

# ManageEngine Story

Alex D Paul  
Director - ITSM

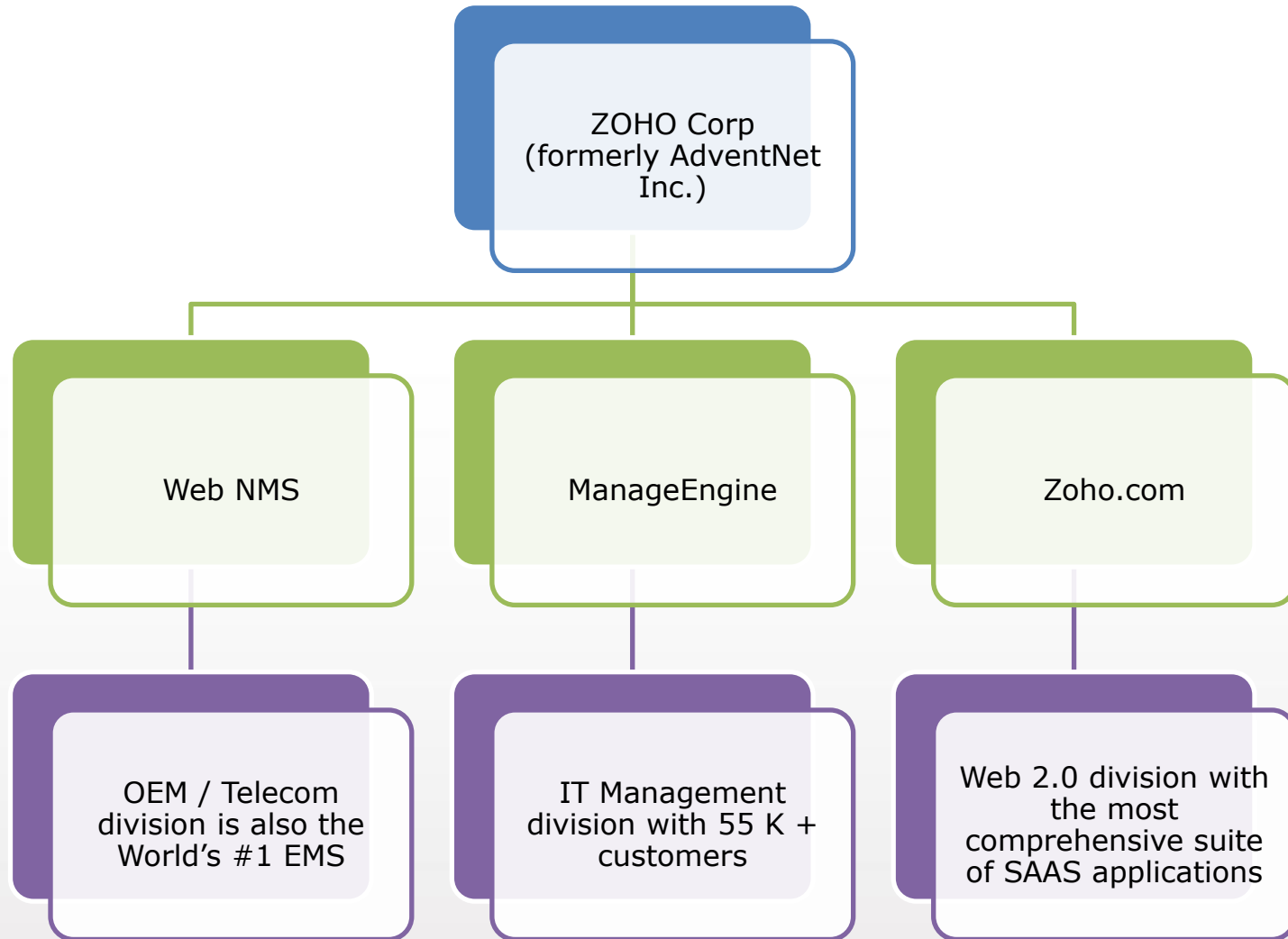
# About Me

- Director IT Service Management Products at ManageEngine
- Implemented ITIL Hands-on + Built A Product in ITIL
- Solved problems in real scenarios along with engineers and business managers
- Experience in handling customers around world – 14 countries
- Author of the widely accepted ITIL Heroes Handbook
- [www.alexonitil.com](http://www.alexonitil.com) – download free book

