring
- Remote monitoring and management (RMM) for MSPs and CSPs
- Public and private cloud monitoring and log management
- End-user experience monitoring



## **Log360 Cloud**

Solution for managing and storing log data, auditing security incidents, and meeting compliance objectives from the cloud

### **Features and benefits**

- Dynamic threat intelligence and real-time threat detection
- In-depth cloud security analytics
- Anomaly detection driven by behavioral analytics
- Real-time Active Directory auditing
- Integrated compliance management



## **Remote Access Plus**

Enterprise remote access software to access and troubleshoot remote endpoints from a central location

### **Features and benefits**

- Advanced remote desktop sharing
- Secure, granular control over remote computers
- Handy diagnostic tools
- Voice, video, and text chats to assist remotely
- Wake-on-LAN and remote shutdown



## **Patch Manager Plus**

On-demand automated patch management solution to scan and deploy patches for a variety of endpoints spanning across multiple locations and roaming users; provides patching support for over 350 third-party applications

### **Features and benefits**

- Automated patch management
- Customized deployment policies
- Third-party application patching
- Cross-platform support
- Patch compliance checks
- Dynamic monitoring and reporting





## **Identity Manager Plus**

Cloud-based single sign-on service for enterprises that provides users secure, one-click access to business applications

### **Features and benefits**

- Central access to enterprise applications
- Standard SAML-based SSO
- Automated user provisioning and de-provisioning
- Application use and access auditing
- Authentication using existing identities in Microsoft 365, G Suite, and Zoho



## **AlarmsOne**

Alert management solution for remotely centralizing, managing, and acting on real-time IT alerts from heterogeneous applications

### **Features and benefits**

- Auto-alarm escalations
- On-call scheduling
- Auto-remediation
- User privilege management
- Criteria-based alerting



## **Site24x7 CloudSpend**

Cost management software to monitor and optimize AWS cloud costs from a single console

### **Features and benefits**

- Cost analytics for AWS
- Spend analysis and budget control
- Spending based on business unit



## **Site24x7 StatusIQ**

Integrated platform to communicate the live status of websites, service disruptions, and planned maintenance to stakeholders across the globe

### **Features and benefits**

- Public status pages for transparent communication
- Real-time status updates
- Incident and maintenance notifications for end users
- Email and SMS notifications for subscribers
- Domain, logo, and page customization



## **Mobile Device Manager Plus MSP**

Enterprise mobile device management solution with multi-tenant capabilities for MSPs to help their global clients manage and secure their mobile devices

### **Features and benefits**

- Multiple platform management with multi-tenant capabilities
- Enterprise-ready integrations
- Seamless adherence to compliance standards
- Remote troubleshooting and sharing of documents to devices over-the-air
- Kiosk mode to restrict client devices to access a single or a specific set of apps



## **Site24x7 (MSP)**

Cloud-based remote monitoring platform for managed service providers and cloud solution providers

### **Features and benefits**

- Multi-tenancy, scalability, and complete visibility into client systems
- Secure management of multiple customer accounts
- Detailed reports and service-level agreements
- Policy-driven alerting and AIOps
- In-depth roles and permissions
- Remote troubleshooting in client environments
- Automated incident remediation

**\* Many of our IT management solutions are available on [AWS](#) and [Azure](#) marketplace.**



CLOUD-NATIVE SOLUTIONS

# Business applications for IT



## **Zoho Workplace**

All-in-one application suite built for unified communication, team collaboration, and office productivity



## **Zoho Mail**

Secure email hosting solution for reliable business communications with end-to-end encryption and privacy guaranteed



## **Zoho Projects**

Cloud-based project management software to organize IT projects, track bugs and issues, and manage project documents with online document tools



## **Zoho Assist**

Multi-functional remote support software for IT technicians to troubleshoot end users' issues from anywhere, anytime



## **Zoho Sprints**

Online project management solution for agile IT teams, with planning, tracking, and easy collaboration



## **Zoho Creator**

Web-based, low-code platform to build online database applications for your unique business needs, from IT to HR



## **Zoho Analytics**

Online business intelligence solution to visually analyze real-time IT data using insightful reports and dashboards

# Cloud-ready solutions

On-premises applications that can also be self-hosted on public clouds to monitor, manage, audit, and secure your hybrid infrastructure.





