

OnboardPro

ManageEngine
Log360

Unlock the full potential of your
ManageEngine solution

ManageEngine brings solution implementation services with OnboardPro, a seamless and holistic approach to solution implementation, completely customized and carried out by experts. These services are available in two different options to accommodate the requirements of different businesses: Standard and Advanced.

Here's a guide to help you choose the model that best suits your needs-

If you need	You should go with
Quick implementation	Standard
Expert consultation to define business requirements and use cases	Advanced
Requirements-driven, org-specific customization of rules, workflows, and more	
Advanced configurations and integrations with external solutions	

Here's a more detailed breakdown of all the services included in both plans to help you decide:

Log360 Service Offering	Standard	Advanced
Installation	✓	✓
Device management	Windows Server - 25, WKS - 100, Supported Syslog Devices - 10	✓
Application management - IIS, MSSQL, Other Applications	Up to 1 each	Up to 3 each
Technician management (role configuration)*	✓	✓
Log collection filter configuration	Up to 2 filters	✓
Log retention policy settings	✓	✓
Configuring Windows/Linux-based file monitoring (basic configuration)	1 in each	✓

Tuning product administrative settings 1. Email and SMS server configuration 2. Configuring log collection failure alerts 3. Log forwarding	✓	✓
Historic EVT/EVTX file import	✓	✓
Custom reports and alerts configuration (provided logs are available)	Up to 1 each	Up to 10 in total
Reports, alerts, and compliance schedule creation	Up to 1 each	Up to 10
Rule-based correlation setup (based on the feasibility/available logs)	Up to 1	Up to 5
Compliance-specific reports configuration	✗	Up to 1
UEBA: Custom alerts and reports set up*	Up to 2	Up to 10
Configuring managed servers**	✗	✓
Log import scheduling	✗	Up to 5
Dashboard customization	✗	Up to 5
Security hardening & privacy 1. SSL configuration 2. Configuring TFA 3. GDPR Privacy Configuration 4. CAPTCHA	✗	✓
Importing historical logs (supported format)	✗	✓
Database migration (PGSQL to MSSQL)	✗	✓
Advanced Threat Analytics configuration*	✗	✓
SOAR workflow configuration	✗	✓
Log360 search engine management	✗	✓
Risk score modifications for anomalies based on environment.	✗	✓
High availability configuration	✗	✓
Restoration of an available backup	✗	✓
Incident management configuration	✗	✓

Data migration (ES/archive)	✗	✓
Custom log parser rule configuration (subject to scope)	✗	✓
External threat feed configuration	✗	✓
Agent deployment (agent-level registry changes will be performed)	✗	✓
NAT configuration	✗	✓
Setting up Windows logging	✗	✓
Server migration	✗	✓
Expert consultation	✗	✓
Comprehensive documentation	✗	✓
User acceptance testing	✗	✓
Integrated walkthrough	✗	✓
Signing	✗	✓
Post-implementation health check	✗	✓
Supporting new log formats (subject to feasibility)	✗	✓
Additional custom correlation rules configuration (based on the feasibility/available logs)	✗	✓
Training (up to 4 participants)	Available as an add-on	✓
	\$6995	\$8995
	Buy now	Buy now

* - if license is purchased

** - only for distributed editions and MSSPs

Note:

- Only purchased sub-components of Log360 will be installed and configured.
- The implementation of the above services are subject to fulfilment of client deliverables outlined in the scope of work (SOW).

Need more than what is covered here?

Please reach out to log360-onboarding@manageengine.com for customizing your product implementation plan.