



Transforming IT, Powering Growth

## G-Cloud 15: Pricing

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Service Offering - Neyo ManageEngine Cloud Platform –  
SaaS Licensing

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## Executive Summary

Neyo provides Software as a Service (SaaS) access to the ManageEngine platform for UK public-sector organisations under G-Cloud 15 Lot 2a, covering ITSM, SIEM, UEMS, and analytical capabilities. The service is delivered from ManageEngine's secure cloud infrastructure, with platform availability and core support governed by the vendor's published SLAs.

Neyo acts as a reseller and strategic partner, supplying licences and acting as a primary commercial/operational contact where required.

Buyers can optionally procure implementation, integration, support and managed services under Neyo's separate G-Cloud 15 Lot 3 Cloud Support offerings

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# Company Overview

## **Formation & Heritage**

Neyo was established in 2014 in England and Wales, United Kingdom, with headquarters in London (Wenlock Road). In continuation of our growth journey, we opened a subsidiary company in Mumbai, India, enabling us to provide 24/7 delivery capacity and surge support for large-scale transformations.

## **Leadership & Experience**

Neyo's leadership team brings more than two decades of global experience working with enterprise organisations across retail, telecom, financial services and public sector. Our leaders have delivered large-scale IT projects across the UK, EU, Middle East, North America and South America, leading highly cross-cultural teams through complex transformations.

## **Core Strength**

We specialise in modernising service operations, optimising processes, and delivering measurable business outcomes across complex enterprise environments. Our expertise spans ITSM, CSM, ITOM, ITAM, CMDB and security operations capabilities—applied across the ManageEngine platform.

## Mission, Vision & Core Values

### Mission

Our mission is to help organisations transform their IT operations through clear advisory, practical delivery, and long-term accountability. We guide clients through complex transformation journeys with expert insight, hands-on execution, and structured enablement—ensuring solutions are not only delivered but embedded successfully.

### Vision

Neyo envisions a world where technology enables organisations to operate with clarity, confidence, and purpose. We aspire to be a trusted partner in IT transformation—recognised for helping organisations achieve operational excellence through transparency, efficiency, and sustainable growth. We shape resilient digital ecosystems where businesses are empowered to evolve continuously and unlock their full potential through effective use of technology.

### Core Values

- **Fact-based Guidance**  
Our guidance is grounded in expertise, evidence, and experience—helping clients make informed decisions based on facts, not assumptions.
- **Trust as Foundation**  
Trust is the foundation of everything we do—from the advice we provide to the relationships we build. We earn trust through consistency, openness, and a commitment to doing what is right for our clients.
- **Integrity**  
We believe in absolute transparency with our clients, ensuring every interaction is grounded in honesty, clarity, and accountability.
- **Journey Empowerment**  
We empower our clients throughout their transformation journey by sharing knowledge, building capability, and enabling long-term self-sufficiency.
- **Client-Centric**  
We put our clients at the centre of every decision, tailoring our approach to their unique needs and delivering meaningful value without unnecessary complexity.

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## Service Overview

This Lot 2a service provides subscription-based access to ManageEngine as a multi-tenant cloud platform, accessed via web browser and mobile apps.

Licences are provisioned and managed by Noyo, with the underlying hosting, infrastructure, and core application services operated by ManageEngine.

The service is suitable for central government, local authorities, health, education and other public-sector organisations seeking to modernise service management and operations.

Noyo's role under this Lot 2a service is to: supply ManageEngine licences; support buyers in selecting appropriate modules and entitlements; coordinate with ManageEngine on provisioning; and act as a point of escalation for commercial and operational queries related to the subscription.

Configuration, implementation, integrations, training and ongoing support are not included in the SaaS licence price and are available separately under Noyo's Lot 3 Cloud Support services.

## Pricing

The prices listed are maximum prices under G-Cloud 15 (excluding VAT)

