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MANAGEENGINE SHIPS PRIVATE SOCIAL NETWORK EXCLUSIVELY FOR IT

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Submitted by admin on 7/17/2012 @ 6:15 AM

Companies mentioned in this article: [ManageEngine](#)

PLEASANTON, Calif. -- (BUSINESS WIRE) -- [ManageEngine](#), the real-time IT management company, today announced the general availability of [ITPulse](#), the industry's first private social network built exclusively for IT teams. ITPulse engages and socializes IT teams by establishing a one-stop, cascading wall for real-time display of IT infrastructure health and collaboration in a secure and fun environment.



Today's lean IT model forces IT teams to make decisions on the fly, forcing them to ditch the traditional email-based communication systems and adopt instant collaboration tools such as Facebook-type social networks. However, concerns about data security make IT reluctant to adopt social networks for official communication. To meet the unique communication needs of IT, ITPulse includes a Facebook-like wall for having discussions and sharing articles and videos in a private and restricted domain. Only users within the domain can access the wall, and the data shared are not leaked to the outside world.

"IT teams love ITPulse as it offers a common wall for both IT and IT management tools," said Dev Anand, director of product management at ManageEngine. "Any alarm, event, report, overdue ticket, etc. created in the IT management tool is automatically posted on the wall. IT folks can pick them up from the wall in real time and start working on them straightaway."

Anand added, "Apart from offering a social platform for real-time collaboration, ITPulse also acts as a secure communication channel during disasters such as a mail server outage. IT folks can discuss the issue and the troubleshooting steps on the wall from anywhere, anytime."

IT Gets a Social Network of Its Own

ITPulse reflects the experience and expertise ManageEngine has developed in serving more than 60,000 customers representing more than one million IT users worldwide. The overarching goal of ITPulse is to improve the quality of information and communications for IT users. To that end, ManageEngine is making ITPulse available as both a standalone SaaS service as well as a module that will integrate with its portfolio of IT management tools, including

- **OpManager** – User actions, such as alarm pickup, alarm clear, alarm delete and alarm notes, will be reflected automatically on the ITPulse wall.
- **ServiceDesk Plus** – User actions, such as 'add a knowledge-base article,' 'add a problem request,' 'add a change request,' and 'approve a change request,' will be posted on the ITPulse wall automatically. Additionally, users working from within the ITPulse UI will be able to initiate actions in ServiceDesk Plus.

The integrations, in turn, drive powerful automations that streamline IT collaboration in problem prevention and resolution. For example, if a network admin makes a change to a router config file, which is picked up by change management software and reported in OpManager as an alarm, the data gets posted on the ITPulse wall if someone acknowledges the alarm or adds notes to it — a much faster process than communicating via email or telephone.

ITPulse includes group-in-group support, which lets sub-teams within an IT team privately chat among themselves, keeping private discussions intact and posting only the key findings to the entire team.

In addition to ManageEngine users, the company is making ITPulse available to all IT community members regardless of the tools they use to manage their networks. The ITPulse API is open and publicly available, enabling integration with tools from BMC, CA, HP, IBM and other vendors, as well as with homegrown management solutions, such as a daily back-up script for a storage area network. The company is also making ManageEngine professional services available to provide technical support for third-party integrations.

Pricing and Availability

ITPulse is available immediately. In addition to the ITPulse Free Edition, which supports up to two users, ITPulse Professional Edition is \$5 per user per month. The Professional Edition includes technical support via support@youritpulse.com. ITPulse is available at a discount for existing ManageEngine customers; this special offer can be accessed at <http://ow.ly/chvJx>.

Users can sign up for ITPulse at <https://youritpulse.com/signup>. User licenses are available via the ITPulse store at <http://itpulse.myshopify.com/products/it-pulse-user-license> and via direct sales at sales@youritpulse.com.

For more information on ITPulse, please visit <http://youritpulse.com>. For more information on ManageEngine,

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About ManageEngine ITPulse

ITPulse is a private social networking site for IT. With ITPulse, IT organizations can build a social wall that reflects the day-to-day pulse of IT. By bringing ManageEngine and/or third-party IT tools and IT teams together on the same page via APIs, ITPulse helps establish real-time collaboration even from outside the company's communication boundaries. For more information on ITPulse, visit <http://youritpulse.com>.

About ManageEngine

[ManageEngine](http://www.manageengine.com) 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/>; follow the company blog at <http://blogs.manageengine.com/>, on Facebook at <http://www.facebook.com/ManageEngine> and on Twitter at [@ManageEngine](https://twitter.com/ManageEngine).

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