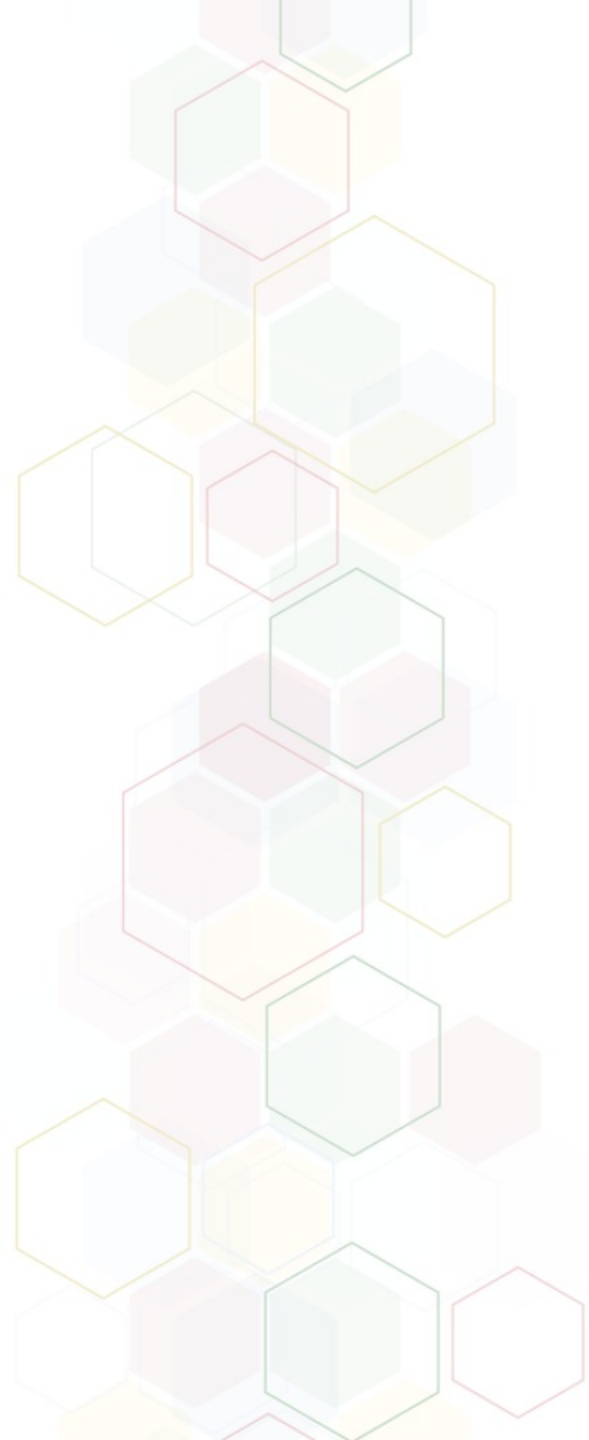# ManageEngine

IT management, simplified

Real-time IT management solution for the new speed of business

ManageEngine is the enterprise IT management software division of **Zoho Corporation**

ZOHO .com

Applications for business, collaboration, and productivity

(Est. 2005)

ManageEngine

Enterprise IT management solutions

(Est. 2002)

WebNMS
A Division of ZOHO Corporation

Enterprise Internet of Things & unified network management solutions

(Est. 1996)

ZOHO Corp

Privately held and profitable since inception

(Est. 1996)

ManageEngine

A bootstrapped, private, and profitable company

19+
Years in the industry

90+
Products and free tools
for IT management

190+
Countries

180,000+
Organizations across the
globe use our products

3,500+
ManageEngine employees

ManageEngine For MSPs

IT service management
ServiceDesk Plus MSP

Remote monitoring & Management
RMM Central

Unified Endpoint Management
Desktop central MSP

IT operations management
OpManager MSP

Mobile Device management
Mobile Device manager plus MSP

Cloud-based Remote Monitoring
Site24x7

Privileged access management
PAM360

Privileged account management
Password Manager Pro MSP

Why do MSPs need an RMM solution?