# Agenda

- Before ManageEngine
- About ManageEngine's Mission
- Try Us

# About Zoho Corp



# WebNMS - Revolutionized NMS Space

- Most affordable and Widely deployed Network Management Framework Used by Telco and Carriers
- Top-Rated Private OSS EMS Specialist By Heavy Reading over 160 vendors and 90 different service providers

## Partial Customers



# Zoho - Revolutionizing Online collaboration software



Products that  
compete with Google  
and Microsoft

 **Zoho Mail**  
Web-based Email Service

 **Zoho Writer**  
Online Word Processor

 **Zoho Sheet**  
Spreadsheets. Online

 **Zoho Show**  
Online Presentation Tool

 **Zoho Business** 10 Users Free  
Online Business Solutions

 **Zoho Marketplace**  
Apps for your Business needs

 **Zoho CRM** 3 Users Free  
On-Demand CRM Solution

 **Zoho Wiki**  
Easy to use, full-featured Wiki

 **Zoho Creator** 2 Users Free  
Easiest way to create database apps

 **Zoho Meeting** One on One Free  
Web Conferencing, Remote Support

# Zoho - Revolutionizing Online collaboration software



**The  
Economist**

"Zoho is the most comprehensive suite of web-based programmes for small businesses..."

**TIME**

"I typed this story in Zoho Writer, even though I had never even tried it until this week. So far, so good..."

**The New York Times**

"The best online word processor, however, may be the one from a tiny company, Zoho, a nimble innovator."

**CIO**

"They've got more applications than Google.... The apps they have are richer"

# Before ManageEngine

Monstrously big  
granular sliced  
Integration problems  
regularly

Big 4



Granular but  
Solved a problem

Point  
Products



# Complicated Does Not Mean Sophisticated

## RELATED PRODUCTS

- [BMC Configuration Manager](#)
- [BMC Remedy Action Request System](#)
- [BMC Remedy Asset Management Application](#)
- [BMC Remedy Change Management Application](#)
- [BMC Remedy Knowledge Management](#)
- [BMC Service Impact Manager](#)

- [Bf](#)
- [Bf](#)

### HP Service Management Center

Product	Description
HP Asset Manager software	HP Asset Manager software helps organizations achieve sound stewardship of IT assets through IT financial management and software license compliance.
HP Connect-It software	HP Connect-It software extends the value of HP asset and service management solutions via a variety of pre-packaged integrations that enable an organization's infrastructure to respond faster to business needs.
HP DecisionCenter software	HP DecisionCenter helps organizations record their IT service management data and relate it to their business impacts.
HP Discovery and Dependency Mapping software	Organizations gain real-time visibility into the dynamic relationships between applications and the IT infrastructure using HP Discovery and Dependency Mapping software.
HP Service Manager software	HP Service Manager is a comprehensive and fully integrated IT Service Desk suite that helps you decrease the time it takes to resolve service problems. ITIL-based best practices and a highly scalable service-oriented architecture let you deploy consistent, integrated processes throughout your IT organization.
HP Universal CMDB software	HP Universal CMDB software is a configuration management database for IT organizations implementing business service management and ITIL-based initiatives.

- CA CMDB
- CA Service Desk
- CA Service Desk Knowledge Tools
- CA Service Desk Manager
- CA Support Automation - Live Automation
- CA SupportBridge™ Self Service Automation

- Asentinel
- CA IT Asset Manager
- CA Service Catalog
- CA Software Compliance Manager

- CA Change Manager Enterprise Workbench
- CA CMDB
- CA Endevor® Software Change Manager
- CA IT Client Manager
- CA Service Catalog
- CA Software Change Manager
- CA Software Delivery

# Built For The New [Impatient] Heroes



- Impatient - Want Results Now
- Quick, Easy & Reliable

• ManageEngine Products are built for people who don't have time



twitter

Gmail<sup>™</sup>  
BETA

salesforce.com<sup>®</sup>  
Success On Demand.™

# ManageEngine Revolutionizing IT Management Software

Built over a Scalable and Proven WebNMS platform that powers large scale deployments