### ITSM Listing

| <b>ManageEngine ServiceDesk Plus Cloud Annual License (Nodes license applicable for Professional &amp; Enterprise edition)</b> | <b>Standard Edition (Starts from 10 Technicians)</b> | <b>Professional Edition</b> | <b>Enterprise Edition</b> |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------|---------------------------|
| 2 Technicians (250 nodes)                                                                                                      | -                                                    | £495                        | £1,225                    |
| 5 Technicians (500 nodes)                                                                                                      | -                                                    | £1,190                      | £2,995                    |
| 10 Technicians (500 nodes)                                                                                                     | £1,190                                               | £2,265                      | £5,995                    |
| 20 Technicians (1000 nodes)                                                                                                    | £2,420                                               | £4,575                      | £10,845                   |
| 50 Technicians (2000 nodes)                                                                                                    | £4,800                                               | £10,725                     | £21,535                   |
| 100 Technicians (2000 nodes)                                                                                                   | £8,420                                               | £19,190                     | £29,995                   |
| 200 Technicians (3000 nodes)                                                                                                   | £15,030                                              | £32,960                     | £45,995                   |
| 500 Technicians (3000 IT Assets)                                                                                               | £29,960                                              | £62,960                     | £89,995                   |
| 1000 Technicians (3000 IT Assets)                                                                                              | £49,960                                              | £99,960                     | £1,49,995                 |

| <b>Addons</b>                                                                                 |                                                       |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------|
|                                                                                               |                                                       |
| <b>ManageEngine ServiceDesk Plus Addons - Cloud (available for Standard and Professional)</b> | <b>GBP</b>                                            |
| Project Management Add-on                                                                     | £1,225                                                |
| CMDB Add-on                                                                                   | £1,225                                                |
| Service Catalog Add-on                                                                        | £1,225                                                |
| Problem Management Add-on                                                                     | £1,225                                                |
| Change Management Add-on                                                                      | £2,455                                                |
| Multi-language addon                                                                          | <b>Additional 20% of the Total Subscription value</b> |

| <b>ManageEngine ServiceDesk Plus Addons - Cloud (available for Standard, Professional &amp; Enterprise editions)</b> | <b>GBP</b> |
|----------------------------------------------------------------------------------------------------------------------|------------|
| Additional 100 nodes                                                                                                 | £345       |
| Additional 250 nodes                                                                                                 | £845       |
| Additional 500 nodes                                                                                                 | £1,535     |
| Additional 1000 nodes                                                                                                | £2,345     |
| Additional 2000 nodes                                                                                                | £4,185     |
| Additional 5000 nodes                                                                                                | £8,385     |
| Additional 10000 nodes                                                                                               | £11,995    |
| Live chat Add on*                                                                                                    | £50        |
| Remote control Add on*                                                                                               | £245       |

## Analytics Plus – Completed

| PRICING                                                         |                     |
|-----------------------------------------------------------------|---------------------|
| ManageEngine Analytics Plus Professional Edition - Cloud Annual | GBP (Cost per year) |
| 2 Users and 3 Viewers (10 million rows)                         | £1,835.00           |
| 5 Users and 10 Viewers (10 million rows)                        | £3,035.00           |
| 10 Users and 20 Viewers (10 million rows)                       | £4,885.00           |
| 20 Users and 30 Viewers (10 million rows)                       | £7,650.00           |

| ManageEngine Analytics Plus Enterprise Edition - Cloud Annual | GBP (Cost per year) |
|---------------------------------------------------------------|---------------------|
| 10 Users and 25 Viewers (25 million rows)                     | £3,685              |
| 20 Users and 50 Viewers (25 million rows)                     | £7,835              |
| 30 Users and 100 Viewers (25 million rows)                    | £14,300             |

| ADDONS                     |                     |
|----------------------------|---------------------|
|                            |                     |
| Additional Users & Viewers | GBP (Cost per year) |
| Additional 3 Users         | £555                |
| Additional 5 Users         | £925                |
| Additional 10 Users        | £1,845              |
| Additional 3 Viewers       | £275                |
| Additional 5 Viewers       | £460                |
| Additional 10 Viewers      | £925                |

| Additional Rows              | GBP (Cost per year) |
|------------------------------|---------------------|
| Additional 0.25 million rows | £110                |
| Additional 0.5 million rows  | £185                |
| Additional 1 million rows    | £295                |
| Additional 5 million rows    | £590                |
| Additional 10 million rows   | £925                |

| Publish Views                                               | GBP (Cost per year) |
|-------------------------------------------------------------|---------------------|
| Publish Views Add-on (applies to Professional edition only) | £360                |

| Email Schedules                | GBP (Cost per year) |
|--------------------------------|---------------------|
| Additional 10 Email Schedules  | £140                |
| Additional 50 Email Schedules  | £695                |
| Additional 100 Email Schedules | £1,385              |

| Data Alerts                | GBP (Cost per year) |
|----------------------------|---------------------|
| Additional 10 Data Alerts  | £140                |
| Additional 50 Data Alerts  | £695                |
| Additional 100 Data Alerts | £1,385              |

