

ManageEngine

# SOLUTIONS GUIDE

The comprehensive handbook to manage your IT infrastructure.





## Why ManageEngine



Meet global regulatory compliance mandate



More than 20 years in the industry



Built-in AI capabilities



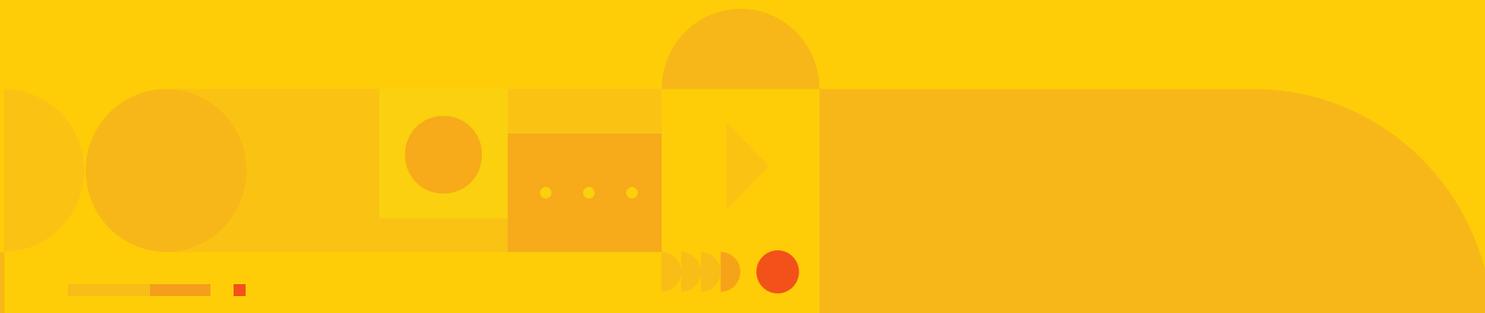
18 data centers and counting



Out-of-the-box contextual integrations



Deploy as you like:  
On-premises, public and private cloud



# **Bringing IT together**

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

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## **Contact us (toll free)**

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# ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need—over 60 products—to manage all of your IT operations, from networks and servers to applications, service desk, Active Directory, security, desktops, and mobile devices.

Since 2002, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use.

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** is the enterprise IT management division of **Zoho Corporation**.

# Unified service management

Design, automate, deliver, and manage IT and business services.





## ServiceDesk Plus

Deliver flawless IT services with intelligent automations, standardized workflows, and enhanced self-service. Extend proven ITSM best practices to other departments with built-in enterprise service desk capabilities.

### 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 catalogue

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 multistage 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.



#### Automatic ticket dispatch

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



#### Manage an entire IT asset inventory

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

## ServiceDesk Plus **Other salient aspects**

- » Enterprise service management
- » 150+ reports
- » Mobile service desk
- » Multi-site support
- » Real-time dashboards
- » Smart automations
- » 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

## SupportCenter Plus

Manage customer accounts, tickets, and service contracts to facilitate a superior end-to-end, multi-channel customer support 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.



#### Create a comprehensive help desk for each business unit

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



#### Customize and automate request workflows

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



#### 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.



#### Manage individual accounts and contacts

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



#### 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.



## AssetExplorer

Discover, monitor, and track assets in your IT network from a single console. Achieve high software-license-compliance rates, maximize the ROI of vendor relationships, and make informed decisions about assets throughout their IT life cycle.