Packs that latest Web 2.0 technologies and is ready for cloud computing



WebNMS



# Instant Gratification

**ManageEngine®** Products  
*Powering IT ahead*

Packed with

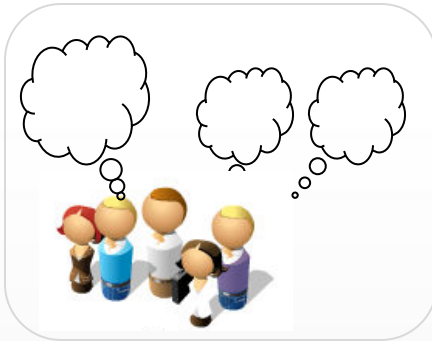


No Experts  
Required

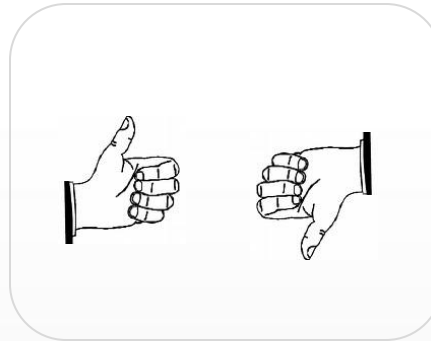


# ManageEngine Roadmap & Alpha

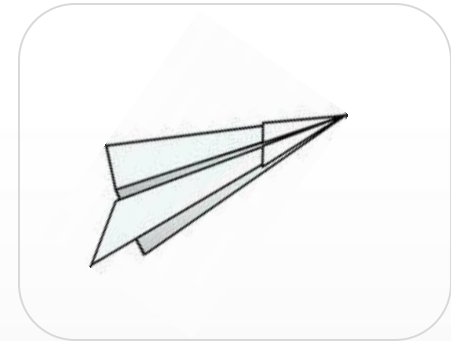
## Community Driven Development



Users Post  
New Ideas



Users Vote for  
Ideas they want

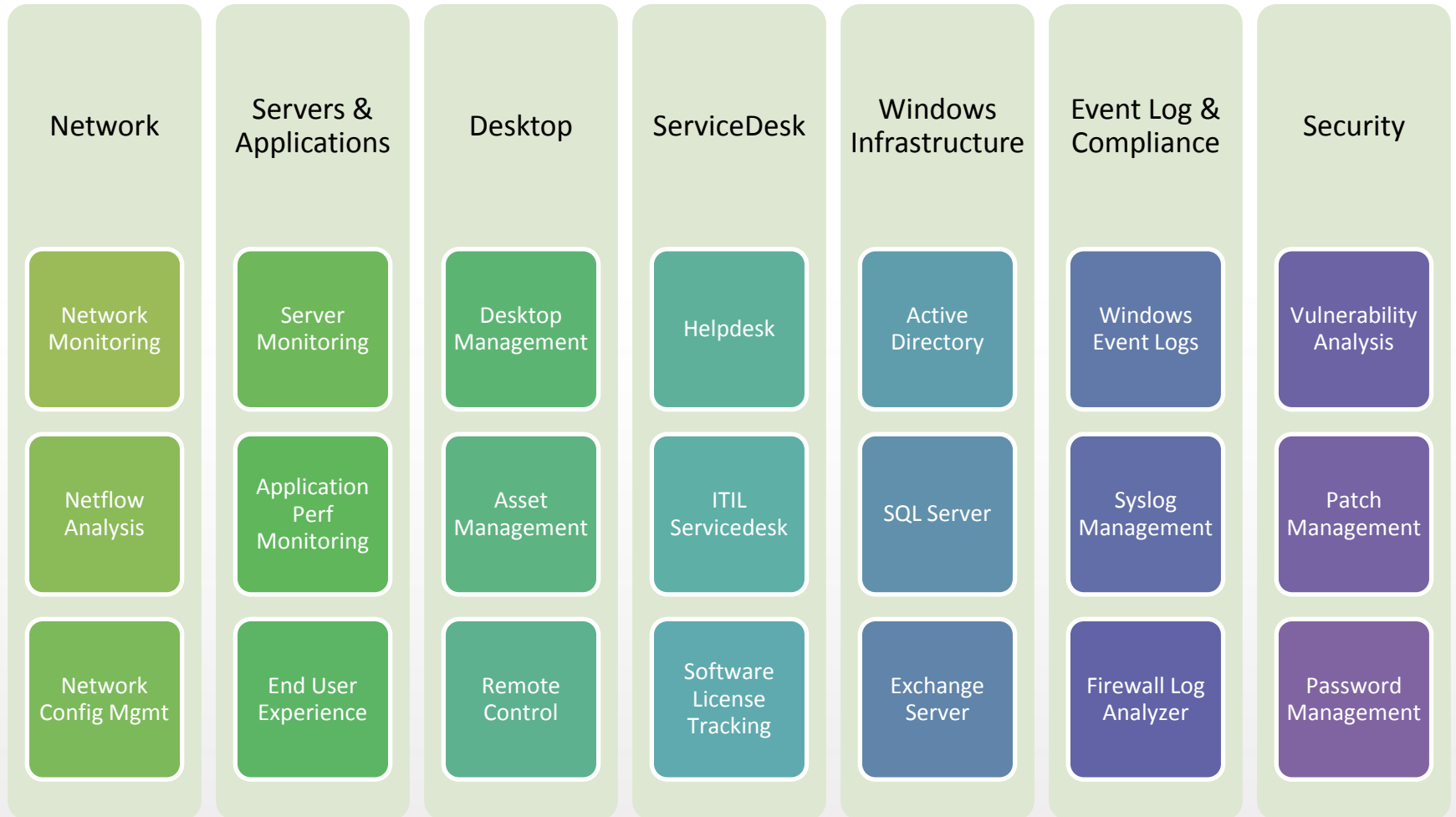


Popular Ideas  
get into the  
products faster

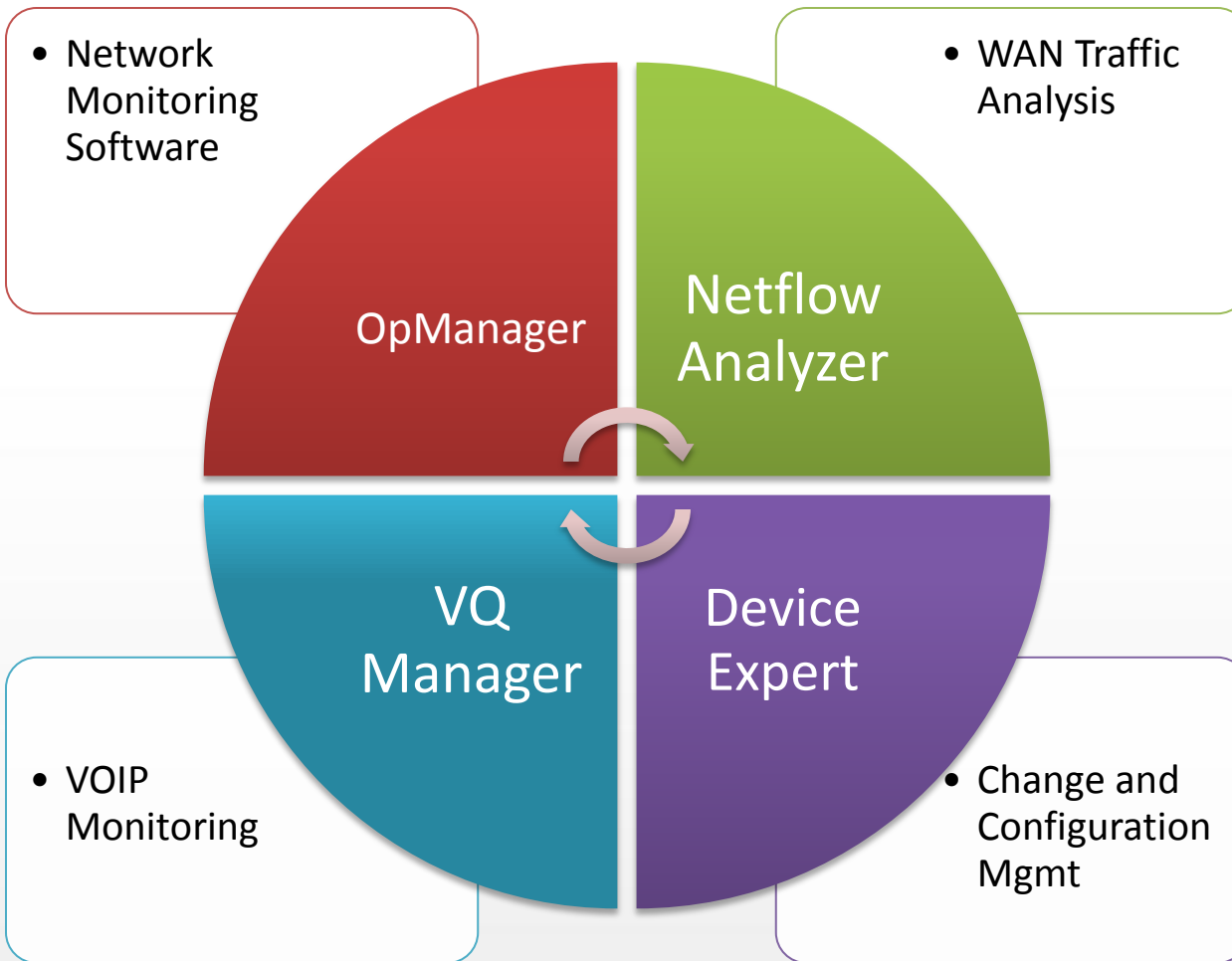
<http://roadmap.manageengine.com/>

# The ManageEngine alternative

## IT Management Portfolio




# Network Management



# ITIL ServiceDesk

ITIL ServiceDesk with Incident,  
Problem and Change Management



Integrated IT Asset Lifecycle  
Management



Software Auditing and License  
Tracking



Purchase, Contract and Vendor  
Management



# Desktop Management / Windows Mgmt

Centralized Desktop Configuration  
Management



Software Distribution & Remote  
Control



Active Directory Management and  
