

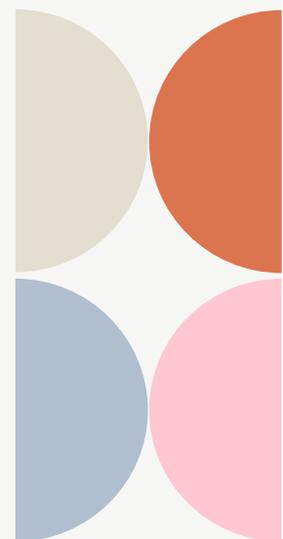
Remote working essentials for IT teams





Although we saw this shift to a distributed remote work-force slowly approaching, today it has become a sudden reality. A recent [Gartner HR](#) survey has revealed that 41 percent of employees are likely to continue working remotely post the coronavirus pandemic.

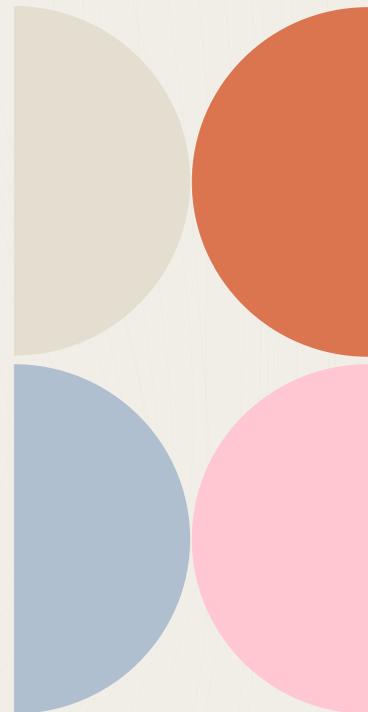
Making applications easily accessible and automating tasks to boost efficiency are imperative to ensure business continuity during these unprecedented times. The challenges in front of organizations and their IT teams are immense. Once organizations and their employees iron out the challenges and adapt to remote work, there's no going back.





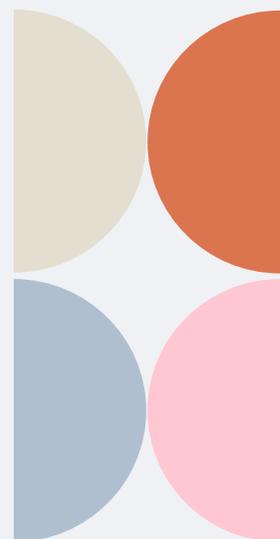
With employees taking data, applications, and devices home, IT teams are facing an entirely new set of challenges. This makes it vital for organizations to invest in the right tools and remote work solutions. Having a comprehensive remote IT management and monitoring system in place can enhance the remote work experience for your organization by proactively ensuring your IT infrastructure is stable, secure, and healthy.

With organizations scrambling to sustain productivity while their workforce is remote, the responsibility of establishing and implementing sound strategies to build sustainable remote workplaces falls on IT teams. At ManageEngine, we look at this phase of remote work as a period to enhance the overall internal processes, and strengthen our offerings, so our customers will have the tools they need to navigate the remote work environment.



Remote work challenges for IT teams

- 1 Providing solutions employees need to effectively adapt to the remote work culture while maintaining productivity.
- 2 Keeping security intact by protecting remote endpoints and enabling secure access and administration to remote systems.
- 3 Ensuring quick incident response, remediation, and support by automating workflows, and streamlining customer requests while working remotely.
- 4 Monitoring and managing network performance to ensure efficiency and no application downtime.
- 5 Tracking productivity, user activities, device availability, and configurations in real time while ensuring compliance.



Enable a foolproof remote infrastructure management process with ManageEngine. Below are the main challenges and relevant ManageEngine products that can help you make the shift.

For further details on how ManageEngine can ease your shift to a completely digital workforce and a step-by-step process guide to establishing an efficient and secure remote IT management environment, head to

