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ManageEngine Boosts On-Demand Applications With Active Directory Integration

AUSTIN, TX, Aug 11, 2011 (MARKETWIRE via COMTEX) -- Active Directory integration through SAML ensures standards compliance -- User information synchronization and single sign-on for Active Directory: <http://ow.ly/5T3B> -- All new features available in Free, Standard, Professional, Enterprise editions: <http://ow.ly/5T7R> -- Free 30-day trial: <http://ow.ly/60he6> ManageEngine, makers of a globally renowned suite of cost-effective network, systems, applications and security management software solutions, today gave a boost to its On-Demand applications with Active Directory integration for ServiceDesk Plus On-Demand, the ITIL-ready cloud-based help desk and asset management solution, through SAML, the OASIS Security Assertion Markup Language. A free 30-day trial of ServiceDesk Plus On-Demand can be found at <http://ow.ly/60he6>.

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A dominant trend in IT has organizations racing to take advantage of the significant benefits offered by cloud computing on-demand applications. Advantages such as the flexible licensing models, reduced administrative costs, and lower infrastructure costs of cloud apps could yield big cost savings.

"IT service desk tools licensed and delivered in the SaaS model can save considerably in the first year in software costs -- allowing organizations to focus on process maturity, run rate reduction, and the ability to be more efficient and effective at a faster rate, thus providing an ability to justify investment more quickly," said Jarod Greene, research analyst at Gartner.

Yet despite the compelling benefits, many global IT organizations are postponing adoption of on-demand applications. Regardless of their on-demand stance -- adopting or assessing -- IT organizations of any size will find ManageEngine to be the trusted partner to help realize on-demand benefits. The company's position on cloud and on-demand applications is informed by over 50,000 data center customers in 200 countries as well as 5 million customers using the 28 online business applications of its sister division, Zoho. By closely monitoring the interest and requirements of its customers, ManageEngine knowledgeably and responsibly serves customers in all stages of on-demand adoption.

"Active Directory integration is an important step in our on-demand goal of seamlessly integrating applications within the corporate network boundary," says Rajesh Ganesan, director of product management at ManageEngine. "Our growing on-demand customer base expects SaaS offerings to integrate with their existing systems and applications, and we are committed to protecting their ROI by delivering new feature sets and

increased integrations in line with their adoption." This integration with ServiceDesk Plus On-Demand helps synchronize user information from an organization's Active Directory and leverages Windows-integrated authentication. Users can now eliminate entering passwords from the login process and access the application faster and safer using their Active Directory / LDAP identity.

The Active Directory integration is part of a major upgrade to ServiceDesk Plus On-Demand that includes the following important new features: -- Active Directory integration through SAML makes ServiceDesk Plus On-Demand standards compliant, and therefore, ServiceDesk does not require additional specifications like a dedicated VPN tunnel into the customer network.

-- Single Sign-on enables users to now leverage the advantages of the single sign-on capability provided by Windows Integrated Authentication and access ServiceDesk Plus On-Demand with one less password to remember. This SAML-enabled capability is highly secure and standards based for all user

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management assertions. By using SAML, ServiceDesk Plus On-Demand moves to a rapidly adopted industry standard for login federation. For more information on the single sign-on integration, please visit <http://ow.ly/5T3B>.

-- User Groups classify an organization's users into various groups for purposes of access control and unified communication.

-- Tasks Templates allow for the reuse of a task, so technicians can better manage their time and schedules.

-- Resolution Templates help technicians handle repeated requests with the same solution.

All new features for ServiceDesk Plus On-Demand are now available to subscribers of all four editions: -- Free: IT Help Desk -- Standard: IT Help Desk -- Professional: IT Help Desk and Asset Management -- Enterprise: ITIL Ready Help Desk Software with Asset Management Marilyn King-Fiesta, a technology consultant with over 35 years of experience in technology implementation for consulting, public and corporate organizations said, "In only two weeks, ServiceDesk Plus On-Demand, with its functionality and cloud-based delivery, made a big difference in our responsiveness to our clients. The integration now with the Active Directory is an important value addition to the on-demand help desk's already rich feature set." For more information on ManageEngine, please visit www.manageengine.com; follow the company blog at <http://blogs.manageengine.com>, Facebook at <http://www.facebook.com/ManageEngine> and Twitter at @ManageEngine.

Resources Evaluation checklist: <http://ow.ly/5T6Yc> Customer videos: <http://ow.ly/5T7eq> Online demos: <http://ow.ly/5T6pf> Support FAQs and user forum: <http://ow.ly/5T6Aa> About ManageEngine ServiceDesk Plus On-Demand Building on the success of ServiceDesk Plus On-Premise with 12,000 customers, ServiceDesk Plus On-Demand is a complete, SaaS-based, ITIL-ready help desk system for businesses of all sizes. With integrated asset management, ITIL workflows, knowledge base, a self service portal, extensive reporting and pay-as-you go pricing, it enables the IT organization to provide best-in-class service to their users at unmatched value for the money. For more information on ServiceDesk Plus On-Demand, please visit <http://ondemand.manageengine.com/service-desk/index.htm>.

About ManageEngine On-Demand Applications ManageEngine On-Demand Applications offer online web applications for businesses to manage their IT infrastructure: IT Help Desk, Network and Server Monitoring, ITIL and IT Service Management, and Website Monitoring. Hosted in secure, tier-III data centers, the applications completely eliminate the burden of installing and maintaining complex hardware and software to manage the IT infrastructure. The SaaS powered capabilities of ManageEngine On-Demand help IT teams focus on their first priority: to learn and adopt new, relevant technologies to increase business productivity and profits. For more information on ManageEngine On-Demand Applications, please visit <http://ondemand.manageengine.com>.

About ManageEngine ManageEngine is the leading provider of cost-effective enterprise IT management software and the only one making the 90-10 promise -- to provide 90 percent of the capabilities offered by the Big 4 at just 10 percent of the price. The ManageEngine suite offers enterprise IT management solutions including Network Management, HelpDesk ITIL, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting, and a Managed Services (MSP) platform. ManageEngine products are easy to install, setup and use, and offer extensive support, consultation and training. More than 50,000 organizations in 200 countries, from different verticals, industries and sizes use ManageEngine to take care of their IT management needs cost effectively. ManageEngine is a division of ZOHOO Corporation. For more information on ManageEngine, please visit www.manageengine.com.

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