| LICENSING COMPONENTS |             |
|----------------------|-------------|
| Bill of Materials    | Description |



|                                   |                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User                              | A user can connect to data, create reports/dashboards and share them to others, based on the assigned roles and permissions. A User is identified by his/her unique email address with which their Analytics Plus account was created/registered.                                                                                                                             |
| Viewer                            | A viewer is a named user with a unique login who can securely access and explore the reports and dashboards shared with them. Viewers can interact with the shared data but cannot create, edit, or share any content. This ensures controlled and secure data access.                                                                                                        |
| Email Schedules                   | Email schedules allow users to email reports and dashboards periodically to distribution lists or their colleagues who don't have a login account in Analytics Plus.                                                                                                                                                                                                          |
| Data Alerts                       | Users can create threshold-based data alerts to notify themselves or other users of changes in key metrics. Data alerts are sent via in-app and email notifications.                                                                                                                                                                                                          |
| Workspace                         | A workspace is a collection of data tables, reports and dashboards. The workspace also contains structural information on how the tables are related to each other.                                                                                                                                                                                                           |
| How is Number of Rows calculated? | The number of rows (records) is the sum of records stored across workspaces in your Analytics Plus application. For example, if you have 2 workspaces with 3 tables, and each table contains 100,000 rows then the total number of rows (records) stored is 600,000.                                                                                                          |
| What is a data source?            | A data source is any location from where you wish to pull data and use it for analysis. This includes files, feeds, local and cloud databases, cloud drives, as well as app integrations such as ServiceDesk Plus, ServiceDesk Plus MSP, SupportCenter Plus, Endpoint Central, Jira Software, ServiceNow, Mobile Device Manager Plus, QuickBooks, Microsoft Dynamics CRM etc. |
| Publish View                      | This allows admin publish reports and dashboards across the organisation without having to purchase individual user licenses. This add-on is applicable only for the professional edition.                                                                                                                                                                                    |

| Edition Comparison      |        |           |            |
|-------------------------|--------|-----------|------------|
| ESSENTIALS              |        |           |            |
| Users                   | 1 user | 2 users   | 10 users   |
| Viewers                 | X      | 3 viewers | 25 viewers |
| Rows                    | 10K    | 10M       | 25M        |
| Workspaces              | 5      | Unlimited | Unlimited  |
| Customizable user roles | X      | X         | ✓          |

| DATA INTEGRATION               |                 |                    |                    |
|--------------------------------|-----------------|--------------------|--------------------|
| Files, feeds, databases        | ✓               | ✓                  | ✓                  |
| IT apps integrations           | ✗               | ✓                  | ✓                  |
| Business apps integrations     | ✗               | ✓                  | ✓                  |
| Import schedule                | 3               | Unlimited          | Unlimited          |
| Refresh rate                   | Daily frequency | 1 Hour frequency*  | 1 Hour frequency*  |
| Live connect                   | ✗               | ✗                  | ✓                  |
| Query tables**                 | 3               | 10 (3 level query) | 50 (5 level query) |
| Formula engines                | ✓               | ✓                  | ✓                  |
| Data snapshots                 | ✗               | ✓                  | ✓                  |
| AUGMENTED ANALYTICS            |                 |                    |                    |
| Predictive analytics           | ✓               | ✓                  | ✓                  |
| What-if analytics              | ✓               | ✓                  | ✓                  |
| Auto analysis                  | ✓               | ✓                  | ✓                  |
| Conversational analytics       | ✗               | ✓                  | ✓                  |
| Zia insights                   | ✗               | ✗                  | ✓                  |
| Zia visual insights            | ✗               | ✗                  | ✓                  |
| Data alerts                    | ✗               | 20                 | 30                 |
| ChatGPT integration (Beta)     | ✗               | ✗                  | ✓                  |
| Spotlight                      | ✗               | ✗                  | ✓                  |
| Root Cause Analysis            | ✗               | ✗                  | ✓                  |
| Cluster Analysis               | ✗               | ✗                  | ✓                  |
| Anomaly Detection              | ✗               | ✓                  | ✓                  |
| Code Studio                    | ✗               | ✗                  | ✓                  |
| AutoML                         | ✗               | ✗                  | ✓                  |
| Multivariate forecasting       | ✗               | ✗                  | ✓                  |
| SHARING AND COLLABORATION      |                 |                    |                    |
| Publish Views                  | ✗               | Add-on             | Available          |
| Scheduled emails               | ✗               | 20                 | 30                 |
| Commenting                     | ✗               | ✓                  | ✓                  |
| Create slideshows              | ✗               | ✓                  | ✓                  |
|                                |                 |                    |                    |
| Users                          | 1 user          | 2 users            | 10 users           |
| GOVERNANCE AND ADMINISTRATION  |                 |                    |                    |
| Data backup                    | ✗               | ✓                  | ✓                  |
| Audit logging                  | ✗               | ✗                  | ✓                  |
| Sync History                   | ✗               | ✓                  | ✓                  |
| Audit History                  | ✗               | ✗                  | ✓                  |
| Rollback Imported Data         | ✗               | ✗                  | ✓                  |
| Workspace level IP restriction | ✗               | ✗                  | ✓                  |