www.manageengine.com/remote-work-tools/



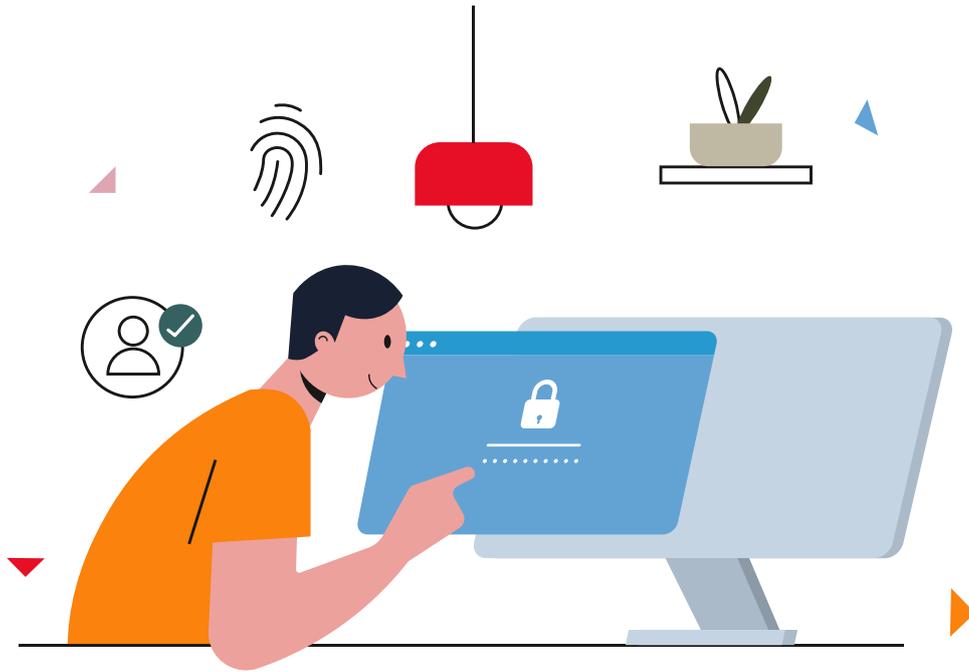
Enabling remote work

Network Configuration Manager - Comprehensive software to remotely manage network configuration changes and automate the entire life cycle of device configuration management.

ADSelfService Plus - Single sign-on solution for seamless self-service password management that allows end users to access cloud applications with a single identity.

ServiceDesk Plus - ITIL-ready help desk solution to automate and streamline enterprise workflows and requests.

Desktop Central - Admin-friendly solution with multi-OS support to effectively manage enterprise endpoints from a remote central console.



Remote access and security

UEM Suite - All-in-one endpoint management suite to keep your endpoint management and security routines intact while you transition to remote work.

Desktop Central - Integrated solution enabled with two-factor authentication (2FA) to manage remote enterprise endpoints through remote desktop sharing based on user privileges.

Password Manager Pro - Secure password management for remote devices offering constant supervision of password access and 2FA capabilities.

AD360 - Extensive identity and access management (IAM) solution to govern access to resources by strengthening user logon security with 2FA.

Remote Access Plus - Comprehensive agent-based solution to enable remote troubleshooting of endpoints and servers.

Mobile Device Manager Plus - Enterprise mobile device management solution to bolster mobility and endpoint security.

Access Manager Plus - Agentless, secure gateway solution for launching RDP, VNC, and SSH connections.

PAM360 - Comprehensive privileged access management (PAM) solution that offers strict governance of privileged users.

O365 Manager Plus - Delegate tasks to users without losing control of your Office 365 setup by receiving alerts about critical activities.

ADManager Plus - Web-based Active Directory Management and reporting software with authentication and authorization controls to generate and streamline efficient approval-based workflows.

ADSelfService Plus - Enterprise single sign-on (SSO) solution that provides users with seamless, one-click access to all SAML-enabled cloud applications.

Identity Manager Plus - Cloud-based single sign-on to enable secure one-click access to all enterprise applications.



Automating remote tasks

OpManager - Integrated network monitoring solution offering code-free IT workflow automation with L1 troubleshooting.

ADManager Plus - Active Directory management and reporting tool to automate and schedule crucial, routine Active Directory tasks with real-time status updates.

O365 Manager Plus - Comprehensive Office 365 reporting, auditing, monitoring, and management solution that offers user and mailbox management automation.

Recovery Manager Plus - Complete Active Directory and Exchange (on-premises and Exchange Online) backup and restoration solution.

Network Configuration Manager - Network management suite that helps automate configuration backup, enable change detection, and trigger configuration backups.

ServiceDesk Plus - ITIL-ready service desk suite to automate remote workflows, auto-assign SLAs, and streamline help desk requests.

Patch Manager Plus - All-in-one patching solution that lets you automatically test, package, stage, and deploy patches to thousands of systems in minutes.

Vulnerability Manager Plus - Integrated threat and vulnerability management suite with a built-in patch management module offering customizable patching automations.

Desktop Central - All around self-service suite offering a unified console to manage, secure, and patch endpoints with multi-OS and third-party application support.

Password Manager Pro - Password management solution for managing privileged credentials with automatic password reset capabilities to protect sensitive resources from unauthorized access.

