**ManageEngine**
**Endpoint Central**

# Customer Onboarding & Account Management (COBAM)
## *Transcending customer support*

We aim to provide top-notch customer services:

- ◊ Onboarding assistance
- ◊ A dedicated touchpoint
- ◊ Periodic checks and on-site visits

ManageEngine Endpoint Central's COBAM is offered in two tiers tailor-made to meet the requirements of organizations of any size.

## Supported editions

Endpoint Central offers 4 paid editions: Professional, Enterprise, UEM, and Security.

Each of these editions caters to the various needs and sizes of an organization. Onboarding support can be purchased for **all paid editions** of Endpoint Central.

## Subscription model of the plan

Receive year-round, steady, and streamlined support. Endpoint Central provides onboarding and maintenance support for **one year** from the date of purchase.

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The layout of **customer onboarding and account management:**

◊ Dedicated account manager

◊ Onboarding support

◊ Installation and configuration of the product

◊ Online health check

◊ Web-based training

◊ Upgrade assistance

◊ On-site visit

◊ Conventional chat support

| Attributes | Classic | Standard |
|---|---|---|
| Supported editions | All paid editions | All paid editions |
| Subscription model | Annual | Annual |
| Dedicated account manager | Yes | Yes |
| Onboarding support | Yes | Yes |
| Web-based training | 2 sessions (2 hours each for 2 days) | 4 sessions (2 hours each for 4 days) |
| Health check | Twice a month for the first two months; once a month thereafter | Twice a month for the first four months; once a month thereafter |
| Conventional support channel | Yes | Yes |
| On-site visits *(Part of the onboarding and maintenance schedule)* | 3 days | 6 days |
| Upgrade assistance | Yes | Yes |

## Dedicated account manager

Every organization is allotted a **dedicated account manager** who will be the go-to person for any critical issue that requires immediate assistance.
Your account manager will facilitate the shortest possible resolution time and will be the **single point of contact**, thereby enriching your customer experience.

The account management plan provides the following benefits:

- Assess and analyze system performance.
- Fine-tune the database.
- Assist with server or database migration.
- Address service level agreement breaches.
- Tends to lower priority and neglected issues to ensure a healthy IT environment.

## Onboarding support

Considering how crucial hand-holding is through the baby steps, we walk you through the entire process beginning with the initial setup. **Maintenance of Endpoint Central throughout the year** is the icing on the cake.

Customer onboarding and account management plan outspreads across a span of:

- **Three days** for the **classic echelon**
- **Six days** for the **standard echelon**

| Tier/support | Onboarding support | Account management |
|---|---|---|
| **Classic echelon (3 days)** | One day | Two days |
| **Standard echelon (6 days)** | Three days | Three days |

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The first step to onboarding is to gather your network details as follows:

- Number of technicians
- Types of endpoints to be managed
- Number of endpoints to be managed
- Network bandwidth
- System requirements
- Other necessary details

Based on your network details and requirements, we will draft a plan for **implementation and setup** that complies with all your IT management policies.

On-site visits are planned during onboarding and renewal process in addition to the upkeep phase.

- *Classic echelon:* The onboarding process will be carried out in one day, while one day will be preserved for the renewal process. Another day will be scheduled for the health check.
- *Standard echelon:* The onboarding process will be carried out for three days, while one day will be preserved for the renewal process. At customized time intervals, two days will be scheduled for health checks.

Additionally, you will be trained to tackle minor issues and appropriate guidance will be provided for **sending logs to the Endpoint Central support team**.

### Installation and configuration of the product
Irrespective of your network being a domain-based setup or workgroup-based setup, the first step post-product installation is **discovery of endpoints**. Based on the findings of the previous step, the endpoints to be managed will be chosen. For

managing such computers using Endpoint Central, the Endpoint Central agent, a lightweight component, needs to be installed in all the client machines. This agent can be deployed using any one of the three major agent installation methods, which can be decided based on the number of endpoints and feasibility.

Configuration of the product can be done in three levels:

◊ Feature-level configuration

◊ Management-level configuration

◊ Security-level configuration

### Feature-level configuration

Depending on the chosen features in your network for endpoint management, appropriate settings need to be configured. Some settings that can be configured include:

◊ Proxy settings

◊ Mail server settings

◊ Distribution server

◊ Secure gateway server

◊ Failover server

◊ Synchronization with Endpoint Central database

◊ And loads more!

### Management-level configuration

These configurations ensure productivity at all times and reduce the workload of every IT administrator. For instance, every new joiner/new machine in your network will require a set of prerequisites to be carried out for the onset of normal functions. These can be configured and packaged, so when the time comes, it can be deployed in a single click. Examples of such management-level configurations include IP printer installation, drive mapping, display settings, Wi-Fi profiles, etc.

*Security-level configuration*

Securing endpoints is as important as managing them. Hardening endpoint security is the process of safeguarding your network from deliberate exploitation. Endpoint security is one of the biggest concerns for any enterprise, and it's especially tricky for organizations managing several types of endpoints. Endpoint Central offers security configurations, such as governing the use of USB devices, strengthening firewall security, enforcing restrictions and security policies, and more.

### Online health check

The account manager will run through all emails and corresponding issues. Such cyclic health checks ensure that Endpoint Central is performing at its best. This includes  a **feedback session** where we hear from you to confirm that the product is working as per your expectation, or discuss our development roadmap with you. This way, you gain more clarity on our progress with your feature requests, and what can you expect from us in the upcoming days.

### Web-based training

We provide details about every feature to keep you **well-equipped to work efficiently with the product**. Considering the ever-increasing number of cyberattacks, it's crucial to stay updated on current security news. In a discussion, we share the current affairs pertaining to the market to keep you updated. Discussions on **best practices and recommendations** is the cherry on top. Every time a new technician joins your firm, the y can be trained just b y attending our web-based training, which highlights the efficient use of our product.

### Upgrade assistance

Every time we release a new build, it involves several layers of upgrade. Firstly, it's important to understand the state of affairs in your network, and then analyze the

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### Enhancements and Bug fixes

of each build. Adhering to the change policy of your organization, this upgrade will be applied post analysis. Our product experts will assist you in upgrading and optimizing the usage of product features.

### Conventional support channel

At Endpoint Central, we believe every customer is important and is the reason for our success. We also realize that our growth lies in making our customers' journey smooth and continually efficient Our support is available 24 hours a day, five days a week. The conventional support channel paves the way for you to reach us via emails, telephone, live chat, and public forums. When needed, our technicians will **initiate a remote session to resolve an issue**.

Additionally, Endpoint Central has **live chat support integrated within the product** for getting your queries resolved instantly. We're just a click away!