## **Cloud Security Plus**

Comprehensive log management, security, and monitoring tool for public cloud platforms, including AWS, Azure, Google Cloud, and more

### **Features and benefits**

- Central management and monitoring of activities on AWS and Azure
- Granular insights on Salesforce and Google Cloud platform events
- Real-time alerts on security threats and critical changes
- Smart log search engine with advanced search options
- Insights on user activity and network changes



## **O365 Manager Plus**

Extensive Microsoft 365 monitoring solution to audit and get in-depth reports on Exchange Online, Azure Active Directory, OneDrive for Business, Skype for Business, and more

### **Features and benefits**

- Granular reports on user activities and critical changes
- Real-time monitoring of the health of Microsoft 365
- Advanced auditing and automated management
- Preconfigure templates to speed up Microsoft 365 user, group, and contact creation processes
- Provision to manage users, mailboxes, groups, contacts, and licenses in bulk
- Event-driven automation policies to conduct user and mailbox management tasks



## **ADAudit Plus**

Web-based, real-time Active Directory change auditing tool to monitor, alert on, and report about changes in Active Directory, Azure Active Directory, file servers, NetApp, EMC, and Windows servers

### **Features and benefits**

- Real-time change monitoring and alerting
- Active Directory group management
- Audit trail for privileged users
- File access and user activity auditing
- Anomaly detection using user behavior analytics (UBA)
- Compliance reports for SOX, the GDPR, and other mandates



## **PAM360**

Privileged access management solution that offers secure, central storage of IaaS infrastructure access keys along with privileged user credentials, periodic password resets of cloud services, and one-click login to SaaS applications

### **Features and benefits**

- Secure storage of IaaS infrastructure access keys and credentials in a central vault protected with AES-256 encryption
- Secure single sign-on to streamline remote access to VMs hosted on AWS and Microsoft Azure servers
- Role-based access controls for credentials
- Privileged user behavior analytics and just-in-time privilege elevation for domain users
- Periodic password resets for cloud services (AWS IAM, Microsoft Azure, Google Apps, Rackspace, and more)
- Quick, one-click login to SaaS applications (Google Apps, Salesforce, Microsoft 365, Rackspace, and more)



**CLOUD-READY  
SOLUTIONS**



## **Applications Manager**

Single console to monitor your hybrid IT infrastructure, including servers and applications hosted across geographies in physical, virtual, or cloud setups

### **Features and benefits**

- Application performance and database monitoring
- Server and VM performance monitoring
- Synthetic transaction monitoring
- Cloud, container, and infrastructure monitoring
- Automated application dependency mapping



## **RecoveryManager Plus**

Granular backup and recovery solution for Active Directory, on-premises Exchange, and Microsoft 365 (Exchange Online, OneDrive for Business, SharePoint Online, and Teams)

### **Features and benefits**

- Scheduled backup of AD, Microsoft 365, and Exchange
- Security against ransomware threats on Exchange Online and OneDrive environments
- Restart-free restoration of AD objects
- Backup storage in Azure and restart-free recovery



## **SharePoint Manager Plus**

Solution to monitor, analyze, and audit multiple SharePoint deployments (both on-premises and cloud) from a central console

### **Features and benefits**

- In-depth insights on user behavior with details on traffic and search with the help of usage analytics
- Management of critical management tasks (grant and revoke permissions, create or delete groups, and more)
- Seamless collaboration with out-of-the-box Microsoft 365 reports to manage online SharePoint
- Categorization of reports by statistics, security, activity, usage, analytics, and Microsoft 365 for simplified analysis
- Audit log archival and usage analytics for forensic analysis