### 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.



#### 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 over licensed software.



#### 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.



#### 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.

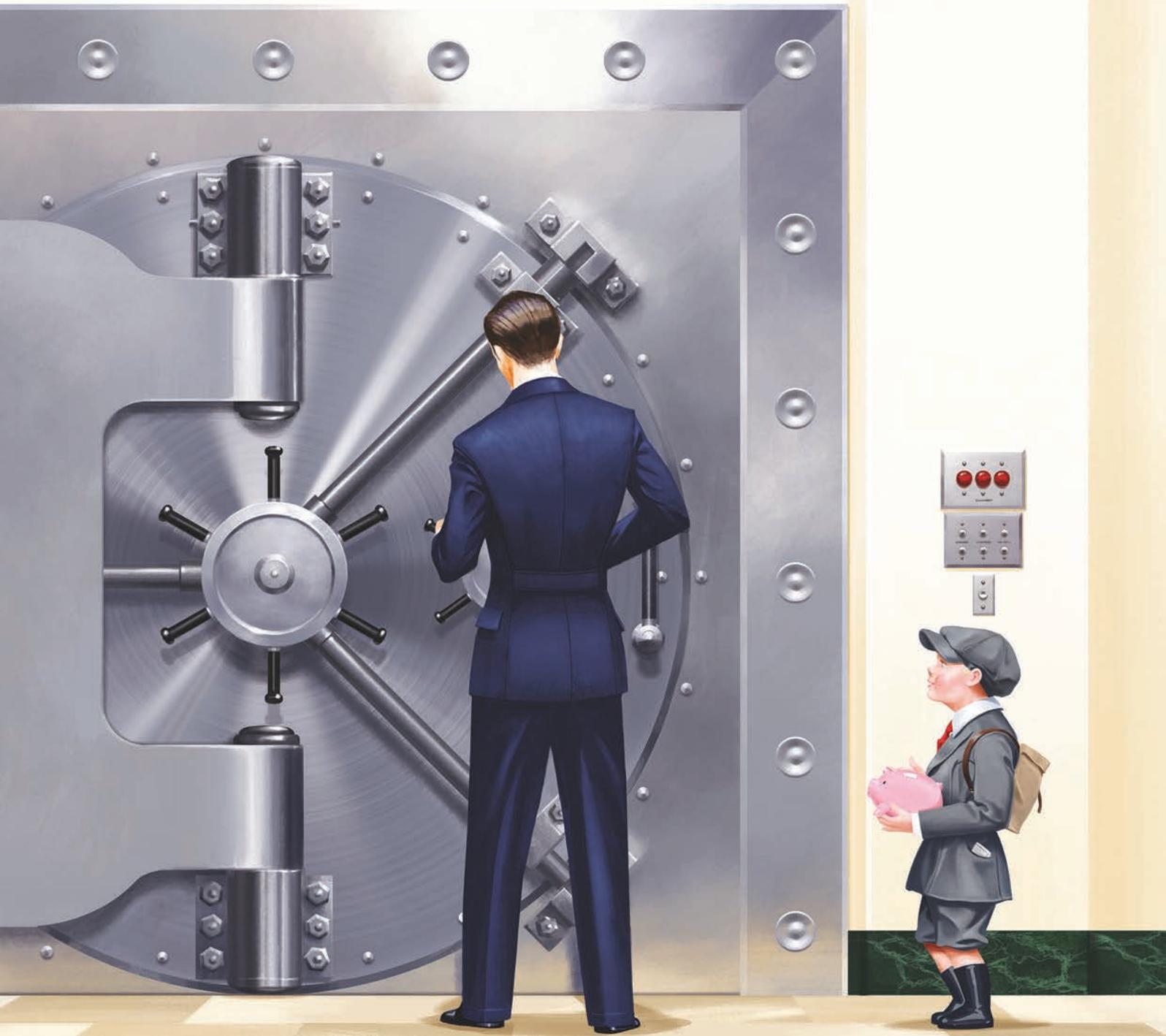


#### Automatically track hardware and software

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 and access management

Manage, govern, and secure digital identities and privileged access.



## ADManager Plus

Manage and secure identities across Active Directory, Microsoft 365, Google Workspace, and Exchange by orchestrating and automating user life cycle management, implementing multi-level workflows, and doing even more.

### 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, reprovisioning centric 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.

## ADAudit Plus

Streamline auditing, compliance, and security with AD and Entra ID change auditing, logon tracking, file auditing, compliance reporting, attack surface analysis, UBA, and more.

### Features and benefits



#### Active Directory alerting and change monitoring

Record AD changes and get instant notifications when changes occur, including who did what, from where, and when.



#### User logon activity monitoring

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



#### Privileged user activity auditing

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



#### File access activity auditing

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



#### Anomaly detection

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



#### Event analysis

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

## ADAudit Plus Other salient aspects

- » Report & alert profiles: Configure your own event trackers and alerts
- » Printer auditing
- » File integrity monitoring
- » Dedicated privileged account monitoring
- » Organized data archiving
- » 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, Technisa

## ADSelfService Plus

Boost identity security with adaptive MFA, SSO, password self-service, strong password policies, remote work enablement, and workforce self-service. Ensure secure and seamless access to enterprise resources.

### 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.



#### 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.



#### 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 ServiceDeskPlus, ADManager Plus, and AD360



### **Easy & quick user adoption. Quick realization of ROI.**

“Users have commented how easy enrollment is as well as the reset tasks. CAMH will be able to save close to \$26,000 a year on service desk calls related to Active Directory password resets.”

**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

Report, audit, and monitor hybrid Exchange and Skype for Business effortlessly in real time. Get over 350 reports on your hybrid Exchange environment, perform instant content searches, and set up alerts for critical events.

### 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.



#### 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

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

## RecoveryManager Plus

Back up AD, Azure AD, Microsoft 365, Google Workspace, and Exchange environments. Ensure unprecedented resilience during disasters by restoring your entire environment or just part of it from a backup.

### Features and benefits



#### 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



#### Simplified 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.



#### Scheduled backups

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.



#### Simplified AD recovery

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



#### Granular level change management

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.



#### Incremental backups

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

## AD360

Manage user identities and access, deploy adaptive MFA, protect privileged accounts with UBA, and ensure regulatory compliance for hybrid environments connecting Active Directory, Azure AD, Exchange, Microsoft 365, and more.

### Features and benefits



#### **Streamlining 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.



#### **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.



#### **AD, Microsoft 365, and file server auditing**

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.



#### **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.



#### **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 SAML-based application without having to enter their username and password over and over.



#### **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.



#### **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.

## 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 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

## Identity360

Address workforce IAM challenges with a cloud-native identity platform. Leverage powerful capabilities to consolidate identity silos, centrally manage access entitlements, demonstrate compliance, and ensure identity-first security.

### Features and benefits



#### **Built-in Universal Directory**

Take your identities to the cloud and centralize management across integrated directories and applications with Identity360's built-in Universal Directory.



#### **End-to-end life cycle management**

Provision users with smart templates and orchestrate their life cycle across multiple directories and applications.



#### **SSO for cloud applications**

Give users seamless, one-click access to any application that supports SAML, OAuth, and OpenID Connect protocols, including custom applications.



#### **MFA for enterprise applications**

Secure access to enterprise application logons and avoid password fatigue using MFA, with a wide range of authenticators.



#### **Access management**

Leverage SCIM-based provisioning to grant users access to various enterprise apps and centralize application role management.



#### **Reporting and analytics**

Gain valuable insights about user accesses, application usage, and admin activities by leveraging built-in reports.

## M365 Manager Plus

Report on, manage, monitor, audit, and create alerts for critical activities in Exchange Online, Azure AD, Skype for Business, OneDrive for Business, Microsoft Teams, and other Microsoft 365 services from one place.

### Features and benefits



#### 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.



#### Microsoft 365 Delegation

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

## PAM360

Secure administrative access to critical IT systems. Establish strict governance over privileged access pathways. Prevent security risks using cutting-edge session management capabilities and advanced analytics.

