EMA Radar™ for Enterprise Hybrid Infrastructure Management
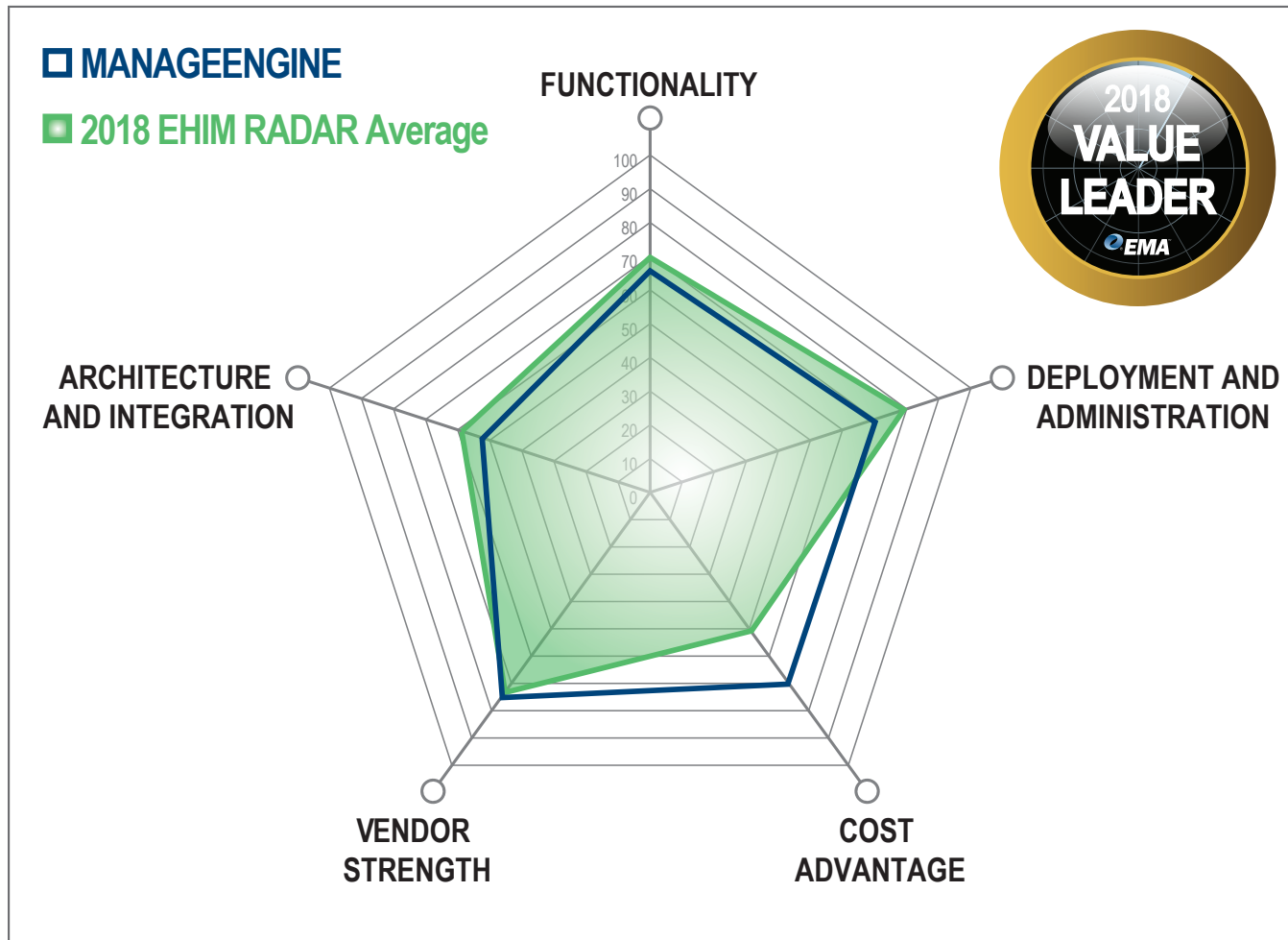
MANAGEENGINE PROFILE

An Enterprise Management Associates Radar™ Report
Written by Shamus McGillicuddy

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RADAR CHART

☐ **MANAGEENGINE**

☐ **2018 EHIM RADAR Average**

Radar chart axes: FUNCTIONALITY, DEPLOYMENT AND ADMINISTRATION, COST ADVANTAGE, VENDOR STRENGTH, ARCHITECTURE AND INTEGRATION. Scale 0–100.

2018 VALUE LEADER — EMA

Introduction

OpManager is an EHIM platform offered by ManageEngine, the IT management division of software company Zoho Corporation. The company is headquartered in Pleasanton, California, with a development center in Chennai, India. ManageEngine first developed OpManager as a hybrid IT operations tool for small and midsized enterprises, but ManageEngine introduced a large enterprise edition several years ago. The product now has a sizable number of large enterprise customers.

