

# 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 customizations of features	
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:

ADSelfService Plus Service Offering	Standard Onboarding	Advanced Onboarding
Installation	✓	✓
Server and domain configuration (adding domain, domain controllers)	Up to 5 domains	✓
Policy configuration	✓	✓
Policy-specific user enrollment	✓	✓
Multi-factor authentication configuration (Reset, unlock and portal login)	✓	✓
Password expiration notification configuration	✓	✓
Technician roles configuration	✓	✓
Report schedule creation (Enrollment reports, Audit reports)	✓	✓

License management scheduler configuration	✓	✓
Password policy enforcer configuration	✓	✓
Product database backup configuration	✓	✓
Email and SMS server configuration	✓	✓
MFA configuration (VPN, Applications)	✗	✓
MFA configuration for workstation and server logins	✗	✓
Single sign-on configuration	✗	Up to 10
Module Configuration (Password Sync, OWA)	✗	✓
Agent Installation (for MFA, SSPR from login screen, password sync, and real-time auditing)	✗	✓
Conditional access configuration	✗	✓
Helpdesk integration (ADManager Plus, ServiceDesk Plus)	✗	✓
Security hardening & privacy 1. SSL configuration 2. Single sign-on configuration (product login) 3. LDAP over SSL	✗	✓
Failover configuration (high availability or load balancing)	✗	✓
Reverse proxy configuration	✗	✓
Database migration (pgSQL to MS SQL)	✗	✓
Expert consultation	✗	✓
Comprehensive documentation	✗	✓
User acceptance testing	✗	✓
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).