|                             |   |   |   |
|-----------------------------|---|---|---|
| Organization administration | X | X | ✓ |
| SUPPORT                     |   |   |   |
| Live chat support           | X | X | ✓ |

\* 1 Hour frequency may not apply to all integrations

\*\* This excludes the pre-built query tables created from out-of-the-box integrations. Applicable to customers who sign up after 1 December, 2024.

Web reference - <https://www.manageengine.com/analytics-plus/compare-editions.html>

## MDM Cloud - Completed 13 Jan

| PRICING                                                      |                                     |                                         |
|--------------------------------------------------------------|-------------------------------------|-----------------------------------------|
| ManageEngine Mobile Device Manager Cloud Plus Annual License | Standard edition<br>(Cost per year) | Professional edition<br>(Cost per year) |
| 50 Mobile Devices with Single User                           | £495.00                             | £920.00                                 |
| 100 Mobile Devices with Single User                          | £920.00                             | £1,796.00                               |
| 250 Mobile Devices with Single User                          | £2,190.00                           | £3,995.00                               |
| 500 Mobile Devices with Single User                          | £4,035.00                           | £7,380.00                               |
| 1000 Mobile Devices with Single User                         | £7,035.00                           | £12,920.00                              |
| 2500 Mobile Devices with Single User                         | £12,575.00                          | £23,075.00                              |
| 5000 Mobile Devices with Single User                         | £20,115.00                          | £36,920.00                              |
| 10000 Mobile Devices with Single User                        | £30,150.00                          | £55,380.00                              |
| 25000 Mobile Devices with Single User                        | £53,845.00                          | £103,845.00                             |

| ManageEngine Mobile Device Manager Plus Cloud Additional Users & Addons | Addon     |
|-------------------------------------------------------------------------|-----------|
| Additional 1 User                                                       | £265.00   |
| Additional 2 Users                                                      | £460.00   |
| Additional 5 Users                                                      | £920.00   |
| Additional 10 Users                                                     | £1,495.00 |
| Additional 25 Users                                                     | £2,960.00 |
| Additional 50 Users                                                     | £4,615.00 |
| Multi language Pack License                                             | £325.00   |

### LICENSING COMPONENTS - ManageEngine Mobile Device Manager Plus is licensed based on two components

#### 1. Mobile Devices

#### 2. Users

Detailed information on the components is given below.

|               |                                                                                                                                                     |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| Mobile Device | Mobile Device Manager Plus is licensed based on the total number of Mobile Devices (Android/iOS/Windows) that are required to be managed.           |
| Users         | Mobile Device Manager Plus is also licensed based on the total number of users who need access to the application for managing the functionalities. |