## **Exchange Reporter Plus**

Integrated change auditing, monitoring, and reporting solution for both Exchange Server and Exchange Online

### **Features and benefits**

- Exchange traffic analysis and Active Directory mailbox spam filtering
- Real-time monitoring reports on Exchange databases and servers
- Provision to keep tabs ActiveSync traffic along with the number of messages sent and received by each Exchange Server
- Real-time monitoring of the vital statistics of Exchange Server public folders, incoming and outgoing Exchange emails, and Exchange mailbox sizes
- Comprehensive reports on Skype for Business audio/video calls, instant messages, file transfers, and more



## **Password Manager Pro**

Privileged password management for storing and managing shared sensitive information such as passwords, documents, and digital identities of enterprises

### **Features and benefits**

- Privileged credential randomization and vaulting
- DevOps credential security
- Role-based access controls for insider threat mitigation
- SSH key and SSL certificate life cycle management
- Session recording and shadowing of privileged users
- Compliance auditing and reporting



## **Key Manager Plus**

Key management solution to consolidate, control, manage, monitor, and audit the entire life cycle of SSH and SSL certificates

### **Features and benefits**

- Automated discovery and secure vaulting of SSH keys and SSL certificates
- Central key creation, deployment, and periodic rotation
- One-click remote SSH connections
- Policy-based CSR generation and signing
- Out-of-the-box integration with Let's Encrypt, DigiCert, and more



## **Access Manager Plus**

Privileged session management solution to centralize, secure, and manage remote connections that provide privileged access to critical business systems

### **Features and benefits**

- Secure, VPN-free remote access management and session governance
- Bidirectional remote file transfer
- RemoteApp support for Windows
- Jump box support for Windows and Linux
- One-click RDP, SSH, SQL, and VNC sessions



## **Analytics Plus**

Self-service advanced analytics solution that derives actionable insights from data imported from multiple sources, such as files, applications, and the cloud along with local databases (Google Cloud, PostgreSQL, Azure, Amazon Redshift, and more)

### **Features and benefits**

- Out-of-the-box analytics for popular IT applications
- AI-powered analytics assistant
- Secure, real-time collaboration
- Trend forecasting, data alerts, and embedded analytics
- Powerful engine for custom functions

**\*ManageEngine [IT management solutions](#) can also be self-hosted on public cloud platforms, like AWS, Azure, and more.**



## USE CASE 1:

### Troubleshooting performance issue remotely

A critical business application is not functioning or loading properly. The issue has been raised as a ticket remotely in [ManageEngine ServiceDesk Plus](#), ManageEngine's cloud-based help desk solution, and an IT admin is allocated to handle it.

Following are the different scenarios pertaining to the above use case - application non-performance, and how the IT admin is able to analyze and resolve the issue using ManageEngine's [cloud-native solutions](#).

## SCENARIO 1

**A cloud-hosted application is not loading properly.  
The IT admin tries to troubleshoot the issue remotely.**

The IT admin uses the cloud-based application monitoring solution, [Site24x7](#), to analyze cloud application performance trends in real-time, and ensure that no other users are affected by similar issues.

The IT admin then logs into the user machine/device remotely using a remote access solution, [ManageEngine Remote Access Plus](#), to locate, identify, and resolve the issue with dependent components. The IT admin checks with the user to confirm the issue is resolved.