Reports



Automatic Password Reset and AD  
Self-Service Portal

# Security and Compliance

Log Analysis

Password Management

Vulnerability scanning

Patch Management

# Applications and System Monitoring

## Physical

- Linux/AIX/Solaris/ AS400
- Windows

## Virtual

- VMware – vCenter, vMotion, vFabric Suite
- Microsoft Hyper-V

## Cloud

- Amazon AWS
- End User Experience Worldwide – Site24x7.com

# Application Performance

## Application Servers

- WebLogic, WebSphere
- JBoss/Tomcat/GlassFish

## Databases

- Sybase/Oracle. MySQL
- MS SQL/DB2/PostgreSQL

## Messaging

- MS MQ, WebSphere MQ

## Transaction Monitoring

- Java EE – URL to SQL Query Tracing

## Custom Monitoring

- JMX/SNMP/Home grown Scripts/ WMI

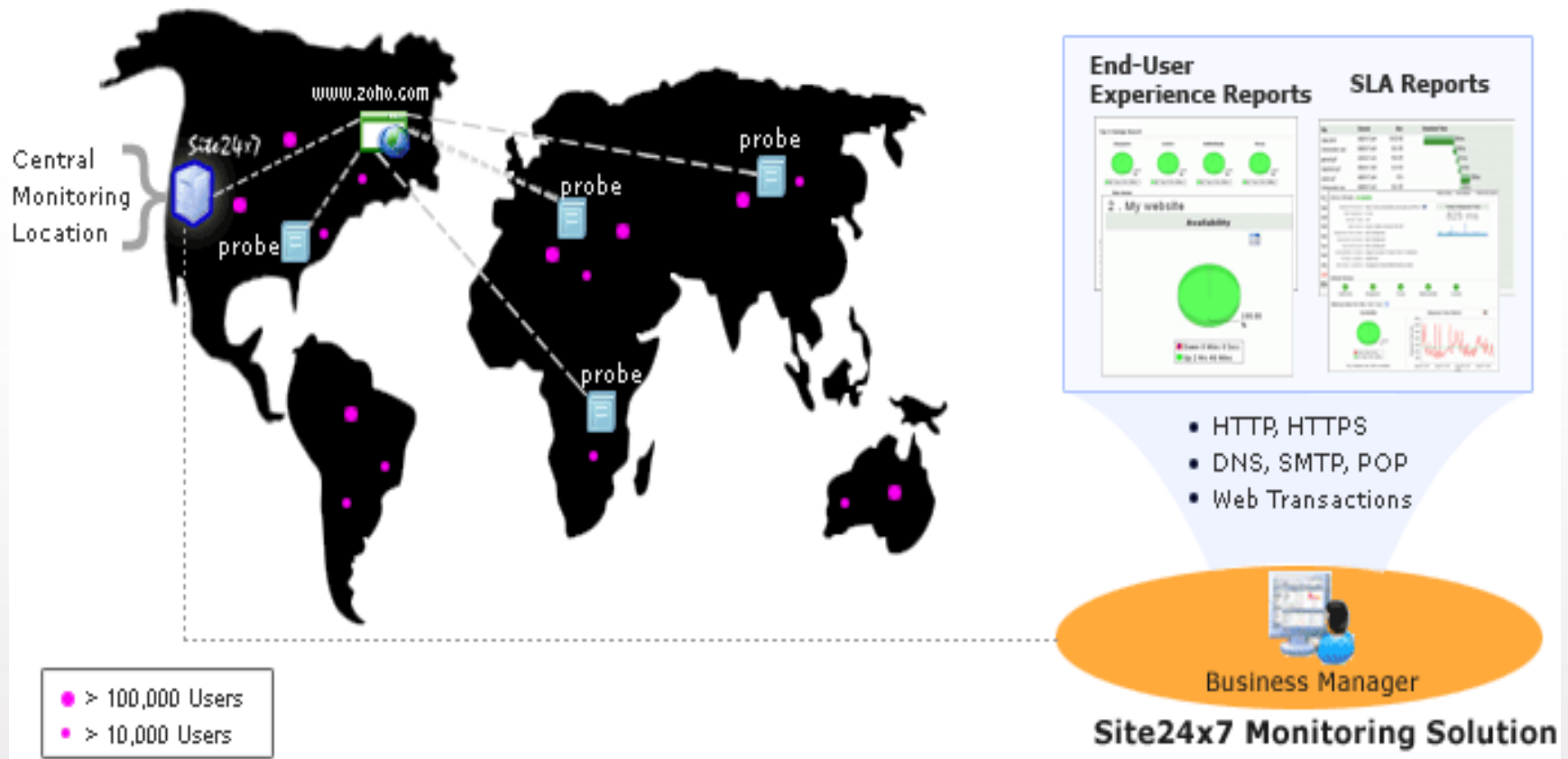
## ERP

- SAP/Oracle EBS

## End User Experience Monitoring

- Real Browser Monitor from branch offices,
- Web App Monitoring.

# Web User Experience Management



# MDM Preview



## How is ManageEngine so affordable?

Grand acquisitions and sales hiring sprees are desperate measures for forward looking statements.