Deployment and Administration

OpManager's strength in the area of deployment and administration centers on its licensing options, which are flexible. It offers both perpetual and subscription licenses that are tiered based on the size of individual devices under management. Reference customers said the license model was easy to understand and that they rarely encountered problems with it.

It is relatively easy to deploy OpManager; however, large enterprise deployments will encounter some degree of complexity because a single instance of the product supports the monitoring of a relatively low number of devices (1,000). The product is easy for IT operations professionals to use, according to reference customers, but some reference customers purchased training on the tool to help them get up and running. Administrative overhead for OpManager is low, but reference customers said the stability of patches and product updates is inconsistent. ManageEngine's customer support and service

options are narrower than other vendors, with 24-hour live phone support just five days a week, no live chat options, and no options for dedicated support specialists. However, reference customers were highly satisfied with their overall experience with the company.

Cost Advantage

ManageEngine is priced affordably for companies of all sizes. Overall, it received the third-best score for cost advantage among the vendors evaluated for this study. Its pricing is especially attractive for small and midsized deployment scenarios, but large enterprise deployments are also competitively priced.

Functionality

Like most solutions designed to serve the midmarket, OpManager scores slightly below average for overall functionality. It has a strong set of infrastructure discovery capabilities, particularly around networking, servers, and public cloud. It can also automatically discover application and service dependencies. Unlike some of its competitors, it lacks the ability to automatically create and display physical and geographical maps, and to map and display VLAN topology.

OpManager's alarm management features are very strong, and it is effective at monitoring public and private clouds, but it lacks service-centric monitoring options. OpManager offers some good alarm suppression and event correlation feature, but it does lack some key elements, such as topology-based alarm suppression. It also offers several operational analytics features that can streamline tasks and workflows, such as dynamic baselining and anomaly detection. Finally, OpManager offers good and well-integrated inventory management features. Users can fully customize reports in OpManager using wizards or templates.

Architecture and Integration

OpManager is a solution for midsized enterprises that have less stringent architectural and integration requirements. Thus, its scalability is rather low, but EMA spoke to one reference customer who was successfully monitoring more than 3,000 devices with the tool. The configurability of its console for specialized views by specific operators and users is very strong. OpManager also uses a good variety of data collection techniques. Over the last couple years, ManageEngine has improved the overall integration of the platform, which has resulted in more efficient workflows and more efficient resource utilization. The core tool is only a 100 MB download.

The product doesn't offer many integrations with third-party IT management systems like service management, event management, and CMDBs. It does offer an open REST API, which some reference customers were using. It also offers native integration with the company's own CMDB and service desk product, ManageEngine ServiceDesk Plus.

Vendor Strength

ManageEngine and its parent company, Zoho, are private, so its exact financial position cannot be verified. However, the vendor claims continuous profitability over the last two fiscal years and it reports revenue growth for OpManager over the last four consecutive fiscal quarters. It has a good ecosystem of technology partners that has grown over the last few years, and it received a high customer satisfaction rating. All of these factors contributed to ManageEngine receiving a slightly above average score for vendor strength.

Strengths and Weakness

ManageEngine OpManager's EHIM strengths are:

- **Customer satisfaction –** Reference customers were quite happy with their overall experience in working with ManageEngine and its customer support organization. One area of improvement is product documentation, some of which is outdated.

- **Good value –** OpManager offers a good set of EHIM capabilities at an attractive price for midmarket companies.

- **Low administrative overhead –** Midmarket shops with smaller operations teams will benefit from the low overhead associated with maintaining an OpManager deployment.

ManageEngine OpManager's EHIM limitations are:

- **Integration with ManageEngine Applications Manager –** ManageEngine's application performance monitoring solution integrates with OpManager. Reference customers said this integration needs improvement.

- **Scalability –** Although ManageEngine has introduced a large enterprise edition of ManageEngine in recent years, the product's scalability is limited. The largest customer environment that EMA could confirm was 3,000 monitored devices.

CUSTOMER QUOTES

"ManageEngine [support] is pretty hands-on. You phone them with a problem and they tell you what to do to fix it. They are very good at fixing problems."

Government Agency Customer

About Enterprise Management Associates, Inc.

Founded in 1996, Enterprise Management Associates (EMA) is a leading industry analyst firm that provides deep insight across the full spectrum of IT and data management technologies. EMA analysts leverage a unique combination of practical experience, insight into industry best practices, and in-depth knowledge of current and planned vendor solutions to help EMA's clients achieve their goals. Learn more about EMA research, analysis, and consulting services for enterprise line of business users, IT professionals, and IT vendors at www.enterprisemanagement.com or blogs.enterprisemanagement.com. You can also follow EMA on Twitter, Facebook, or LinkedIn.

Corporate Headquarters:
1995 North 57th Court, Suite 120
Boulder, CO 80301
Phone: +1 303.543.9500
Fax: +1 303.543.7687
www.enterprisemanagement.com

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