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# ManageEngine launches 'industry-first' enterprise search

IT360 to include unified console for searching multi-vendor apps

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By Stephen McBride  
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**Real-time IT management company ManageEngine today announced the addition of enterprise search to its integrated IT management solution, IT360.**

Described by ManageEngine as an "industry-first", the addition introduces a unified search console that is capable of searching databases of any third-party IT management and business applications without requiring the user to understand the underlying database architectures or write SQL queries.

Larger enterprises often have multiple IT management tools for various IT tasks such as monitoring and managing the network and its servers, applications, assets and service desk. In these multi-tool environments, IT teams must search each application independently, either by using its specific search console or writing database queries to search local data residing in the application.

"For the past few years, big data has been the big industry buzzword, as companies attempt to mine the vast amounts of data they generate to make better business decisions, but we believe there are 'little data' opportunities too," said Sridhar Iyengar, vice president of product management at ManageEngine.

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"Enterprise search in IT360 is one example of little data, which recognises that valuable information is stored in structured or relational databases. This data is readily available and offers many of the benefits of big data solutions, without the major investment of time and resources by IT."

IT360 enterprise search features a Google-like interface that enables users to simply click and view results without requiring SQL queries or an understanding of database

schemas. IT360 also allows users to choose how those results are displayed and provides links to actionable search results.

With IT360, a technician troubleshooting a server problem can use enterprise search to look for all data related to the server name. The enterprise search results return not only server statistics from the server monitoring application, but also any tickets associated with that server from the helpdesk application. In this example, the technician will not only find that the RAM on that server is insufficient, but also see that there is a service request in the helpdesk to upgrade the RAM in that server.

The beta version of IT360 with enterprise search is available immediately for download as a 30-day, free trial for new users at <http://www.manageengine.com/it360/enterprise-search.html>. Existing IT360 users will be able to download the enterprise search patch in May 2013. For IT360 pricing, visit <http://www.manageengine.com/it360/get-quote.html>.

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