## SCENARIO 2

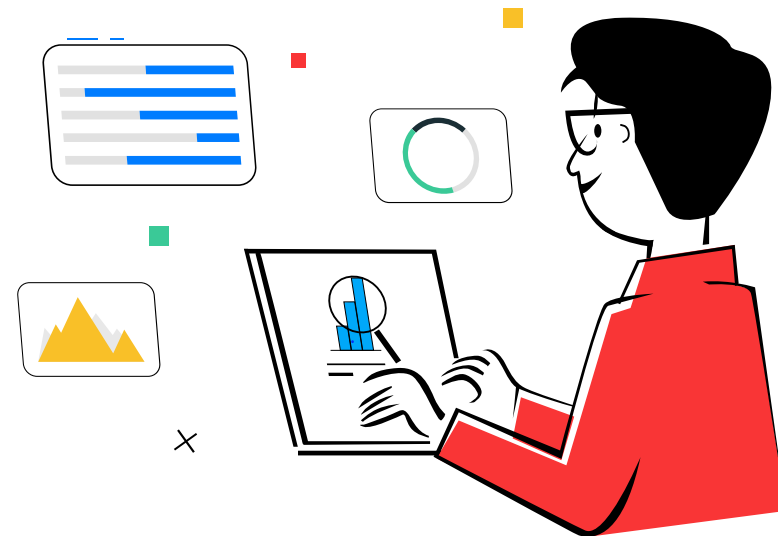
The IT admin understands that there is an underlying problem to the whole issue, performs a root-cause analysis, and understands that multiple users have reported the same issue. Upon analysis, the IT admin comes to the conclusion that the client application needs to be upgraded.

The IT admin logs into [ServiceDesk Plus](#) to record the incident as a problem. The IT admin uses Site24x7 to analyze the issue, and study performance trends using features including [application performance monitoring](#), [real user monitoring](#), and [end user monitoring](#). The IT admin checks if the application's performance deviates across various geographies, devices, and browser types by reviewing individual lines of code.



On analysis, the IT admin determines that the client application needs to be upgraded, and documents its impact, which is helpful for similar incidents in the future. Since multiple users are facing the same issue, the application needs to be upgraded for all users. Because updating the client application might significantly impact operations, the IT admin converts the problem to a change using ServiceDesk Plus.

To implement the change, the IT admin needs to obtain recommendations and approval from the Change Advisory Board (CAB), and document the implementation plan. A notification is sent to the CAB members remotely via mail or SMS, and they approve the change. Upon approval, a unified endpoint management solution, [ManageEngine Desktop Central](#), remotely upgrades all the user machines simultaneously, and implements the change by leveraging the release module. The IT admin then conducts a post-implementation review, and monitors the application behavior using Site24x7 to ensure that the change is successful.



Confirming the resolution, the IT admin updates the change/release requests with the appropriate status and review feedback.

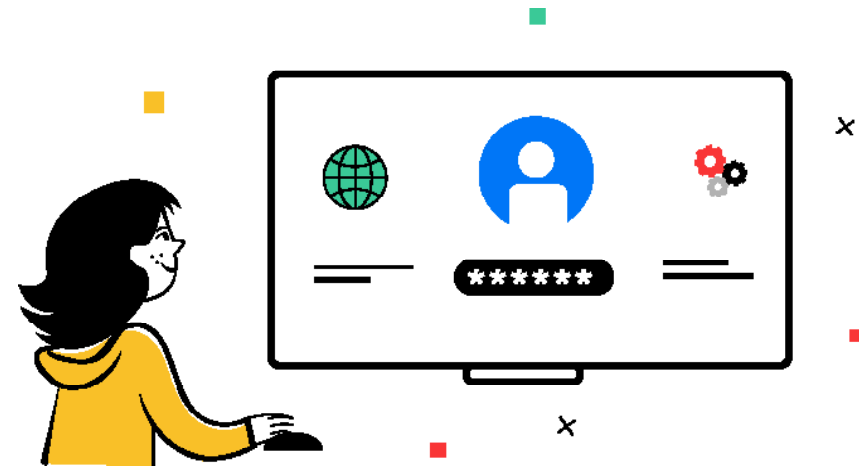
## SCENARIO 3

The IT admin understands that there is an underlying problem to the whole issue, performs a root-cause analysis, and understands that multiple users have reported the same issue. Upon analysis of the issue, the IT admin understands that users have encountered a password sync issue with cloud applications.

The IT admin logs into [ServiceDesk Plus](#) to record the incident as a problem. The IT admin also analyzes the problem using [Site24x7](#), and documents its impact, which is helpful for similar incidents in the future.