### 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.



#### SSL certificate management

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



#### Ticketing system integration

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



#### 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.



#### Privileged session monitoring

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



#### 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.

## Password Manager Pro

Eliminate password fatigue with secure, centralized vaulting of privileged passwords. Prevent privilege abuse by enabling selective password sharing and granular access controls based on user roles and requirements.

### Features and benefits



#### Centralized password vault

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



#### Secured credential sharing

Securely share administrative passwords with team members as needed.



#### Role-specific access controls

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



#### 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.



#### Launch remote connections

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.

## Password Manager Pro **Other salient aspects**

- » Automated password reset
- » Policy enforcement
- » Vaulting mechanism
- » Comprehensive audit trails
- » 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

## Access Manager Plus

Regulate privileged access to remote enterprise systems via encrypted gateways from a unified console. Achieve total visibility into all kinds of privileged access with extensive session shadowing and auditing capabilities.

### 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.



#### One-click remote sessions

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



#### 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.

## Key Manager Plus

Gain complete visibility and control over your crypto-key environments. Prevent costly service downtime and impersonation attacks via end-to-end life cycle management of SSH keys and SSL/TLS certificates.

### 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.

# Security information and event management

Secure your network from cyberattacks and  
ensure compliance.





## Log360

Equip your SOC with deeper visibility into security events, accelerate threat detection and response, enhance your network security posture, and ensure compliance.

### 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.



#### **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.

## EventLog Analyzer

Get better visibility and secure your network from attacks by collecting, analyzing, correlating, and archiving log data from servers, firewalls, applications, and endpoints.

### Features and benefits



#### Take advantage of universal log parsing and indexing

Collect, analyze, 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

Get the most out of your network security infrastructure by managing and optimizing firewall rules, monitoring configuration changes, maintaining compliance, and analyzing firewall logs.

### Features and benefits



#### Ensure compliance requirements are met

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



#### Manage and maintain firewall policies

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



#### Track all firewall changes

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



#### Perform network forensic audits

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



#### 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.



#### Monitor network traffic and bandwidth

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

## ADAudit Plus

Streamline auditing, compliance, and security with AD and Entra ID change auditing, logon tracking, file auditing, compliance reporting, attack surface analysis, UBA, and more.

### 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.



#### 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.

## ADAudit Plus Other salient aspects

- » Report & alert profiles: Configure your own event trackers and alerts
- » Printer auditing
- » File integrity monitoring
- » Dedicated privileged account monitoring
- » Organized data archiving
- » 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, Technisa

## SharePoint Manager Plus

Secure your SharePoint environment, be it on-premises or in Microsoft 365, by auditing changes to critical permissions and groups, and view usage analytics.

### 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.

## M365 Security Plus

Detect cyberattacks and analyze security risks in your cloud infrastructure. Fortify Exchange Online, Azure Active Directory, Skype for Business, OneDrive, SharePoint Online, Microsoft Teams, and other Microsoft 365 services.

### Features and benefits



#### Granular auditing

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.



#### 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

Spot and neutralize threats across AWS, Azure, GCP, and other IaaS, SaaS, and PaaS solutions. Audit user access to cloud data and resources to stop unauthorized sharing of sensitive data and abuse of critical cloud devices.

### 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.



#### Configure real-time alerts

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

## DataSecurity Plus

Audit file changes, analyze file storage and security, discover and classify sensitive data, monitor web traffic, and prevent data leaks.

### Features and benefits



#### 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

Gain deep insights into enterprise file storage and security, optimize disk usage by managing junk files, and identify security vulnerabilities by assessing file permissions.

### 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.



#### 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.



#### Identify overexposed files

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



#### Find orphaned data

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

An astronaut in a white spacesuit is floating in space, holding onto a metal structure of a satellite or space station. The background shows the Earth's horizon with a colorful aurora borealis in shades of green, yellow, and purple. The satellite structure is dark blue with orange handrails and various components.

# Unified endpoint management and security

Manage and secure desktops, servers, laptops, mobile devices, and web browsers.



## Endpoint Central

Manage modern and legacy servers, laptops, desktops, mobile devices, and browsers from a single console.

### 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.



**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.



**Deploy software across the organization**

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



**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.



**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.

## Endpoint Central **Other salient aspects**

- » USB device management
- » Mobile app
- » Power management
- » User administration
- » App management
- » Security management

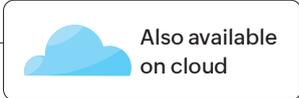


### **Great view of hardware and software inventory**

“Endpoint 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



## Mobile Device Manager Plus

Securely manage corporate and personal devices running Apple OSs, Android, Windows, and Chrome OS.

### Features and benefits



#### 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.



#### Separate corporate and personal information on each device

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



#### 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, Excel, and Word-related extensions.



#### Provide secure access to 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.



#### 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.



## Patch Manager Plus

Configure automated patch deployment for Windows, macOS, and Linux endpoints, with patching support for over 900 third-party updates across more than 500 third-party applications.

### 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.



#### 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 customizable query reports, dashboards, and views.



#### 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.

## Patch Connect Plus

Automate the distribution of third-party software updates across your business's IT network by integrating with Microsoft SCCM and Intune.

### 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.

## OS Deployer

Distribute Windows operating systems to computers irrespective of the device's make or model.

### 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 OSs 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

Enable technicians to troubleshoot Windows, macOS, Linux, and Android devices from anywhere with multi-user collaboration, file transfers, and a suite of over a dozen built-in system tools.

### Features and benefits



#### 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.

## DEX Manager Plus

DEX Manager Plus is a digital employee experience solution that helps IT teams proactively detect, diagnose, and resolve issues around endpoint performance, reliability, and responsiveness. Powered by real-time telemetry and automation, it reduces ticket volume and improves productivity at scale.