RMM Solution

- Enhanced and automated IT security
- Real-time monitoring and alerts
- Complete visibility and control of the network
- Increased ROI
- Minimized cost, effort and time
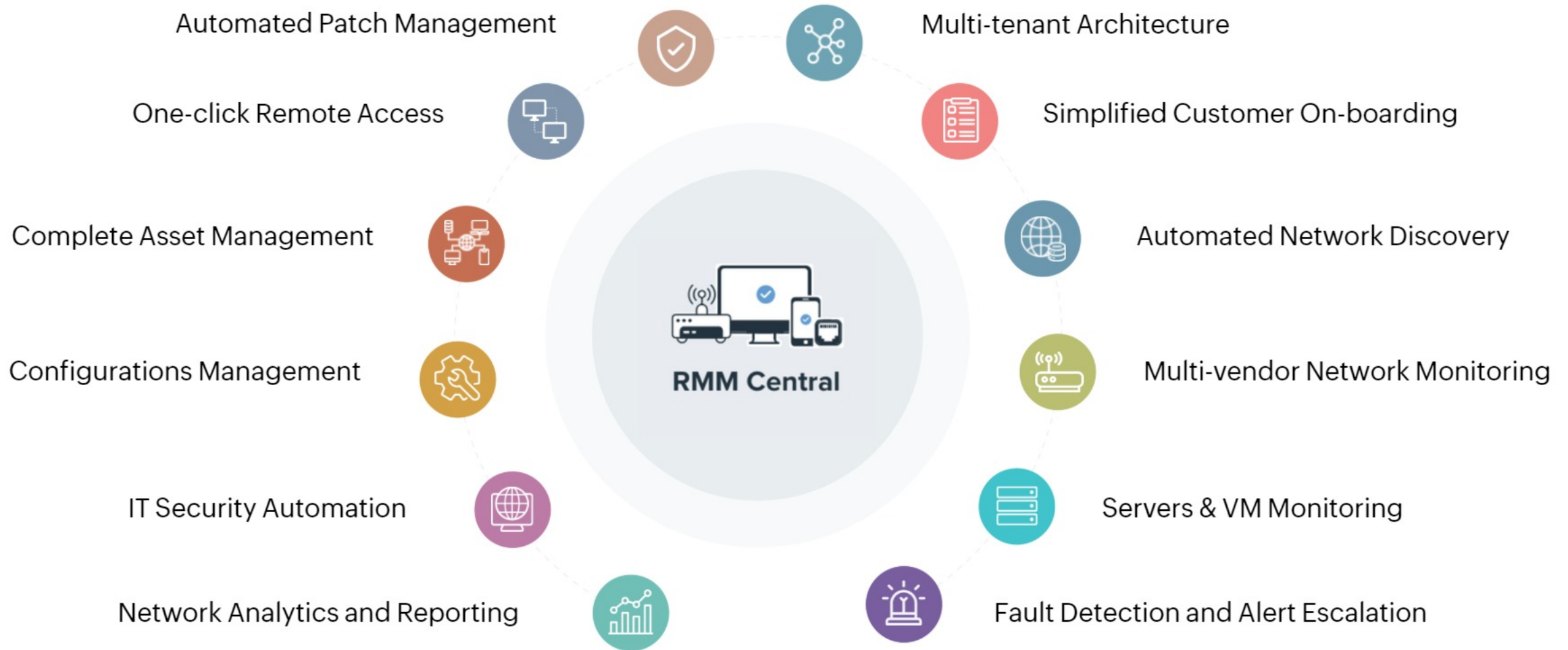- Critical IT management automation
- Powerful reports and analytics

What is RMM Central?

