ManageEngine Brings VMware vCenter, Desktop Management Features to IT360

Integrated IT Management Solution Gains Deeper Visibility into Real-Time Virtual Infrastructure; Integrates with Company’s Desktop Management Solution

- Manage desktops using IT360 unified console
- Enhanced end-user monitoring with support for LDAP, Ping, DNS and mail server
- Download link: http://www.manageengine.com/it360/download.htm

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PLEASONTON, Calif.--(BUSINESS WIRE)--ManageEngine, the real-time IT management company, today announced immediate support for VMware vCenter Server in the latest release of IT360, the company’s integrated IT management solution. IT360, which already has monitoring support for VMware vSphere®, can now give deeper visibility into virtual servers managed by VMware vCenter Server.

Additionally, the latest release of IT360 integrates with Desktop Central. ManageEngine’s widely accepted desktop management solution, enabling administrators to centrally view desktop assets along with other IT and non-IT assets, as well as automate ticket management workflows, specifically for desktops within IT360’s unified console. IT360 also gains enhanced end-user monitoring capabilities with support for LDAP server, DNS server, Ping monitoring and mail server.

ManageEngine will demonstrate IT360 and its latest features in booth #2340 at VMworld® 2012, being held at Moscone Center in San Francisco, August 26-30, 2012.

With the enhancements to IT360, IT management teams get a comprehensive solution that offers a single dashboard view of their entire IT infrastructure. Enterprises today have a varied set of heterogeneous IT systems that can be difficult to manage using multiple tools and consoles. IT360 allows enterprises to monitor their end-to-end infrastructure including applications, servers, network devices and databases from one console. It also performs detailed traffic and bandwidth forensics for optimum utilization and allocation of bandwidth. The built-in, ITIL-ready service management modules makes it easier to track SLAs and service requests generated by users.

“Enabling integration between IT360 and Desktop Central allows IT technicians to monitor and manage not only backend infrastructure but also end-user workstations and mobile access devices from a unified console.”

What to Expect from IT360/Desktop Central Integration

- Single sign-on: No need to maintain different accounts for desktop administration and NOC activities. However, roles with access privileges can always be created for restricted access.
- Centralized asset inventory: All asset types, be it backend infrastructure such as network devices or desktops, can be managed from a centralized asset inventory.
- Enhanced efficiency and productivity: All IT management information converging into a single tool. Desktop users can raise service requests, and technicians can fulfill the requests from the same console.
- 360-degree ITIL implementation: All IT assets can be configured into a common configuration management database, so assets can be managed from one console.

For more information on IT360, visit http://www.manageengine.com/it360. For more information on ManageEngine, please visit http://www.manageengine.com; follow the company blog at http://blog.manageengine.com.
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About IT360

The IT360 dashboard provides a 360-degree view across IT to proactively monitor performance. It is designed to monitor and manage IT infrastructures for medium and large enterprises, and it adds a business context to monitoring IT resources to help the various stakeholders understand the impact of downtimes on the business. IT360 comprises network performance, server and application performance, database performance, and end-user experience management for IT operations and an ITIL helpdesk for IT service management, all in one product. In addition to direct use by enterprises, IT360 is also available for MSPs who offer IT management-as-a-service. For more information, please visit [http://www.manageengine.com/IT360](http://www.manageengine.com/IT360).

About ManageEngine

ManageEngine delivers the real-time IT management tools that empower an IT team to meet an organization's need for real-time services and support. Worldwide, more than 60,000 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](http://www.manageengine.com); follow the company blog at [http://blog.manageengine.com](http://blog.manageengine.com); on Facebook at [http://www.facebook.com/ManageEngine](http://www.facebook.com/ManageEngine); and on Twitter at [http://twitter.com/ManageEngine](http://twitter.com/ManageEngine).

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Tags: ManageEngine, real-time IT, Zoho, IT360, integrated IT management, VMware, VMworld, vCenter, vSphere, Desktop Central, desktop management, ITIL, help desk, network monitoring, virtualization monitoring, workflow automation, virtualization, cloud, IT management, business service management, user experience monitoring, network management, server management

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