### Features and benefits



#### Real-time device telemetry collection

Monitor endpoints in real time with edge-based telemetry for CPU, memory, disk, and app performance, ensuring bandwidth efficiency and deep visibility into device health and the user experience.



#### Automated remediation workflows

Deploy prebuilt or custom workflows to resolve recurring issues like app crashes or slowdowns, helping reduce tickets, streamline IT support, and improve the end-user experience.



#### Proactive issue detection

Identify performance issues like slow logins and app crashes before users report them. Shift from reactive fixes to proactive support through the early detection of silent degradations.



#### Experience scoring and benchmarking

Score devices based on performance, stability, and responsiveness, then benchmark them against organizational standards to help the IT team prioritize fixes and ensure a consistent user experience.



#### Root cause analysis and diagnostics

Correlate telemetry and performance trends across devices to pinpoint root causes of issues, minimizing manual effort and accelerating resolution time.



#### Prebuilt extension library

Use a growing library of ready-to-use sensors, scripts, and workflows to address experience issues and enable the IT team to scale automation quickly with minimal setup.

## Vulnerability Manager Plus

Secure your network with built-in patching that delivers comprehensive visibility, assessment, and remediation of threats and vulnerabilities.

### 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.



#### 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.



#### 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.



#### 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

Control, block, and monitor USB and peripheral devices to prevent unauthorized access to your sensitive data.

### 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 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.

## Application Control Plus

Implement sophisticated endpoint privilege management and allow or block applications based on specified rules.

### 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.



#### 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.

## Browser Security Plus

Enforce security policies, manage add-ons, restrict access to unauthorized websites, track users' web activity, and ensure compliance with security standards.

### Features and benefits



#### **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.

## Endpoint DLP Plus

Automate the discovery and classification of sensitive endpoint data and proactively eliminate insider threats by enforcing rules for secure usage and transfer.

### Features and benefits



#### Automate detection of sensitive data

Pinpoint the locations of all structured and unstructured data stored within endpoints. Ensure that all critical information is accounted for by tracking data in all its phases including data in motion, data in use, and data at rest.



#### Simplified data classification

Categorize common types of sensitive files using the numerous predefined templates provided. For organization-specific or miscellaneous documents, create custom templates using advanced mechanisms like RegEx, keyword search, fingerprinting, file name, or extension-based filtering.



#### Containerize data to trusted applications

Delegate specific applications as trusted so that sensitive data is only able to circulate within those authorized apps. Choose to have all data originating from trusted applications labelled as sensitive by default.



#### Enforce cloud upload protection

Select exactly which browsers and web domains are allowed to process sensitive data. Block all illicit sensitive data transfers via third-party cloud storage or services.



#### Implement email DLP

Allow list specific email domains so that users can only send emails containing sensitive attachments to authorized recipients. Ascertain that email communication remains private and secure while still allowing sufficient collaboration.



#### Monitor and control peripheral devices

Prevent data from being leaked out via USB drives and other peripheral devices. Allow some printers to be in use and have them meet the condition to impose watermarks on printed sensitive documents.



#### Limit the usage of clipboard tools

Stop users from taking screenshots of sensitive documents and transferring them to other apps using clipboard features.



#### Swift false positive remediation

Allow users to report false positives via the self-service portal. Assess the reason for the false positive and quickly modify the relevant policy to match evolving user needs.



#### Grant policy overrides

Enable trusted users to override a policy for convenience purposes, given that they provide valid justification. Review the reasons and edit policies if needed.



#### Intuitive reports and actionable insights

Leverage dashboard infographics to stay up to date on data activities and trends within the network. Analyze in-depth reports to track user behavior in order to prevent insider threats.



## Ransomware Protection Plus

Detect and eliminate ransomware while ensuring zero network downtime using AI-powered anomaly detection, incident investigation, and one-click data recovery.

### Features and benefits



#### ML-based behavior detection

Detect ransomware by analyzing abnormal system activity (e.g., mass file encryption) powered by machine learning (ML) in real-time, eliminating reliance on outdated signature-based detection.



#### Zero-day ransomware attack prevention

Defend against never-before-seen, emerging ransomware strains with our behavioral detection engine that identifies anomalies based on behavior rather than what they look like.



#### Ransomware response and encrypted file recovery

Isolate infected systems, terminate malicious processes, and restore encrypted files from clean backups in minutes.



#### Tamper-proof backups

Ensure ransomware can't erase your backup data and disrupt recovery efforts. Our backup protection makes your backups unbreakable, keeping your fallback mechanisms intact.



#### Root cause analysis and attack forensics

Visualize ransomware's attack chain—from initial entry point to data recovery—and map threats to MITRE ATT&CK® to identify attacker tactics.



#### Fileless ransomware protection

Block memory-based attacks exploiting trusted system tools like PowerShell and WMI, bypassing traditional antivirus scanners.



#### Ransomware encryption protection

Block unauthorized file encryption at the kernel level, permitting only trusted processes and terminating suspicious activity.



#### Recurring ransomware prevention

Identify indicators of compromise (IoCs) by continuously monitoring file activity. Detect known ransomware signatures along with malicious file hashes to prevent repeat attacks.



## Malware Protection Plus

Leverage next-gen antivirus software equipped with AI-powered scanning and real-time behavior detection to neutralize ransomware, prevent malware exploits, and assist in breach prevention.

### Features and benefits



#### Real-time behavior detection

Analyze malicious behavior and anomalies in real time and intercept sophisticated attacks that evade traditional detection methods.



#### Deep learning antivirus scanning

Utilize neural networks to analyze file attributes and look for patterns without signatures, enabling the detection of seen and unseen malware.



#### Advanced memory scanning

Scan process memory to detect fileless malware, code injection, and shellcode execution operating exclusively within RAM, evading conventional disk-based scanning.



