

ManageEngine IT360

Integrated IT Management

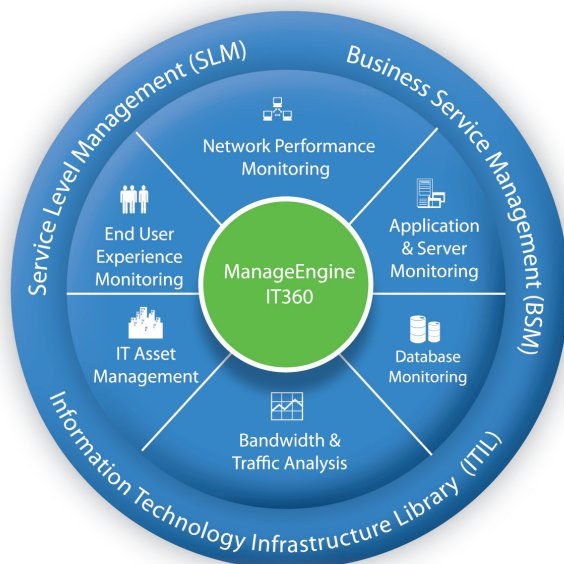
Enhance productivity with a single view of IT



Businesses view IT as a key strategic asset, yet are often frustrated when the performance and business value of key IT components such as applications, networks, storage, servers and databases can only be monitored and managed independently using siloed IT management tools.

ManageEngine IT360 is a truly integrated solution that eliminates the siloed approach to IT management, ensuring that IT operations and service management groups can work together to quickly identify, troubleshoot and resolve critical performance issues before they impact the bottom line.

The intuitive dashboard gives IT and business managers a 360° view of key performance and service level indicators to manage IT against real business outcomes.



“ With IT360, we moved from multiple IT tools to one integrated, end-to-end monitoring solution. A single console gives us a unified view into all our IT infrastructure. It also gives us business insight needed to make accurate decisions and report back to our customers. The flexibility and ease of implementation of IT360 gets us to market faster while providing a lower total ownership cost. ”

Senthil Manimuthu
Executive Director of IT Infrastructure,
PMSI Online

Solution for Enterprises

- * ITIL enabled Service Management
- * Distributed architecture for scalability
- * High availability for redundancy
- * Monitor Geographically distributed networks
- * End User Experience Management
- * Strong security based on Role based access control

Solution for Service Providers

- * All features of Enterprise Edition, plus...
- * Unified & Integrated MSP Platform
- * Multi-tenancy & Customer data segmentation
- * Customer & Sites specific Dashboards, SLA & reports
- * Downtime Scheduler for accurate SLAs
- * White-labeling of MSP Solution

Business Service Management

- * Grouping related infrastructure metrics into business services
- * Unified web console for IT Operations and IT Service Desk
- * Service Level Management
- * Root Cause Analysis

ITIL Enabled Management

- * Integrated IT Asset Management & ITIL Service Desk for seamless operation
- * Support for ITIL Service Support Modules - Incident, Change, Problem Management
- * Business rules for assigning tickets automatically
- * Support for Service Catalog, Knowledge base & Customer Survey

Network Monitoring

- * Automatic Discovery of network devices, with ports/interfaces in the network
- * Representation of devices in intuitive maps
- * Monitors over 25 device parameters including CPU, Memory & Buffer Statistics
- * Proactive monitoring of WAN links to ensure high network availability

Server Monitoring

- * Monitor key health parameters of servers such as CPU, Memory & Disk Utilization
- * Physical and Virtual Servers Monitoring including VMware & Hyper-V servers
- * Windows Services Monitoring
- * Eventlog Monitoring

Application Monitoring

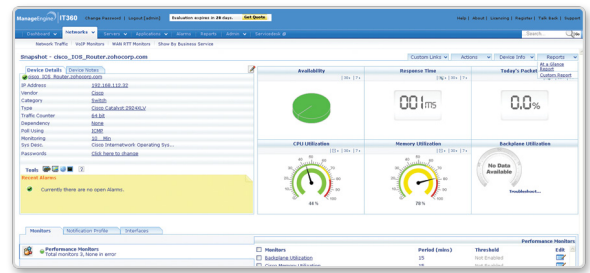
- * Monitor performance & availability of applications, Application servers, Databases
- * Custom and Cloud based Applications & Services.
- * Detect problems before they affect end users

SLA Management

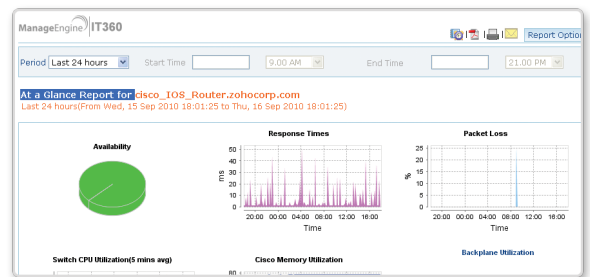
- * Manage SLAs based on the availability of the managed devices
- * SLA Availability dashboards for network devices, servers and applications

Fault Management

- * Intelligent alarm correlation and color coded alarms
- * Receive fault notifications via Email / SMS
- * Automatically Log trouble tickets into Service desk
- * Automatic alarm escalation based on policy



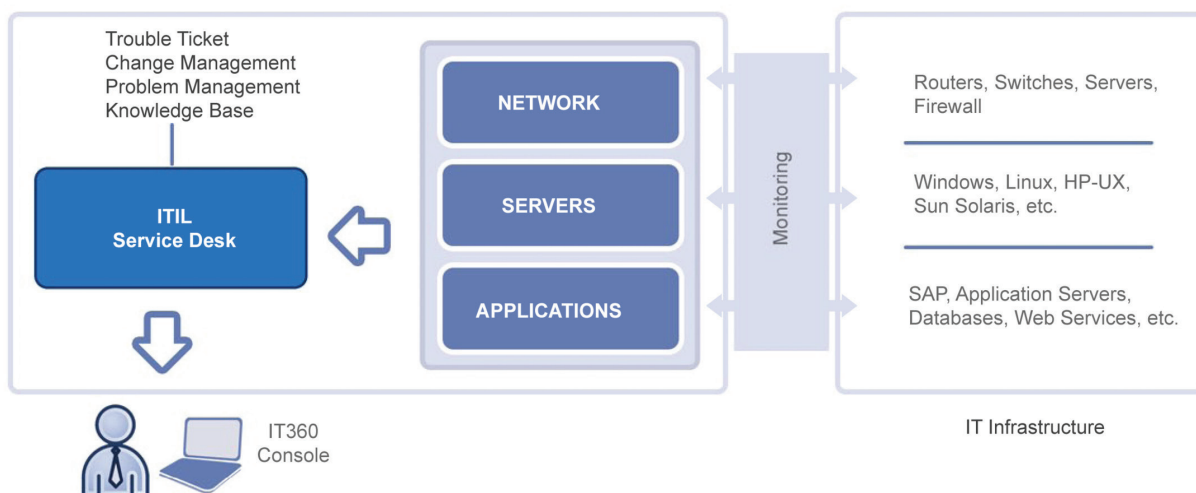
Network Performance Management



Application Performance Management



Infrastructure Performance Management



System Requirements: 2.0 GHz Quad Core | 8 GB RAM | 250 GB HDD | 32-bit Windows Server 2003 / 2008 Enterprise Edition