Features Overview

Automated Patch Management

Multi-tenant Architecture

One-click Remote Access

Simplified Customer On-boarding

Complete Asset Management

Automated Network Discovery

RMM Central

Configurations Management

Multi-vendor Network Monitoring

IT Security Automation

Servers & VM Monitoring

Network Analytics and Reporting

Fault Detection and Alert Escalation

Unified solution for network monitoring
and endpoint management

Discover
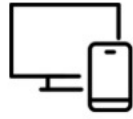
Manage

Monitor

Secure

All devices from a single console

RMM Central

Device Management

Desktops, laptops, servers, mobile devices, tablets, chromebooks, browsers & point-of-sale devices.

Device Monitoring

Routers, switches, firewalls, load balancers, Access Points, servers, (VMs), printers, & storage devices.

Supported Server OS

Windows, Linux, Unix, Solaris, VMware, Hyper-V, Nutanix and Xen platforms.

Supported OS for management

Windows, Mac, Linux, Android, iOS, tvOS, ChromOS, iPadOS

RMM Central features - Explained

Multi-tenant architecture

❖ Handle the network operations of multiple clients concurrently and from a central console.

Benefits:

❖ Monitor multiple clients simultaneously.

❖ Probe-agent architecture helps to handle multiple clients concurrently.

❖ In-depth monitoring and capacity forecasting in client networks.
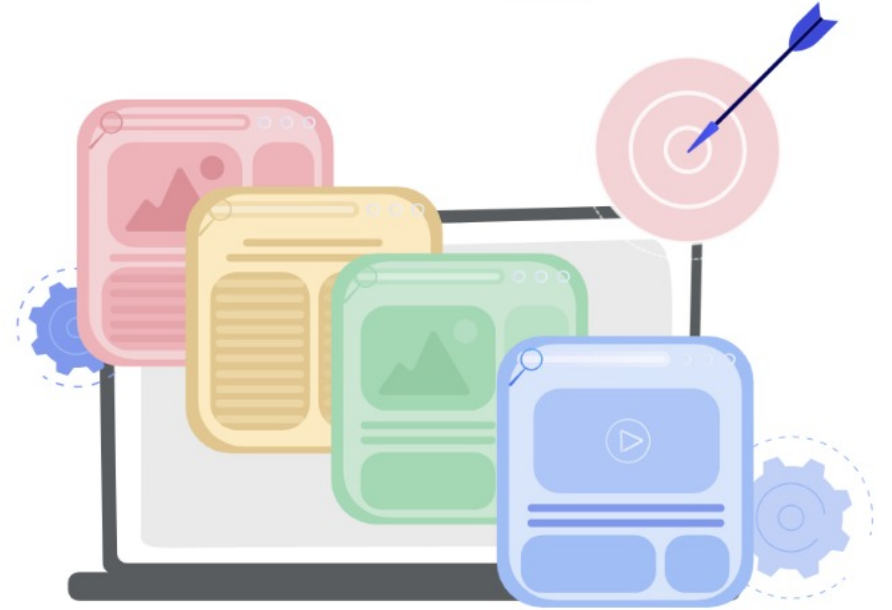
❖ Data segmentation between clients.
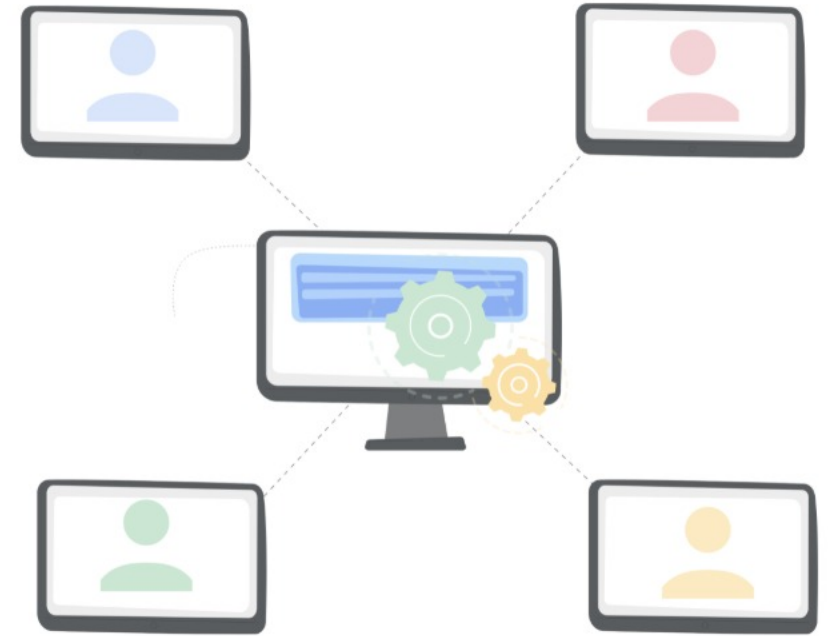
Simplified customer on-boarding

