

Onboarding

Unlock the full potential of your ManageEngine solution

ManageEngine brings solution implementation services with Custom Onboarding, a seamless and holistic approach to solution onboarding, completely customized and carried out by experts. These services are available in two different options to accommodate the requirements of different businesses: Standard and Advanced.

Here's a guide to help you choose the model that best suits your needs-

If you need	You should go with
Quick implementation	Standard Onboarding
Expert consultation to define business requirements and use cases	Advanced Onboarding
Requirements-driven, org-specific customization of templates, workflows, automations and scheduled reports	
Advanced configurations and integrations with external solutions	

Here's a more detailed breakdown of all the services included in both plans to help you decide:

ADManager Plus Service Offering	Standard Onboarding	Advanced Onboarding
Installation	✓	✓
Server and domain configuration (adding domain, domain controllers, File Servers, Exchange Servers)	✓	✓
Microsoft 365 and Google Workspace configuration	✓	✓
User creation and modification templates customization which includes template creation, naming format, and duplication check	Up to 3 templates	✓
Bulk AD objects creation and management using CSV	✓	✓
Report schedule creation to address industry-specific compliances	Up to 3 scheduled reports	✓

Help desk technician and custom delegation roles configuration	Up to 3 technician roles	✓
Automation configuration	Up to 3 automations	✓
Workflow configuration	Up to 3 workflows	✓
Employee search column customization	✓	✓
Custom attribute configuration	✓	✓
Email server, SMS server, and notification profile configuration	✓	✓
Custom script creation & execution (subject to feasibility)	✗	✓
Backup and recovery configuration	✗	✓
Integration with help desk tools	✗	✓
Integration with HCM solutions	✗	✓
Webhook configuration for orchestration	✗	✓
Rest APIs configuration	✗	✓
Security hardening & privacy 1. SSL configuration 2. Single sign-on configuration 3. TFA configuration 4. GDPR privacy configuration 5. LDAP over SSL	✗	✓
Failover configuration (high availability)	✗	✓
Product database backup configuration	✗	✓
Database migration (pgSQL to MS SQL)	✗	✓
Active Directory migration	✗	✓
Expert consultation	✗	✓
User acceptance testing	✗	✓
Comprehensive documentation	✗	✓

Integrated walkthrough	⊗	☑
Signing	⊗	☑
Post-implementation health check	⊗	☑
Training (up to 4 participants)	Available as an add-on	☑

Note: The implementation of the above services are subject to fulfilment of client deliverables outlined in the scope of work (SOW).