Onboarding Assistance | Designed for fast growing businesses and established enterprises.

At a glance view of ManageEngine OpManager's onboarding process in 4 simple stages.

1. Understanding your requirements
2. Preparing a deployment plan
3. Deployment and customization
4. Optimization

1. Understanding your requirements

We will contact you to set up an online session with your dedicated implementation specialist. In this session, we'll elaborately discuss your network monitoring requirements which includes the network devices, servers and various performance metrics you wish to monitor in your environment.

Based on this discussion, we'll develop a personalized deployment plan so that our product implementation will comply with all your IT management policies and align with your IT management goals.

2. Preparing a deployment plan

This personalized deployment plan consists of a list of prerequisites that needs to be implemented by the network engineers in your environment. It contains the hardware, software, database and port requirements that are essential for successful product deployment and effective network monitoring.

3. Deployment and customization

In this phase, our onboarding expert will assist with the installation process and will help you customize the product to extract the most value out of it. The installation process is carried out by your network engineer with the assistance of our onboarding expert after ensuring that the provided prerequisites have been implemented.

The onboarding expert will provide a walk through of the discovery and classification process following which the network engineer can discover all the devices that need to be monitored. The onboarding expert will also assist you post discovery in associating the relevant monitors to devices, in setting up the necessary thresholds to receive alarms, processing alarms to get customized alerts using notification profiles, setting up maps and business views, automating tasks using workflows and generating reports.

4. Optimization

The onboarding expert will provide suggestions to improve product usage with the optimum allocation of computing resources. Based on your monitoring preferences and usage statistics, the onboarding expert will recommend tweaks to improve product performance such as increasing the monitoring interval for less critical parameters, cleaning up older data using database maintenance, etc. This phase will also include a review and feedback session to ensure that the product is working as per your expectation.

Detailed comparison of the offered onboarding plans:

ManageEngine OpManager's onboarding services are offered in two specialized plans that can be purchased according to the support features you require and the IT budget at your disposal.

Features	Standard Plan	Premium Plan
Supported Editions	All paid editions	All paid editions
Subscription Model	Annual	Annual
Telephone Support	Yes	Yes
Live Chat Support	Yes	Yes
Dedicated Account Manager	Yes	Yes
Onboarding Support	Yes	Yes
Web-based Training	2 sessions	4 sessions
Health Check	Monthly once; Twice a month for the first 2 months	Monthly once; Twice a month for the first 4 months
Conventional Support Channel	Yes	Yes
Onsite Visits	1 visit	2 visits
Upgrade Assistance	Yes	Yes

Supported Editions: The onboarding support is available to be purchased for all paid editions of OpManager.

Subscription Model: The onboarding plan is valid for a duration of 1 year from the date of purchase.

Round-the-clock Support: Get round-the-clock help with our 24x7 email support and 24x5 call and chat support.

Dedicated Account Manager: Get expedited support with a dedicated technical account manager. It will also be a single point of contact (SPOC) to provide expert solution for all your support needs.

Onboarding Support: Reduce the time taken to enter production with online onboarding and initial product set up/ tuning assistance.

Web-based Training: Be equipped to handle all network related challenges with expert advice and qualified insights from OpManager's web based trainings. These trainings are held for a duration of 3 hours per day.

Health Check: Ensure that your OpManager is performing at its best with periodic health checks.

Conventional Support Channel: The conventional support channel ensures that all your support requirements are addressed by our support engineers with assistance from the experts who were instrumental in the product's development.

Onsite Visits: The number of onsite visits vary according to the purchased onboarding plan. The standard plan includes 1 onsite visit whereas the premium plan includes 2 visits. These visits can be planned at any stage of the implementation/ onboarding process based on your requirement for onsite expert assistance. It is recommended that it ideally be scheduled within a span of 3 months from the time of purchase. Prior to the onsite visit, our onboarding experts/ technical account managers will organize 2 sessions to understand your requirements and to prescribe prerequisites so that the planned onsite process can be executed successfully.

During the onsite visit, the product is tweaked or customized and resolution is provided for any issues you face while using the product. Please note that our onsite engineers will not take control of your environment for any installation, migration, configuration or upgrade processes or to handle any issues with third party integrations.

Upgrade Assistance: This service comprises a product readiness check and a health check to ensure optimum performance and upgrade readiness. During the assisted

upgrade process, our experts will guide you through the upgrade process post backup and DB checks.

To register now, [click here](#).