On analysis, the IT admin understands that there was a password sync issue, that more employees have not had their passwords synced with their cloud applications, and that different applications have different passwords. This indicates there could be more password/login errors.

The IT admin proposes a single sign-on option to all employees via [ManageEngine Identity Manager Plus](#), for one-click access to all the cloud applications. The IT admin then logs into ServiceDesk Plus, and converts the problem to a change.



To implement the change, the IT admin needs to obtain recommendations and approval from the Change Advisory Board (CAB), and document the implementation plan. A notification is sent to the CAB members remotely via mail or SMS, and they approve the change. Upon approval, the IT admin will implement the change using the Identity Manager Plus by leveraging the release module, and monitors the application's behavior using Site24x7 to ensure the change is successful.

The IT admin confirms that the application issue is resolved, and updates the change/release requests with the appropriate status and review feedback.





## USE CASE 2:

# Enabling your IT's cloud transformation

The organization wants to move to the cloud. It has a well-equipped on-premises infrastructure in place. While making this transformation, IT needs visibility on applications hosted in both cloud and on-premises environments.

## SCENARIO 1

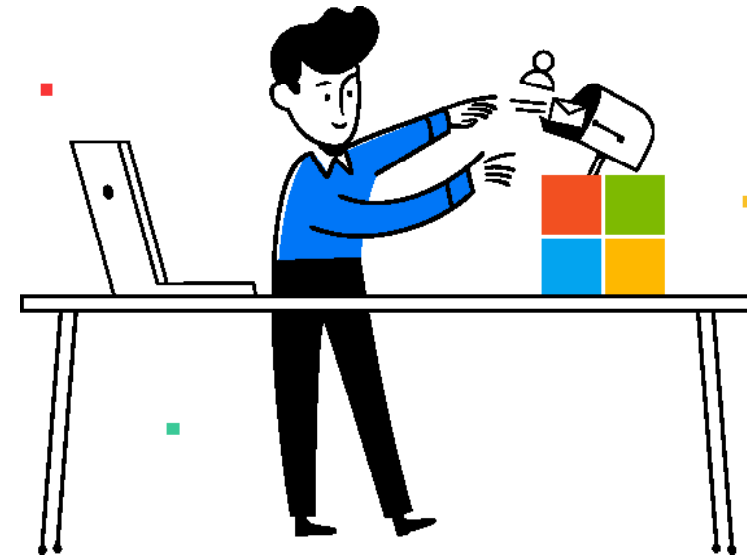
Migration of user accounts and mailboxes to Office 365/Microsoft 365

### During the transformation

The IT admin uses a solution that can monitor and audit activities in both on-premises and Azure AD environments. Additionally, the IT admin needs to audit critical events on on-premises and online Exchange. Furthermore, the IT admin has to backup data from on-premises Active Directory (AD) and Exchange environments.

The IT admin uses the following cloud-ready solutions:

- [ManageEngine ADAudit Plus](#) to monitor, track, and audit changes and activities happening in both on-premises AD and Azure AD environments.
- [ManageEngine ADManager Plus](#) to create and manage objects in hybrid infrastructure with AD on-premises and mailbox in the cloud.
- [ManageEngine Exchange Reporter Plus](#) to audit critical events both on-premises and online Exchange.
- [ManageEngine RecoveryManager Plus](#) to backup data from on-premises AD and on-premises Exchange environments in simple and granular form to restore as required.



### After the transformation

The IT admin monitors and audits events in cloud Exchange, Azure AD environments, and restores the back up

The IT admin uses the following cloud-ready solutions:

- [ManageEngine O365 Manager Plus](#) to audit, track, and report events pertaining to Exchange Online, Azure Active Directory, OneDrive for Business, Skype for Business, and more.
- [RecoveryManager Plus](#) to backup data periodically from Office 365/Microsoft 365 including Exchange Online, OneDrive for Business, and SharePoint Online to mitigate data loss or accidental changes.