#### Ransomware protection and recovery

Detect behavior anomalies and block ransomware encryption attempts while maintaining secure backups of critical files, enabling rapid restoration to the pre-attack state in case of a breach.



#### Exploit prevention

Detect memory corruption attempts and prevent vulnerability exploits before they can cause harm, such as establishing unauthorized access or executing malicious code.



#### Autonomous malware disinfection

Leverage self-healing security features that identify, isolate, and remove malware while restoring affected system files and registry entries without any manual effort.



#### Root cause analysis and real-time alerts

Gain deep visibility into attack chains with forensic analysis, revealing malware origins, MITRE ATT&CK® TTPs, and system impacts for thorough incident investigation.



#### A lightweight agent

Experience robust protection without impacting performance with a next-gen antivirus client that operates with a minimal system footprint and reduced resource consumption.

# IT operations management and observability

Monitor and manage your network, servers, and applications.



## OpManager Plus

Manage your network devices, servers, storage, and applications and optimize network performance, bandwidth, traffic, flow, firewalls, IP addresses, and switch ports from a single console.

### 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.

## 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.”

**Ashley Bukket,**

System Analyst, Macmillan Cancer Support



### **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**



## Site24x7

Gain complete visibility into all IT resources—from websites, APIs, and servers to networks, cloud services, and applications. Collect metrics, logs, and traces in a unified view to detect performance issues and reduce MTTR.

### 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.

## Applications Manager

Receive in-depth, code-level insights into your business-critical applications. Resolve performance issues, automate operations, and ensure end-user satisfaction with out-of-the-box support for over 150 technologies.

### 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. Playback recorded transactions at regular time intervals on a real 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 the end-user experience is affected.



#### Track the health and performance of application servers

Ensure the performance of the 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](http://www.appmanager.com)

[appmanager-support@manageengine.com](mailto:appmanager-support@manageengine.com)

[eval-apm@manageengine.com](mailto:eval-apm@manageengine.com)

[sales@manageengine.com](mailto:sales@manageengine.com)



## Digital Risk Analyzer

Proactively identify and fix potential threats to your digital assets. Continuously scan for vulnerabilities and assess your risk posture to product brand reputation, prevent data breaches, and ensure business continuity.

### Features and benefits



#### Stay secure around the clock

Run frequent checks to obtain a security rating.



#### Domain security

Get continuous checks done for SSL certificate expiry, verify your domain against popular blocklists, and avoid unforeseen domain expiry.



#### Email security

Secure the integrity and authenticity of your email servers by checking SPF, DMARC, or DKIM records, as well as SMTP TLS settings



#### Network security

Ensure your SSL certificate's validity, check for insecure ciphers, run DNSSEC validation checks, and more.



#### Application security

Cross-check your applications with Google's list of blocklisted URLs, scan for malware, and run checks to identify phishing.



#### Grades and reports

Obtain grades for each of the reported security aspects based on the assertion checks done and view log reports for each scan.



#### Industry indexing

Compare your rank with industry benchmarks and analyze your posture.

### OpManager

Proactively monitor crucial performance metrics for a wide range of network devices with over 2,000 built-in monitors. Get in-depth visibility for better fault management and greater control over network performance.

#### 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 configuration changes.



##### Analyze firewall logs

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



##### 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.

# NetFlow Analyzer

Move beyond signature network traffic analysis with contextual, end-to-end visibility. Analyze traffic patterns, perform network forensics, and optimize bandwidth to streamline enterprise traffic management effectively.

## 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 of time with long-term reporting. Generate on-demand 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.

## Network Configuration Manager

Take full control over your network configurations. Leverage real-time change tracking and adaptable compliance policies to avoid violations. Schedule backups and conduct remote network operations with Configlets.

### 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 playback actions.



#### Access multi-vendor support

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

# Firewall Analyzer

Boost your network firewall performance with the monitoring of firewall rules, configurations, and bandwidth. Strengthen your network security with in-depth log analysis, VPN tracking, security audits, and compliance reports.

## Features and benefits

### **Ensure compliance requirements are met**

Automate compliance audits with out-of-the-box 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.

### **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.

### **Perform network forensic audits**

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

## Firewall Analyzer **Other salient aspects**

- » IPFIX & NetFlow support
- » Security device log analysis
- » Security audit and file archive
- » Managed firewall service



### **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

### OpUtils

Scan, monitor, and secure your IT resources seamlessly. Keep an eye out for rogue devices and monitor network availability, bandwidth consumption, and more using over 30 built-in networking tools.

#### 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 their 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.



## AlarmsOne

Integrate all your IT management tools with AlarmsOne to manage every IT alert from one window. Reduce alert noise, define escalations, and get notified about critical alerts through email, SMS, and phone call.

### 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 complete control over user activity.



#### 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 to reduce clutter on the alarms page. Generate a report for all the alerts in any view and drill down into the important data.



#### 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 whom to notify next.



#### Schedule maintenance tasks

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



## Site24x7 StatusIQ

Transparently communicate outages and operational status. Display the status of critical components, allow users to subscribe to updates, and announce upcoming maintenance to manage downtime and build user trust.

### 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.



#### 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.



## CloudDNS

Ensure fast, secure name resolution for your domains with real-time traffic routing, failover monitoring, health checks, and query analytics. Control DNS traffic and prevent downtime from a centralized console.

### Features and benefits



#### DNS failover

Prevent service disruptions and increase uptime with enhanced failover monitoring and mapping.



#### Load balancer

Avoid website downtime by efficiently distributing traffic across redundant servers.



#### Filters

Customize the online end-user experience with smart-traffic-steering policies.



#### Domain query reports and statistics

Track advanced DNS query statistics for rapid visibility of DNS delivery and infrastructure.