| EDITION COMPARISON                                                       |                         |                                    |                                  |
|--------------------------------------------------------------------------|-------------------------|------------------------------------|----------------------------------|
| Features                                                                 | Standard                | Professional                       | Free                             |
| Suitable for                                                             | Basic Device Management | All Round Mobile Device Management | Managing up to 25 mobile devices |
| <b>Device Enrollment</b>                                                 |                         |                                    |                                  |
| <a href="#">Apple Business Manager / Apple Device Enrollment Program</a> | ✓                       | ✓                                  | ✓                                |
| <a href="#">Apple Configurator</a>                                       | ✓                       | ✓                                  | ✓                                |
| <a href="#">Samsung Knox Enrollment</a>                                  | ✓                       | ✓                                  | ✓                                |
| <a href="#">EMM Token Enrollment</a>                                     | ✓                       | ✓                                  | ✓                                |
| <a href="#">Zero Touch Enrollment</a>                                    | ✓                       | ✓                                  | ✓                                |
| <a href="#">NFC Enrollment</a>                                           | ✓                       | ✓                                  | ✓                                |
| <a href="#">Chromebook Enrollment</a>                                    | ✓                       | ✓                                  | ✓                                |
| <a href="#">Windows 10 &amp; 11 Enrollment</a>                           | ✓                       | ✓                                  | ✓                                |
| <a href="#">Azure Enrollment (AutoPilot)</a>                             | ✓                       | ✓                                  | ✓                                |
| <b>Profile Management</b>                                                |                         |                                    |                                  |
| Wi-Fi                                                                    | ✓                       | ✓                                  | ✓                                |
| VPN                                                                      | ✓                       | ✓                                  | ✓                                |
| Per-App VPN                                                              | ✓                       | ✓                                  | ✓                                |
| <a href="#">Kiosk Mode</a>                                               | ✓                       | ✓                                  | ✓                                |
| Home Screen Layout Customization                                         | X                       | ✓                                  | ✓                                |
| Restrictions                                                             | ✓                       | ✓                                  | ✓                                |
| Web Content Filtering                                                    | ✓                       | ✓                                  | ✓                                |
| E-mail                                                                   | ✓                       | ✓                                  | ✓                                |
| Exchange ActiveSync                                                      | ✓                       | ✓                                  | ✓                                |
| <a href="#">Enterprise SSO</a>                                           | ✓                       | ✓                                  | ✓                                |
| Certificates                                                             | ✓                       | ✓                                  | ✓                                |
| Device Functionality Restrictions                                        | ✓                       | ✓                                  | ✓                                |
| <a href="#">Content Management</a>                                       | X                       | ✓                                  | ✓                                |
| <a href="#">FileVault Encryption</a>                                     | X                       | ✓                                  | ✓                                |
| <a href="#">Firmware Password</a>                                        | X                       | ✓                                  | ✓                                |
| <a href="#">Custom configuration</a>                                     | X                       | ✓                                  | ✓                                |
| <b>App Management</b>                                                    |                         |                                    |                                  |
| <a href="#">Apple Business Manager / Volume Purchase Program</a>         | ✓                       | ✓                                  | ✓                                |
| <a href="#">Android Enterprise / Android for Work</a>                    | ✓                       | ✓                                  | ✓                                |
| <a href="#">Windows Store for Business</a>                               | ✓                       | ✓                                  | ✓                                |
| <a href="#">Chrome Web Store</a>                                         | ✓                       | ✓                                  | ✓                                |
| <a href="#">Schedule and Automate App Updates</a>                        | X                       | ✓                                  | ✓                                |
| <a href="#">Blocklisting Apps</a>                                        | ✓                       | ✓                                  | ✓                                |
| <a href="#">Office 365 MAM policies</a>                                  | X                       | ✓                                  | ✓                                |
| <a href="#">Office 365 Conditional Access</a>                            | X                       | ✓                                  | ✓                                |
| <b>Security Management</b>                                               |                         |                                    |                                  |
| <a href="#">OS Update Management</a>                                     | X                       | ✓                                  | ✓                                |
| <a href="#">Remote Alarm</a>                                             | ✓                       | ✓                                  | ✓                                |
| <a href="#">Remote Lock</a>                                              | ✓                       | ✓                                  | ✓                                |
| <a href="#">Remote Wipe</a>                                              | ✓                       | ✓                                  | ✓                                |
| <a href="#">Lost Mode (Find My Phone)</a>                                | ✓                       | ✓                                  | ✓                                |
| <a href="#">Reset Passcode</a>                                           | ✓                       | ✓                                  | ✓                                |
| <b>Asset Management</b>                                                  |                         |                                    |                                  |

|                                                 |   |   |   |
|-------------------------------------------------|---|---|---|
| <a href="#">Location History</a>                | X | ✓ | ✓ |
| <a href="#">Geo-tracking</a>                    | ✓ | ✓ | ✓ |
| <a href="#">Geofencing</a>                      | X | ✓ | ✓ |
| <a href="#">Remote Control</a>                  | X | ✓ | ✓ |
| <a href="#">Announcements</a>                   | ✓ | ✓ | ✓ |
| <a href="#">Battery Level Tracking</a>          | ✓ | ✓ | ✓ |
| <a href="#">Device Scanning</a>                 | ✓ | ✓ | ✓ |
| <b>E-mail Management</b>                        |   |   |   |
| E-mail Attachment Viewer                        | ✓ | ✓ | ✓ |
| <b>Reports and Audit</b>                        |   |   |   |
| <a href="#">Pre-defined Reports</a>             | ✓ | ✓ | ✓ |
| <a href="#">Scheduled Reports</a>               | ✓ | ✓ | ✓ |
| <b>Miscellaneous</b>                            |   |   |   |
| <a href="#">Active Directory Authentication</a> | ✓ | ✓ | ✓ |
| <a href="#">Two Factor Authentication</a>       | ✓ | ✓ | ✓ |
| <a href="#">Role based Access Control</a>       | ✓ | ✓ | ✓ |