## SCENARIO 2

### Migration of on-premises infrastructure to public cloud

#### During the transformation

The IT admin uses a tool to migrate from SharePoint on-premises to SharePoint Online, and monitor critical events in both the environments. Additionally, the IT admin monitors cloud user activities, and ensures application availability for on-premises and in the cloud.

The IT admin uses the following cloud-ready solutions:

- [ManageEngine SharePoint Manager Plus](#) to migrate SharePoint on-premises to SharePoint Online, and also to manage, audit, and report events from both the on-premises and online environments.
- [ManageEngine Cloud Security Plus](#) to monitor, and audit AWS and Azure environments for all cloud users activities.
- [ManageEngine Event Log Analyzer](#) to monitor, track, and audit events in the on-premises infrastructure.
- [ManageEngine Applications Manager](#) to monitor on-premises and on-cloud server infrastructure, and ensure service availability.



#### After the transformation

The IT admin monitors and audits the SharePoint Online environment, monitors cloud user activity, and applications on cloud infrastructure.

The IT admin uses the following cloud-ready solutions:

- [SharePoint Manager Plus](#) to monitor, audit, and manage changes in SharePoint Online environment.
- [Cloud Security Plus](#) to continuously monitor the cloud users activities even after the transformation to gain visibility on the changes.
- [Applications Manager](#) and [Site24x7](#) to monitor the cloud platforms for availability, performance, and user experience.
- [Site24x7 CloudSpend](#) to manage the AWS cost for their entire organization by monitoring the usage, so they get the most value out of every dollar spent.

## SCENARIO 3

### Access management in hybrid environment

The organization now operates in a hybrid environment. The IT admin uses access management tools to manage credentials, provide access to privileged data to exclusive users. It uses tools to secure browsers, and monitor access to certain applications on mobile devices.

The IT admin uses the following cloud-ready access management and security solutions:

- [ManageEngine PAM360](#) to securely store privileged credentials of both on-premises and cloud infrastructure devices to eliminate password fatigue, and also to manage SSH and SSL certificates. PAM360 also provides secured just-in-time access to users based on approval or roles.
- [ADManager Plus](#) to provide delegated access to non-administrative users to manage the hybrid AD environment.
- [O365 Manager Plus](#) to provide delegated access to non-administrative users to manage cloud-only Office 365/ Microsoft 365 environments.



- [ManageEngine Browser Security Plus](#) to protect sensitive data accessed via browsers through hardening and lock down, and to gain visibility on usage trends.
- [ManageEngine Mobile Device Manager Plus](#) to control and manage access to proprietary applications and data from mobile devices.