#### DNSSEC

Prevent your users from accessing false DNS records.



#### Zone transfers

Propagate changes within redundant servers with hassle-free zone transfers.

### DDI Central

Unify DNS, DHCP, and IPAM into one platform for enhanced operational efficiency and network stability. Manage ISC-BIND9 and ISC-DHCP setups, establish new clusters, fortify network security with advanced protocols, and monitor core network services and resource utilization with real-time analytics.

#### Features and benefits



##### Flexible cluster management

Manage, monitor, and discover or set up both internal and external DNS and DHCP clusters, including ISC-Bind 9 and ISC-DHCP installations.



##### Streamlined DNS server and zone management

Centralize DNS settings and zone data configuration for efficient network oversight.



##### Automated DHCP scope management

Dynamically manage IP allocations and configurations across scopes for simplified administration.



##### DHCP fingerprinting

Implement targeted IP configurations and compliance policies through granular device classification.



##### IP-DNS correlations and IP-MAC identity mapping:

Access detailed host and DNS information linked to an IP, and manage IP resource consumption for efficient change management.



##### Dynamic DNS (DDNS) management

Adapt to automatic IP changes with secure, automatic updates for a responsive and scalable network.



##### DNS security management

Deploy Domain Name System Security Extensions (DNSSEC), Response Policy Zones (RPZs), Response Rate Limiting (RRL), DNS firewalls, and more for enhanced security and mitigation of DNS attacks.



##### Domain traffic surveillance

Monitor DNS traffic in real time for threat identification, zone performance optimization, and proactive troubleshooting.



##### IP lease history insights

Track and analyze an IP's transitions over time to identify its association with specific devices or domains to ensure efficient troubleshooting and compliance.



##### Built-in failover, audit, and access controls:

Ensure secure DDI management with robust failover, auditing, and role-based access controls.

## CloudSpend

Make informed decisions with a full set of cloud cost management capabilities. Understand spending at a high level, identify cost-accruing services, attribute spending to business units, set up budgets, and more.

### 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.

# Advanced IT analytics

Visualize data and gain actionable insights into IT operations.





## Analytics Plus

Get a unified view of all your IT applications in one console. Blend data from several IT applications or databases, and look into the impact of incidents on ticket volume, project delays on costs, and more.

### 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 our service management, support, and operations management products.



#### Share and collaborate

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



#### Publish and embed reports

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



#### Enable smart dashboards

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



## SaaS Manager Plus

SaaS Manager Plus is a cloud-based application that helps you to discover, track, and manage your SaaS subscriptions. Streamline your SaaS, optimize costs, track vendors, enhance productivity, and ensure effective license and user management.

### Features and benefits



#### Comprehensive dashboard

Discover your organization's SaaS subscriptions in a few clicks. Track key metrics like total spending, user count, app utilization, and license usage. Visualize spending trends and patterns..



#### Simplified vendor management

Gain detailed insights into vendor information, associated subscriptions, spending breakdowns, renewal dates, and ownership details. Extract relevant license details from uploaded invoices.



#### Effective user management

Efficiently add, manage, and delete users; assign applications; and streamline communication within your organization. Prevent unauthorized user access with IAM integration.



#### Seamless app integrations

Connect with your SaaS ecosystem in a few minutes with hassle-free directory integration. Integrate with a range of SaaS applications to track your expenses and optimize ROI.



#### Report analytics

Gain valuable insights into vendor spending, user stats, spending by source, most used vendors, most spent vendors, user app stats, user activity, and app activity.



#### Personalized settings

Customize mail server settings, schedule data synchronization, and automate report generation to fit your needs. Customize license expiry notifications and receive timely updates in your mailbox.

# Low-code app development

Build powerful custom applications rapidly  
and launch them on-premises



# AppCreator

AppCreator is a low-code application development platform that helps IT teams build custom mobile and web-based applications. The product enables IT to work hand-in-hand with business users and develop innovative solutions to solve business challenges and automate processes.

### Features and benefits



#### Drag and drop app builder

Drag-and-drop pre-built code blocks to rapidly build custom apps and dashboards for your team's needs.



#### Automation

The platform enables IT teams to build and automate workflows rapidly, leading to better governance, and improving organizational agility.



#### Online portals

Enable your customers and business partners to interact with your company's applications and data with online self-service portals.



#### Sandbox environment

Create a replica of your applications and keep them isolated from users and other live applications. Make changes to your applications, review them, and publish the required changes.



#### Multi-device apps

Design applications for PCs, tablets, and other mobile devices simultaneously. Customize the UI for each device as needed.



#### Advanced dashboards

Easily create a custom dashboard by collating, analyzing, and managing data from multiple sources utilizing low-code tools to display all the crucial performance metrics your IT team requires.



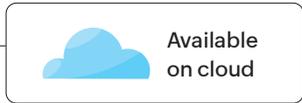
#### Role-based access

Manage user identity, access, and permissions with AppCreator's user management tools. Ensure your organization's user data is always protected and compliant with policies.

# IT management for MSPs

Grow your MSP business with scalable  
and secure IT management solutions





## MSP Central

Proactively manage and monitor endpoints, network devices, and servers to enhance operational efficiency. Streamline ticketing processes and centralize operations, ensuring scalability while maintaining high client satisfaction.

### Features and benefits



#### Unified single console

Streamline IT management through a centralized interface that enables you to monitor and manage all your IT operations from a single console.



#### Cloud-native platform

Adapt to changing client needs while supporting business growth without adding complexity.



#### Modular design

Customize your MSP tools by choosing the modules you need, when you need them.



#### Enhanced security

Ensure robust security with built-in endpoint protection, automated patch management, and proactive alerting.