❖ Easy device provisioning and onboarding customers into the network.

Benefits:

❖ Transparent system setup

❖ Client-centric dashboard views.

❖ Customer-specific user account creation Independent technician account creation.

Automated network discovery

❯ Discover devices in their network in one go, monitor business-specific metrics, and maintain a healthy network infrastructure.

Benefits:

❯ Device discovery based on IP range, CSV, AD, or Subnets.

❯ Addition of new devices into the network by periodic scan.

❯ Filter unwanted devices using Approve/Ignore mechanism.

❯ Automate monitor association, event log rules, and more.

Multi-vendor network monitoring

◆❯ Unified heterogeneous platform platform to manage network devices from diverse vendors.

Benefits:

◆❯ Multi-vendor support for network devices.

◆❯ Monitor crucial performance metrics for routers, switches, & servers.

◆❯ Use custom SNMP monitors to track device-level custom metrics using avendor SNMP MIBs.
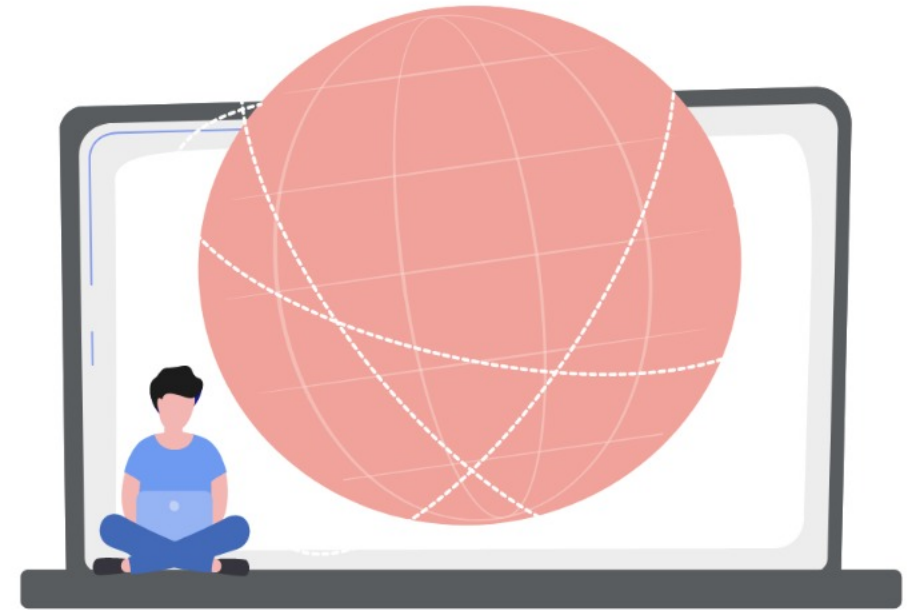
Servers and VM monitoring

❖ Monitor a server's system resources like CPU Usage, Memory Consumption, I/O, Network, Disk Usage, Process etc.

