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INFOTECH FEATURE

July 22, 2011

ManageEngine Brings a Fresh Approach to IT Management

By [Paula Bernier](#)
[Executive Editor, IP Communications Magazines](#)

Increasingly, it's an on-demand, socially networked, virtualized world in which we live. ManageEngine ([News - Alert](#)) is addressing all of these trends with its IT management software and related solutions.

President Raj Sabhlok said that ManageEngine parent Zoho ([News - Alert](#)), and its Zoho.com division, are leaders in providing cloud-based applications for business use. Now ManageEngine is leveraging that knowledge to deliver management on demand, although its products are also available as premises-based solutions or in an MSP format. In addition to on-demand network management, the company provides help desk on demand and customer support on demand. And it expects to add to its on-demand portfolio over time, Sabhlok said.

On the virtualization front, the company recently announced that the [ManageEngine Applications Manager](#), the company's widely deployed server and application performance monitoring software, now offers broader and deeper virtualization support. New is multivendor support for Citrix, Microsoft ([News - Alert](#)), VMware and XenSource virtualization environments.

The company also recently added automated cloud resource provisioning capabilities to [ManageEngine Applications Manager](#). That enables IT teams to automate the provisioning of cloud resources so that the server infrastructure adjusts itself in response to sudden traffic surges.

"Since most IT environments today are a hybrid of physical, virtual and cloud entities, any performance slowdown in an application can affect the performance of related cloud services," said Gibu Mathew, program manager of applications performance management solutions at ManageEngine. "By automating the provisioning of cloud resources based on the performance levels of the underlying infrastructure, IT departments can ensure their business-critical cloud services are not affected by failures of the physical components. Applications Manager's out-of-the-box support for more than 50 applications and servers makes auto-provisioning simple and effective in a variety of business environments."

ManageEngine – which has 50,000 customers, including some of the world's largest businesses – also aims to address the social networking trend by socializing IT more, Sabhlok told TMC ([News - Alert](#)) at an open house we held earlier this week in San Jose, Calif. He added that there will be more cross-pollination between ManageEngine and Zoho to enable that going forward.

The company is well-positioned to create new offerings on these fronts and others, Sabhlok indicated, noting that ManageEngine has 1,400 people in the development area alone.

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Edited by [Jennifer Russell](#)

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