# Why Is IT Management Software Expensive





# How Is ManageEngine so Affordable



# Three Takeaways

1. Big Four Model Vs ManageEngine
2. Learn about ITIL, in the right way
3. Be Paranoid about technology

# ManageEngine vs BMC & Microsoft

## Facts Revealed: Beyond Microsoft Partner Technology Advisor's Mythbusters

Feb 17 2012 03:42:36 AM Posted By : alex

Comments (0)

Share this article:    

In Reponse to: <http://www.microsoftnow.com/2012/02/how-a-manageengine-partner-spreads-fud.html>

### Facts Behind Mythbuster #1

I agree, it's absurd to compare ManageEngine products with a complete enterprise-class (oops class) datacenter/private cloud management suite from Microsoft. It's possible that ManageEngine resellers expected Microsoft products to work out-of-the-box like ManageEngine products. Maybe they just

download  
know th

- In  
w  
(

## No Tomorrow for Numara

Swap your Numara License for a **FREE** ManageEngine License

**Submit your Details**

Proof of Purchase

Email : [swap@manageengine.com](mailto:swap@manageengine.com)

Call : +1 888 720 9500

# ITIL Pays More !



Simply Salary

itil foundation certified

Job Title, Keywords, or Skills

Location

Colorado Spr

City, State or ZIP

## Itil Foundation Certified Salaries

### Average Salary of Jobs with Titles Matching Your Search

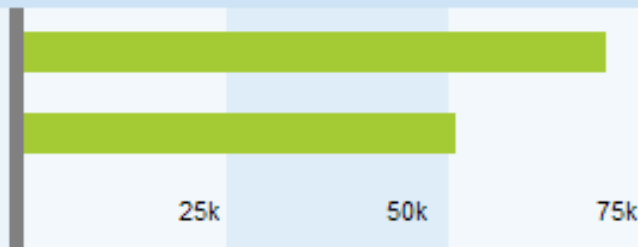
[itil foundation certified in Colorado Springs, CO](#)

\$70,000

[helpdesk agent in Colorado Springs, CO](#)

\$52,000

In USD as of Apr 27, 2010



► [Compare itil foundation certified Salaries](#)

### Average Itil Foundation Certified Salaries

The average salary for [itil foundation certified jobs in colorado springs, co](#) is \$70,000.

In comparison this itil foundation certified salary is:

- \$18,000 more than the average salary for [helpdesk agent in colorado springs, co](#)

Average itil foundation certified salaries can vary greatly due to company, location, industry, experience and benefits.

# Only the Paranoid Survive!

Success breeds  
complacency.  
Complacency breeds  
failure. Only the  
paranoid survive.

*Startup Quote!*



**ANDREW GROVE**

CO-FOUNDER, INTEL

# Leaders Become Laggards



iOS 5



Be

Paranoid