Benefits:

❖ Seamless discovery of virtual clusters, hosts, VMs, and data stores.

❖ Real-time virtual network monitoring

❖ Map the topology of virtual network for visualization.

❖ Capacity planning and identification of underutilized resources.

❖ VM specific performance and health reports.
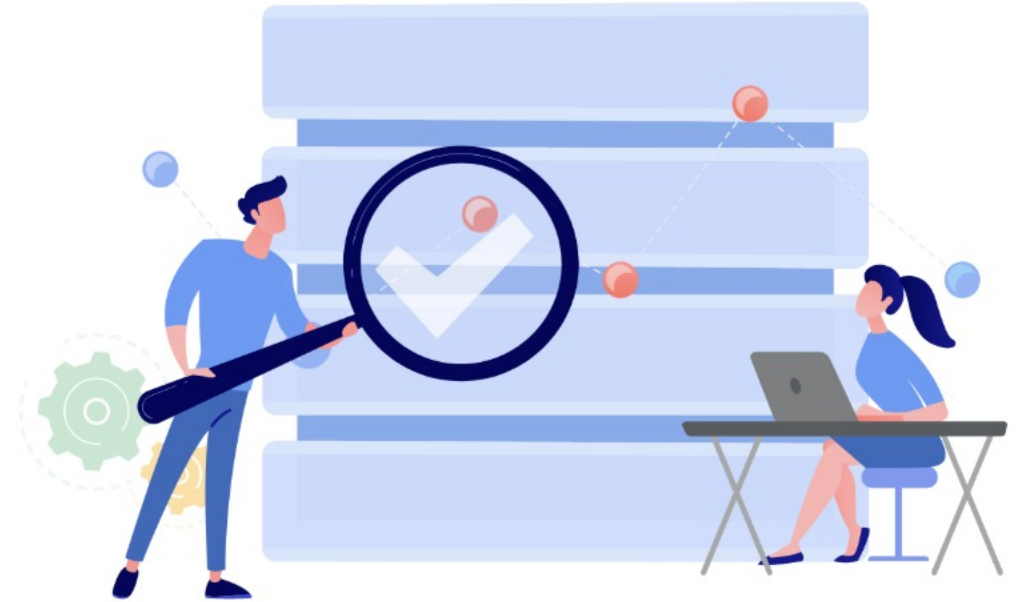
Fault detection and alert escalation

❖ Identify the root cause of the problem and fix it by implementing advanced alert monitoring capabilities.

Benefits:

❖ Fault isolation

❖ Alarm acknowledgement, suppression, and escalation

❖ Alarm notification profiles

❖ Event-Alarm Correlation, Color-coded Alarms & Event History

Automated Patch Management

❖ Patch lifecycle management for Windows, Mac, Linux, and 1000+ 3rd party applications.

Benefits:

❖ Proactively detect and deploy missing patches.

❖ Mitigate security risks by testing patches prior to bulk deployment.

❖ Deploy critical zero-day patches.