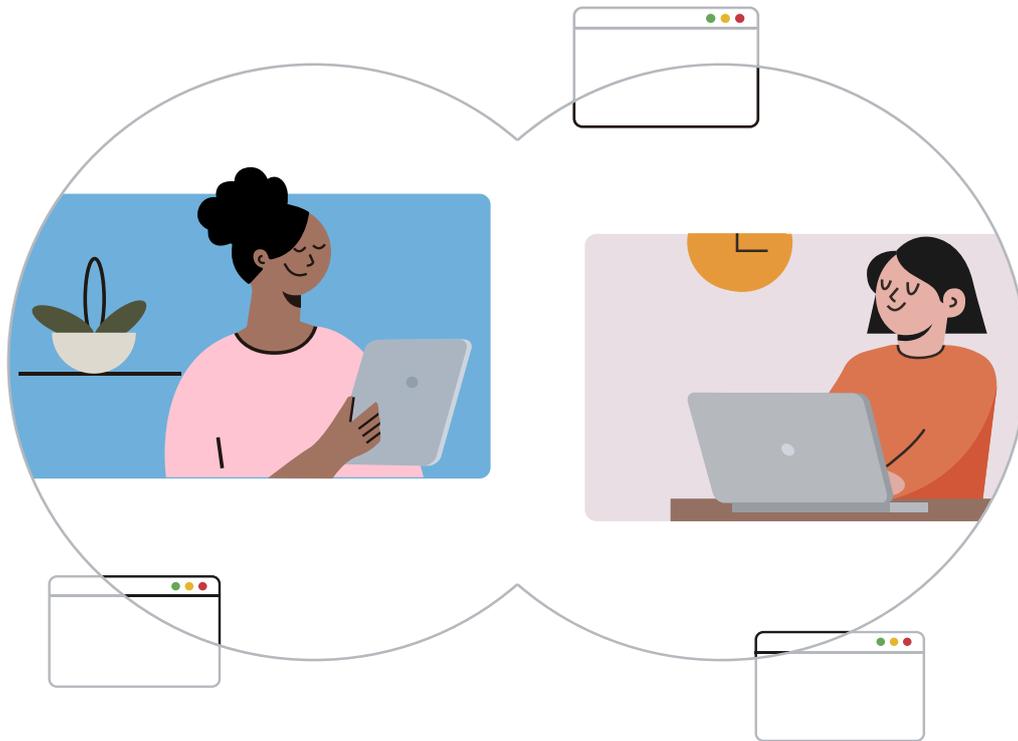
Analytics Plus - Self-service IT analytics platform with rich visualizations and dashboards offering reports with actionable insights while working remotely.



Monitoring remote IT services

OpManager - Integrated solution to proactively monitor and gain in-depth visibility and real-time control over network bandwidth and connectivity.

Applications Manager - Single console to remotely monitor heterogeneous applications across servers, databases, and virtual machines, and create alert triggers for critical events.



Monitoring remote work

ADAudit Plus - User behavior analytics (UBA)-driven software that helps monitor, audit, and secure Active Directory, Windows servers, file servers, Azure AD, EMC/NetApp/Synology storage devices, and workstations.

Log360 - Enterprise log management and security information and event management (SIEM) solution with user behavior analytics (UBA) capabilities to mitigate external and internal threats.

Firewall Analyzer - Agentless vendor-agnostic log analytics and configuration management software to manage firewalls, VPNs, proxy servers, and more.

Network Configuration Manager - Multi-vendor network configuration and change management (NCCM) solution for remote network devices with version and change tracking capabilities.

NetFlow Analyzer - Flow-based network traffic monitoring software for in-depth traffic analysis that leverages flow technologies to provide real-time visibility into network bandwidth performance.

Desktop Central - Integrated desktop and mobile device management solution to securely initiate, manage, and control remote desktop connections from a central location.

Remote Access Plus - Agent-based enterprise remote access software for endpoints and servers that facilitates careful supervision of remote sessions by recording them.

Password Manager Pro - Comprehensive password management solution with provisions to monitor privileged sessions that can be recorded, archived, and played back to support forensic audits.

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About ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need — more than 90 products and free tools — to manage all of your IT operations, from networks and servers to applications, service desk, Active Directory, security, desktops, and mobile devices.

Since 2001, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use. You can find our on-premises and cloud solutions powering the IT of over 180,000 companies around the world, including nine of every ten Fortune 100 companies.

As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextual integrations, and other advances that can only come from a company singularly dedicated to its customers.

And as a division of Zoho Corporation, we'll continue pushing for the tight business-IT alignment you'll need to seize opportunities in the future.



8 out of 10
biggest healthcare
companies



9 of every 10
Fortune 100
companies



8 out of 10
largest financial
services companies

trust ManageEngine to run their IT.

ManageEngine

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