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Oct 25, 2011, 9:15am

ManageEngine Integrates MSP Center Plus and Zoho Assist to Deliver Single UI for Monitoring and Remote Control

[ManageEngine](#), makers of a globally renowned suite of cost effective network, systems, applications, and security management software, has announced the integration of [MSP Center Plus](#) and [Zoho Assist](#). MSP Center Plus is a remote system monitoring solution designed to support the needs of small and medium businesses (SMBs) and managed service providers (MSPs) that are managing highly-distributed networks. Zoho Assist is an online remote session service offered by Zoho, a division of Zoho Corp., which is also the parent company of ManageEngine. By integrating a feature-rich remote monitoring solution with a proven remote session solution, ManageEngine has combined monitoring and remote control in a single UI solution that requires no remote installation, no remote configuration, and no remote maintenance.

Traditionally, SMBs and MSPs trying to monitor and manage thousands of systems on a distributed infrastructure install remote software packages on each system—and then maintain those installations on a regular basis. Updating and patching those agents can be a cumbersome task, to say nothing of having to use an application that is distinct from the organization's monitoring tools to attach to that machine if there's a problem.

"To free SMBs and MSPs from these hassles, we decided to take a cloud approach and integrate the remote control functionality of Zoho Assist with MSP Center Plus," said Dev Anand, product manager, MSP Center Plus, at ManageEngine. "There's no longer any need to install, configure or maintain remote software agents. MSP Center Plus and Zoho Assist take care of everything in the background. And, there's now a single UI for monitoring and remote control. There's no longer even a need to juggle multiple tools."

Smarter Software Delivers Support for Real-time IT

IT organizations are striving to make the most of emerging real-time technologies—not just for the enterprise but also to enable them to deliver real-time services. The pace of business is ever-increasing, and the ability to use real-time technologies—both in IT and throughout the business—can be a game-changer. By reducing the amount of time and effort involved with maintaining a broadly distributed infrastructure, the real-time IT products from ManageEngine can help an IT organization deliver better services to its constituents and help business managers strategize about how to apply emerging technologies more effectively to meet customer needs and take advantage of new opportunities.

"We're working to extend the 'single pane of glass' for IT," said Raj Sabhlok, president of ManageEngine, "to enable IT organizations around the world to provide their clients with the kind of always-aware, always-engaged and always-responsive support that they need. That's going to help IT organizations respond more quickly and manage more effectively, and that will help give the organizations time to think more strategically and take their rightful seat at the business decision-making table."

The Technology of Integration

ManageEngine has integrated MSP Center Plus and Zoho Assist through APIs, which ensures that both products can continue to evolve in independent yet complementary ways. Users can stay up-to-date with the current versions and bug fixes and enjoy the latest features.

Highlights:

- [Secure and fast access to remote devices](#)
- [Remote control unattended systems](#)

URL: <http://pymnts.com/manageengine-integrates-msp-center-plus-and-zoho-assist-to-deliver-single-ui-for-monitoring-and-remote-control-20111025006047/>

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Pricing and Availability

MSP Center Plus offers Zoho Assist as a plug-in, which starts at just \$995 for 50 devices. A fully functioning, 30-day trial can be downloaded from the ManageEngine website at <http://ow.ly/71IJ8>. For more on pricing, visit our store at <http://ow.ly/71IVB>.

About MSP Center Plus

[MSP Center Plus](#) is agent-based network monitoring software designed for managed service providers (MSPs) and small and medium businesses (SMBs) managing highly-distributed networks. It is highly scalable and can manage up to 25,000 remote Windows- or non-Windows-based servers, desktops, network devices, ATM/POS devices, kiosks, billboards, and more—regardless of location—on a 24x7 basis. MSP Center Plus also includes [IT automation workflows](#) for Windows registry, file, services and process management. For more information on MSP Center Plus, visit www.manageengine.com/products/msp-center.

About ManageEngine

[ManageEngine](#) is the leading provider of cost-effective enterprise IT management software and the only one making the 90-10 promise—to provide 90 percent of the capabilities offered by the Big 4 at just 10 percent of the price. The ManageEngine suite offers enterprise IT management solutions including [Network Management](#), [HelpDesk ITIL](#), [Bandwidth Monitoring](#), [Application Management](#), [Desktop Management](#), [Security Management](#), [Password Management](#), [Active Directory reporting](#), and a [Managed Services \(MSP\) platform](#). ManageEngine products are easy to install, setup and use, and offer extensive support, consultation and training. More than 50,000 organizations in 200 countries, from different verticals, industries and sizes use ManageEngine to take care of their IT management needs cost effectively. ManageEngine is a division of Zoho Corp. For more information on ManageEngine, please visit www.manageengine.com.

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Tags: ManageEngine, Zoho, IT management, IT manager, real-time IT, business service management, network management, server management, MSP Center Plus, MSP, managed service provider, Zoho Assist, remote system monitoring, SMB, remote session

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