❖ Disable auto-updates and decline patches as needed.
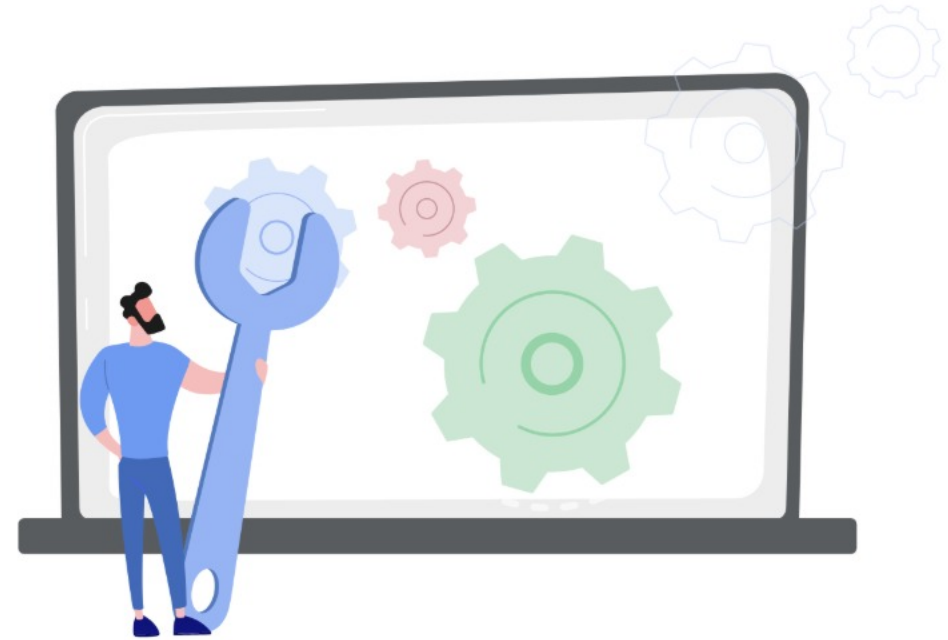
One-click remote access

❖ Leverage secure remote control for troubleshooting devices from a central location.

Benefits:

❖ Collaboration with multiple users during remote session.

❖ No user interaction required for monitoring system management tasks.

❖ Lock end users' keyboards, mouse, and black-out their screens to ensure confidentiality.

❖ Communication through integrated video, call, chat; and file transfer between machines.
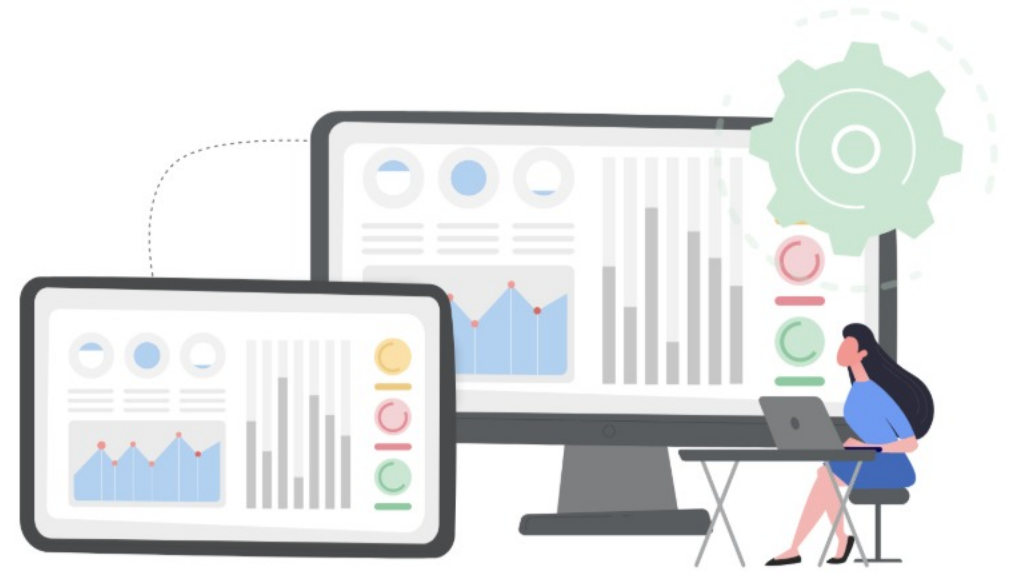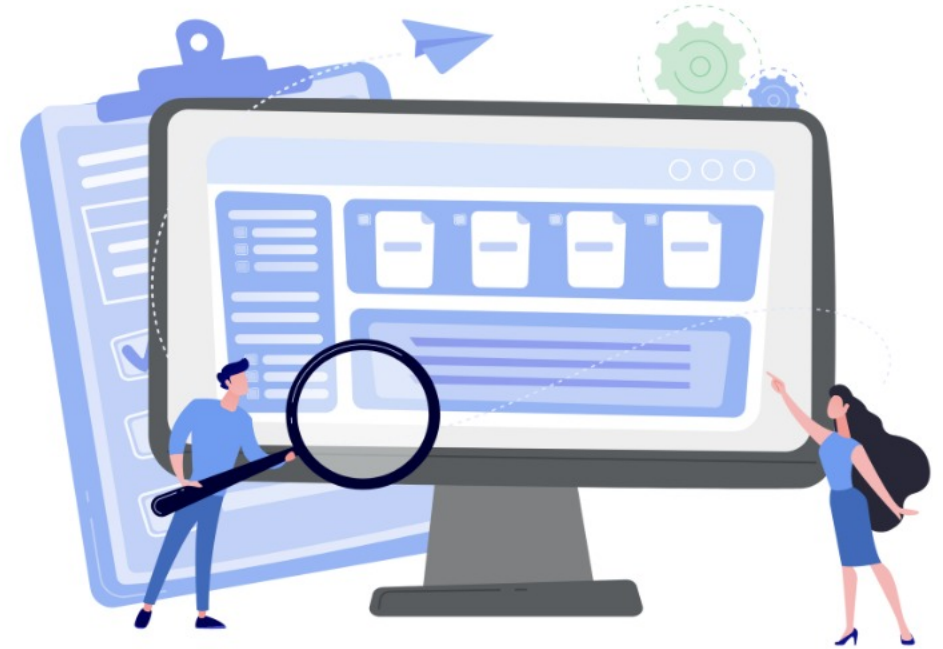
Complete Asset Management

