

Onboarding

Unlock the full potential of your ManageEngine solution

ManageEngine brings solution implementation services with 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 rules, workflows, and more	
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:

Event Log Analyzer Service Offering	Standard Onboarding	Advanced Onboarding
Installation	✔	✔
Device management	Windows Server - 10, WKS - 50, Supported Syslog Devices -10	✔
Application management - IIS, MSSQL, Other Applications	Up to 1 each	Up to 3 each
Technician management (role configuration)	✔	✔
Log collection filter configuration	✔	✔
Log retention policy settings	✔	✔
Configuring Windows/Linux-based file monitoring basic configuration	✔	Up to 10

Tuning product administrative settings 1. Email and SMS server configuration 2. Configuring log collection failure alerts 3. Log forwarding	✓	✓
Historic EVT/EVTX file import	✓	✓
Custom reports and alerts configuration (provided logs are available)	Up to 1 each	Up to 10 in total
Reports, alerts, and compliance schedule creation	Up to 1 each	Up to 10
Rule-based correlation setup (based on the feasibility/available logs)	Up to 1	Up to 5
Configuring managed servers*	✗	✓
Compliance-specific reports configuration	✗	Up to 1
Dashboard customization	✗	Up to 5
Log import scheduling	✗	Up to 5
Custom log parser rule (creating additional fields) (subject to feasibility)	✗	✓
Advanced Threat Analytics configuration**	✗	✓
Incident management configuration	✗	✓
SOAR workflow configuration	✗	✓
External threat feed configuration	✗	✓
Setting up Windows logging	✗	✓
Security hardening & privacy 1. SSL configuration 2. Configuring TFA 3. GDPR Privacy Configuration 4. CAPTCHA	✗	✓
Database migration (PGSQL to MSSQL)	✗	✓
High availability configuration	✗	✓
Restoration of an available backup	✗	✓

Data migration (ES/archive)	⊗	✔
Agent deployment (agent-level registry changes will be performed)	⊗	✔
NAT configuration	⊗	✔
Expert consultation	⊗	✔
Comprehensive documentation	⊗	✔
User acceptance testing	⊗	✔
Integrated walkthrough	⊗	✔
Signing	⊗	✔
Post-implementation health check	⊗	✔
Supporting new log formats (subject to feasibility)	⊗	✔
Additional custom correlation rules configuration (based on the feasibility/available logs)	⊗	✔
Training (up to 4 participants)	Available as an add-on	✔

* - only for distributed editions and MSSPs

** - if license is purchased

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