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ARTICLE

PRESS RELEASE

ManageEngine Charts 2013 Course to Mastery of Mobile App Usability, Device Management

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Thu Feb 21, 2013 8:25am EST

http://pdf.reuters.com/htmlnews/fknews.aspx?i=43059c3bf0e37541&u=urn:newsml:reuters.com:

Industry-First Voice-Driven Mobile Apps, MDM Additions Highlight Product Roadmap

* ServiceDesk Plus, ServiceDesk Plus-MSP to gain voice-enabled iOS apps
* Desktop Central to add BYOD features, support for iPad apps
* Password Manager Pro to get iPhone app

[...] phase of its mobile product roadmap for 2013. Highlighted by the industry's first voice-enabled mobile apps for the help desk and deeply enhanced mobile device management (MDM) capabilities, this year's mobile roadmap enables IT organisations to both securely manage and leverage the industry's dominant mobile trends, including "bring your own device" (BYOD).

A 2012 Forrester Research report[1] found that 54 percent of North American and European firms have deployed BYOD programs for smartphones and tablets. Moreover, Forrester claims that "mobile is the new face of engagement," predicting 200 million employees will bring their own devices into the enterprise by 2016.[1i] Related developments, such as "bring your own application" (BYOA), will further entrench mobile devices in the enterprise.

"Mobile gives enterprises - and enterprise IT organisations - the opportunity to truly operate 24/7, and we want to make that opportunity a reality for IT professionals," said Raj Sabhlok, president of Zoho Corp., parent company of ManageEngine. "With that goal in sight, we're taking mobile enablement and mobile device management to the next level this year. We will be introducing breakthrough new voice functionality to improve productivity for IT staff. We'll be extending our BYOD feature set and introducing BYOA capabilities, so companies can accommodate these trends while maintaining their security."

ManageEngine Mobility in 2013

As mobile plays an increasingly dominant role in enterprise IT, ManageEngine continues to mobilise its product suite, improving IT professionals' ability to manage mobile devices - from behind a console and on the go. Throughout the year, the company will deliver a number of solutions to enhance mobile device management as well as mobile enablement, including:

-- ServiceDesk Plus and ServiceDesk Plus-MSP will gain iOS apps that feature state-of-the-art voice recognition technology, emerging as the industry's first help desk applications to feature voice-enabled mobile apps. The new iPhone and iPad apps will let IT professionals execute commands, dictate notes and make other extended text entries, promoting multi-tasking and reducing response times. Both ServiceDesk Plus and ServiceDesk Plus-MSP free iOS apps are available now. Support for additional mobile operating systems will be announced in the coming months.

-- Desktop Central will extend its MDM capabilities to ensure IT can maintain enterprise security standards while supporting BYOD and related trends. To that end, Desktop Central will get several BYOD enhancements as well as support for BYOA, near field communication (NFC), geo-fencing, Samsung device policies, mobile content management and the Windows 8 mobile operating system.

-- Password Manager Prowill gain an iPhone app to make the company's enterprise password management software available to IT staff from their iPhones - at any time, from anywhere.

For more information on ManageEngine, please visit: http://www.manageengine.com; follow the company blog at: http://blogs.manageengine.com, on Facebook at: http://www.facebook.com/ManageEngine and on Twitter at: @ManageEngine.

About ManageEngine ServiceDesk Plus

ManageEngine ServiceDesk Plus integrates help desk requests and assets for managing organisations' IT effectively. It helps to implement ITIL best practices and troubleshoot IT service requests faster. ServiceDesk Plus is highly customisable, easy-to-implement help desk software. More than 10,000 IT managers worldwide use ServiceDesk Plus to manage their IT help desk and assets. ServiceDesk Plus is available in 23 different languages. For more information about ManageEngine ServiceDesk Plus, visit:www.manageengine.com/servicedeskplus.

About ManageEngine ServiceDesk Plus-MSP

ServiceDesk Plus-MSP is web-based, ITIL-ready, help desk software with an integrated asset management module built specifically for managed service providers. It has been designed to handle multiple accounts in a single help desk so that MSPs don't have to juggle multiple software applications. It is bundled with thoughtful features like incident management, account management, asset management, knowledge base, service level agreements, remote control management, and purchase and contract management. For more information, visit: http://www.manageengine.com/products/service-desk-msp.

About ManageEngine Desktop Central

Desktop Central is web-based desktop and mobile device management software that helps in managing thousands of servers, desktops and mobile devices from a central location. It automates the complete lifecycle management of desktops and mobile devices from provisioning to retirement. For more information on ManageEngine Desktop Central, visit: http://www.manageengine.com/desktop-central/.

About ManageEngine Password Manager Pro

Password Manager Pro is a secure vault for storing and managing shared sensitive information such as passwords, documents and digital identities of enterprises. The benefits of deploying Password Manager Pro include eliminating password fatigue and security lapses by deploying a secure, centralised vault for password storage and access; improving IT productivity many times by automating frequent password changes required in critical systems; providing preventive and detective security controls through approval workflows and real-time alerts on password access; and meeting security audits and regulatory compliance such as SOX, HIPAA and PCI. For more information on Password Manager Pro, visit:http://www.manageengine.com/products/passwordmanagerpro/.

About ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organisation's need for real-time services and support. Worldwide, more than 70,000 established and emerging enterprises - including more than 60 percent of the Fortune 500 - rely on ManageEngine products to ensure the optimal performance of their critical IT infrastructure, including networks, servers, applications, desktops and more. ManageEngine is a division of Zoho Corp. with offices worldwide, including the United States, United Kingdom, India, Japan and China. For more information, please visit: http://www.manageengine.com; follow the company blog at: http://blogs.manageengine.com/, on Facebook at: http://www.facebook.com/ManageEngine and on Twitter at: @ManageEngine.

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Tags: ManageEngine, real-time IT, Zoho, Desktop Central, ServiceDesk Plus, Password Manager Pro, mobile device management, MDM, Android, BYOD, BYOA, smartphone, tablet, mobile application management, desktop management, managed service provider, service desk, help desk, cloud monitoring, virtualisation, cloud, IT management, business service management, application performance monitoring, user experience monitoring, network management, server management

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