❖ 360 degree view of software and hardware assets within your network live with predefined inventory reports.

Benefits:

❖ Software license compliance status update.

❖ Uninstall malicious software.

❖ Analysis of software usage statistics.

❖ Notifications for detection of new software, non-compliance, and prohibited software.

Configurations Management

◆▸ Standardize profile settings and security polices with 50+ management and security configurations.

Benefits:

◆▸ Regulate access to corporate accounts including email, Wi-Fi, and VPN accounts.

◆▸ Create a logical group of devices based on department or location.

◆▸ Manage external devices connected to the network

◆▸ Execute custom scripts to accomplish specific tasks.

Network Analytics and Reporting

◆▸ Ease-of-acess to details with 100+ reports that can be customized based on user requirements.

Benefits:

◆▸ User and customer-specific reporting

◆▸ Custom reports generation

◆▸ Schedule reports in required formats

◆▸ Forecast reports for capacity planning

◆▸ Advanced reports covering multiple categories

New benchmark for IT Security

- ❖ Deploy **security policies** customized to each network

- ❖ Restrict **user access**

- ❖ Discover **faults** in the network & receive real-time alerts

- ❖ Detect and **remediate security issues**

- ❖ Detect and **proactive patch** & update applications.

- ❖ **Remotely lock devices** to prevent the misuse of lost or stolen devices.

- ❖ Track devices in real time with **geo-location tracking**.

- ❖ Perform a **corporate wipe** to leave personal data intact in BYOD devices.

Why to choose RMM Central?

RMM Central

Foresee no data overlap between clients

Flexible, easy-to-use and cost-effective solution

Proactive IT security plan for every client network

One solution for network monitoring & endpoint management

Customized solution for the MSP market with 10+ years experience

Simplified licensing model

Pricing

Pricing starts at **$24/device/year.**

Visit the below page for more details:

https://store.manageengine.com/remote-monitoring-management/

To explore RMM Central further, download a 30-day free trial edition of the product.

https://www.manageengine.com/remote-monitoring-management/download.html

Quick Links

https://www.manageengine.com/remote-monitoring-management/

System Requirements
https://www.manageengine.com/remote-monitoring-management/system-requirements.html

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