#### AI-powered insights

Identify potential issues before they escalate, optimize resource allocation, automate routine tasks, and provide data-driven recommendations to improve service delivery and client satisfaction.



#### Hyper-automation

Free up your technicians by automating repetitive tasks, standardizing processes, ensuring consistent service delivery across all clients. This allows your team to focus on business growth.



#### Comprehensive reporting

Generate customizable reports on key metrics, service levels, security posture, and more, to make informed decisions and showcase your impact.

## RMM Central

Automate your MSP business' IT management and discover, manage, secure, and monitor all your clients' devices from a single console.

### 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.



#### 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.



#### 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.



#### 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.



#### 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.



#### 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.



## Endpoint Central MSP

Handle your clients' desktops, servers, laptops, and mobile devices from a central location, no matter the organization's size.

### 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 self-service 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, black-listed 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.



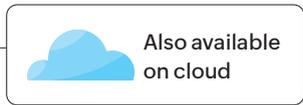
#### Configurations

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.



## Mobile Device Manager Plus MSP

Manage every aspect of your clients' IT staff's mobile device use, from enrolling new devices to wiping all corporate information when an employee leaves the organization.

### 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

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.



#### 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.



## ServiceDesk Plus MSP

Deploy a comprehensive help desk or service desk, complete with built-in account management, asset management, remote controls, and advanced reporting. Offer services and support to multiple clients with centralized controls thanks to the solution's robust data segregation.

### Features and benefits



#### Manage multiple clients

Maintain and personalize individual contacts and accounts, establish business relationships, configure business rules, setup 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.

## ServiceDesk Plus MSP **Other salient aspects**

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



### **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

# OpManager MSP

Securely manage your customers' multi-client network and server environments with OpManager MSP—built for powerful visualization, fault detection, automation, reporting, and centralized control.

## Features and benefits



### Multi-client network & infrastructure monitoring

Track device health, performance, and availability with automated alerts, while monitoring 2,000+ metrics including packet loss, syslogs, WAN latency, VPNs, VoIP, wireless controllers, and Windows processes.



### Remote control

Proactively monitor and manage critical processes across multi-client networks, identifying, troubleshooting, and resolving issues remotely—without the need for on-site intervention.



### Centralized fault management & automation

Detect and resolve issues faster across multiple client networks with intelligent alerts and root-cause analysis. Automate routine L1/L2 tasks using 70+ built-in workflows to reduce manual effort and errors.



### Server & virtual environment monitoring

Monitor Exchange, FTP/S, files, processes, and services (DNS, IMAP, SMTP) across Windows, Linux, and macOS servers. Track VMware, Hyper-V, Nutanix, and hyper-converged setups with 70+ performance metrics.



### Storage, CPU & hardware monitoring

Monitor storage arrays, RAID, and tape libraries with capacity forecasts while tracking key hardware metrics like CPU, temperature, fan health, network device performance, and printer availability.



### Visualization & reporting

Gain complete visibility into client infrastructure with customizable dashboards, network maps, and business views. Leverage 100+ ready-made or custom reports to track performance trends, SLA adherence, etc.



## Site24x7

Securely manage your customers' front-end and back-end IT infrastructures remotely with the solution's cloud monitoring, network monitoring, application performance monitoring, and end-user monitoring.

### Features and benefits



#### Infrastructure monitoring

Use 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, uninterruptible 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.



#### 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.



#### 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.



#### 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.

## ADManager Plus MSP

Manage clients' Active Directory, Microsoft 365, and Exchange environments from a single console. Delegate management, create approval-based workflows, and set up notifications to ensure your clients are informed about all changes made to their environment.

### Features and benefits



#### Customizable, template-based provisioning

Automate user provisioning with custom templates based on each client's requirements. Manage all user entitlements, access, and mailbox provisioning based on their business needs from a single console.



#### Customizable dashboards

Create custom dashboards to gain visibility into the current status of your clients' domains with metrics such as inactive users and computers, users with expired passwords, locked-out and disabled users, the number of workstations and domain controllers, and more.



#### Automate AD operations

Automate AD tasks such as inactive account management or other routine AD functions based on each client's organizational requirements.



#### Smart delegation

Get the flexibility to delegate the management tasks of different clients to different technicians, and ensure clients' confidential business data is not accessible to unauthorized employees.



#### Auditing and compliance

Help your clients pass compliance audits with over 150 built-in reports and options to build custom reports based on each client's needs.



#### HCM integrations

Integrate ADManager Plus MSP with various human capital management (HCM) applications such as Ultipro, BambooHR, Workday, and Zoho People to automate the process of user onboarding. You can also integrate ADManager Plus MSP with other HCM applications with API support to automate user provisioning, modification, and deprovisioning.



#### Custom workflows with alerts

Execute critical changes to a client's environment only after their approval with custom workflows. Send real-time SMS and email alerts to all stakeholders for critical changes.

# PAM360

Defend against privileged access misuse with our solution's powerful access governance and contextual integrations with various IT services. Centrally manage privileged access for your customers through a fully automated, policy-driven approach while achieving complete data segregation.

## Features and benefits



### Privileged account management

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-in-time 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.



### Comprehensive 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.

## Password Manager Pro

Secure your clients' privileged accounts, control and monitor privileged access to client networks, and implement stringent security best practices.

### Features and benefits



#### Secured client password storage

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



#### Selective password sharing

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.



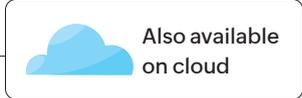
#### Achieve concurrent controls

Entrust the control of the password vault to the MSP administrator, the end user, or both.



#### Visibility on password access

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



## Log360 MSSP

Deploy and scale centralized log management, threat analysis, and compliance management. Manage for your clients, and provide threat detection and incident response in one convenient platform.