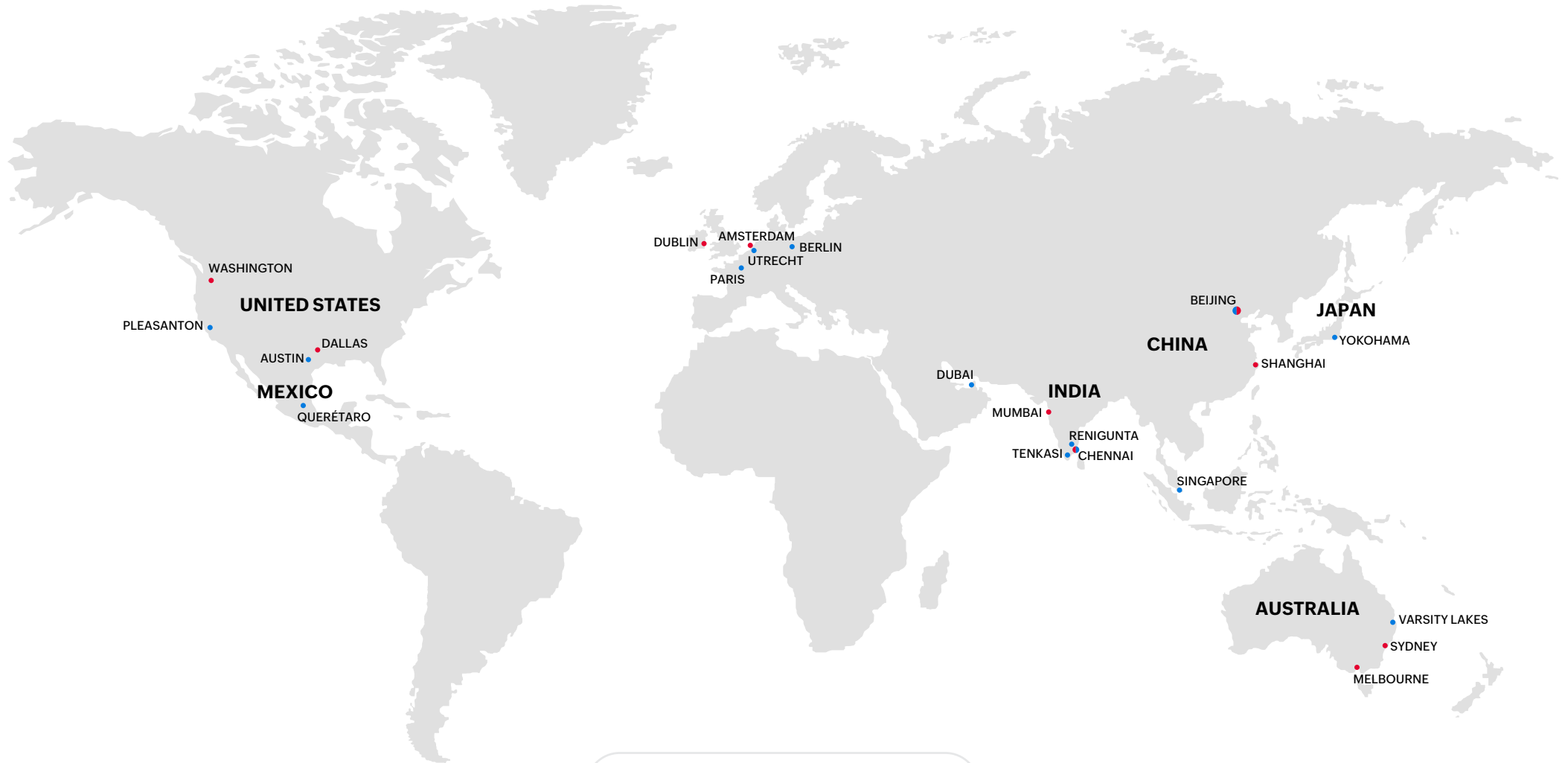


# The cloud advantage

By choosing to trust Zoho's cloud infrastructure with your data, you'll benefit from:

- [State-of-the-art data centers](#) across the globe with data processing options tailored to fit customer preferences
- Uninterrupted availability of business applications owing to periodic back-up and mirroring of data across multiple servers
- Highly secure data centers equipped with around-the-clock security measures to ensure the security of your data

# ZOHO Corp. Worldwide



● Office ● Data center

# Awards and recognition



## Three ManageEngine products made it into

### Gartner's Magic Quadrant

**Applications Manager** - Application Performance Monitoring

**Log360** - Security Information and Event Management

**Password Manager Pro** - Privileged Access Management

## Three ManageEngine products made it into

### The Forrester Wave

**Password Manager Pro** - Privileged Identity Management

**ServiceDesk Plus** - Enterprise Service Management

**Desktop Central** - Unified Endpoint Management



**8 out of 10**

biggest healthcare  
companies



**9 of every 10**

Fortune 100  
companies



**8 out of 10**

largest financial  
services companies

**trust ManageEngine to run their IT.**

Over 180,000 organizations trust  
ManageEngine with their IT.





# About ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need — more than 90 products and free tools — to manage all of your IT operations, from networks and servers to applications, service desk, Active Directory, security, desktops, and mobile devices.


Since 2001, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use. You can find our on-premises and cloud solutions powering 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 singularly 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 opportunities in the future.




# ManageEngine

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