### Features and benefits

 **Enhanced multi-client management**  
Manage multiple customers while offering data security, high performance, fast deployment, and role-based access controls (RBACs).

 **Unified customer profile management**  
Seamlessly manage multiple customer profiles from a single console without compromising data security.

 **Comprehensive security analytics**  
Cover extensive auditing and reporting, forensic analysis, threat detection, investigation, and response (TDIR), security analytics, and cloud security.

 **Simplified deployment and resource management**  
Simplify deployment, configuration, and resource management requirements of customers, and gain value with preconfigured modules.

 **Optimized storage policies**  
Save on resource utilization and log storage costs by choosing granular data retention policies and storage space allocation for each of your customers.

# EventLog Analyzer MSSP

Collect, manage, analyze, correlate, and search through log data from large client networks across multiple geographical regions, all from a single console.

## Features and benefits



### Customizable admin dashboards

Get a 360-degree view into what's happening in each of your clients' networks. Configure a dashboard for each customer and choose the metrics you want to monitor for a particular client's environment.



### Powerful event correlation

Detect attack attempts and trace potential security threats by correlating log data from devices across the network with predefined rules and a drag-and-drop custom correlation rule builder.



### Augmented threat intelligence

Identify malicious IP addresses, URLs, or domain interactions with your clients' network in real time by automatically correlating log data from devices in their network with scrutinized threat feeds.



### Real-time alerting

Choose from over 500 alert profiles and generate real-time alerts through email or SMS when any suspicious events happen in your client's networks.



### Built-in incident management

Efficiently manage security incidents and speed up the resolution process by automatically assigning tickets to your security analysts using predefined rules.



### Rebranding

Customize the default web client UI logo, the default support links, and other important elements to ones specific to your enterprise to match your brand attributes.

# Business productivity applications

Cloud-based IT management solutions for any business need.





## 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-and-drop 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.



#### Secure access controls

Grant access to applications on a need-to-know basis and protect vital business data.



#### 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.



#### 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.



## 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 customizable 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.



#### 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 sub-tasks, 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.



#### 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.



## Zoho Assist

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

### 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 and reconnect any computer

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.



#### 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.



## 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.



#### 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.



#### 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.



#### Scalability with mix and match plans

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



#### 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.



#### 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.



#### 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.



## 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 addresses

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.



#### Powerful Control Panel

Set up your organization's accounts with ease using the Admin Control Panel. You can also 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.



#### Email retention and eDiscovery

Retain work 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 Meeting

Zoho Meetings is a secure cloud-based web conferencing platform for online business meetings, webinars, and remote collaboration.

### Features and benefits



#### Connect and collaborate in real time

Seamlessly connect with your hybrid and remote teams using live audio and video conferencing. Use features like screen sharing and whiteboard to make remote business collaboration easier.



#### Customize registration forms and emails

Provide tailored experiences for webinar attendees by personalizing your webinar registration forms and emails. Choose an existing template and make the necessary changes to refine your brand identity.



#### Record and replay your online meetings

Record, replay, and download your online business meetings and webinars. Access and share high-quality audio, video, and screen sharing session recordings right from your Zoho Meeting account.



#### Analyze webinars in detail

Monitor and analyze your webinars in detail after each session. Gain insights into webinar registrants, attendees, Q&A sessions, and polls, and download specific reports as CSV or XLS files with the click of a button.



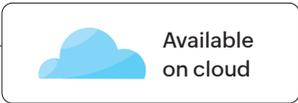
#### Start meetings from your browser

Launch secure business meetings and webinars right from your browser without having to download a separate application. If you regularly host and attend online meetings, consider switching to our dedicated desktop and mobile applications.



#### Expand your webinar audience

Increase brand awareness and maximize your webinar's reach with YouTube livestreaming. Connect with a wider audience, and receive and answer questions in the form of YouTube comments.



## Zoho Lens

Communicate your ideas with efficacy in real time using an augmented reality platform. Use Zoho Lens to conduct live AR sessions with your remote customers and resolve issues in a jiffy.

### Features and benefits



#### AR streaming

Experts can view the live camera stream of a smartphone or smart glass at a remote location and offer viable solutions—without leaving their desks.



#### Record and replay your augmented reality support sessions

Record, replay, and download your online AR support sessions. Access and share audio, video, and live stream session recordings right from your Zoho Lens account.



#### 3D annotation

AR annotations help you and your customer add contextual information to the live camera stream. You can use our annotation tools to draw and write on the screen.



#### Mobile SDK

Use our custom software development kit for iOS and Android to add remote access capabilities to your mobile app and empower end users to quickly initiate augmented reality live streaming sessions.



#### Live information sharing

Technicians can share any information on their devices with just a single click. Share essential files with on-site users in real time.

## Awards and recognitions

ManageEngine and its products are consistently recognized by top research firms worldwide.

The Gartner logo consists of the word "Gartner" in a bold, blue, sans-serif font, with a registered trademark symbol (®) to the right.The Forrester logo features the word "FORRESTER" in a green, serif font, with a registered trademark symbol (®) to the right.The IDC logo includes a blue icon of three horizontal bars of varying lengths to the left of the letters "IDC" in a blue, sans-serif font.The KuppingerCole Analysts logo features a small grid icon to the left of the text "kuppingercole" in a bold, black, sans-serif font, with "ANALYSTS" in a smaller, red, sans-serif font below it.The GigaOm logo displays the word "GIGAOM" in a bold, black, sans-serif font, with the letter "O" highlighted in blue.The Omdia logo shows the word "OMDIA" in a bold, black, sans-serif font, with a stylized circular icon to the left.The ISG logo features a blue asterisk above the letters "ISG" in a bold, blue, sans-serif font, with a registered trademark symbol (®) to the right.

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