Premium Support - 20% of the total subscription value

## ManageEngine Malware Protection

| ManageEngine Malware Protection Plus Cloud Enterprise Edition | Enterprise edition |
|---------------------------------------------------------------|--------------------|
| Annual subscription fee for 50 Workstations                   | £725.00            |
| Annual subscription fee for 100 Workstations                  | £1,340.00          |
| Annual subscription fee for 250 Workstations                  | £2,960.00          |
| Annual subscription fee for 500 Workstations                  | £5,300.00          |
| Annual subscription fee for 1000 Workstations                 | £9,460.00          |
| Annual subscription fee for 2500 Workstations                 | £21,075.00         |
| Annual subscription fee for 5000 Workstations                 | £37,650.00         |
| Annual subscription fee for 10000 Workstations                | £67,190.00         |
| Annual subscription fee for 25000 Workstations                | £149,995.00        |
| Annual subscription fee for 10 Servers                        | £300.00            |
| Annual subscription fee for 25 Servers                        | £725.00            |
| Annual subscription fee for 50 Servers                        | £1,495.00          |
| Annual subscription fee for 100 Servers                       | £2,650.00          |
| Annual subscription fee for 250 Servers                       | £5,960.00          |
| Annual subscription fee for 500 Servers                       | £10,575.00         |
| Annual subscription fee for 1000 Servers                      | £18,880.00         |
| Annual subscription fee for 2500 Servers                      | £42,190.00         |
| Annual subscription fee for 5000 Servers                      | £75,300.00         |
|                                                               |                    |
| ManageEngine Malware Protection Plus Cloud Add-ons            | GBP                |
| Annual subscription fee for 1 Additional Technician           | £190.00            |
| Annual subscription fee for 2 Additional Technicians          | £345.00            |
| Annual subscription fee for 5 Additional Technicians          | £690.00            |
| Annual subscription fee for 10 Additional Technicians         | £995.00            |
| Annual subscription fee for 25 Additional Technicians         | £1,995.00          |
| Annual subscription fee for 50 Additional Technicians         | £3,495.00          |

### LICENSING COMPONENTS - Malware Protection Plus is licensed based on three components

#### 1. Workstations

#### 2. Servers

#### 3. Technicians

Detailed information on the components is given below.

|                        |                                                                                                                                                   |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| Workstations & Servers | Malware Protection Plus is licensed based on the total number of workstations & total number of Servers (Windows) for the malwares to be detected |
| Users                  | Malware Protection Plus is also licensed based on the number of users who need access to the application for managing the functionalities.        |

## PatchManager- 13 Jan

| PRICING                                                             |                                 |                               |
|---------------------------------------------------------------------|---------------------------------|-------------------------------|
| ManageEngine Patch Manager Plus Cloud Annual License                | Professional<br>(Cost per Year) | Enterprise<br>(Cost per Year) |
| Annual subscription fee for 50 Computers and Single User License    | £265.00                         | £345.00                       |
| Annual subscription fee for 100 Computers and Single User License   | £460.00                         | £650.00                       |
| Annual subscription fee for 250 Computers and Single User License   | £920.00                         | £1,460.00                     |
| Annual subscription fee for 500 Computers and Single User License   | £1,650.00                       | £2,535.00                     |
| Annual subscription fee for 1000 Computers and Single User License  | £2,920.00                       | £4,460.00                     |
| Annual subscription fee for 2500 Computers and Single User License  | £6,035.00                       | £8,920.00                     |
| Annual subscription fee for 5000 Computers and Single User License  | £9,380.00                       | £14,305.00                    |
| Annual subscription fee for 10000 Computers and Single User License | £13,995.00                      | £21,920.00                    |
| Annual subscription fee for 10 Servers and Single User License      | £110.00                         | £150.00                       |
| Annual subscription fee for 25 Servers and Single User License      | £225.00                         | £380.00                       |
| Annual subscription fee for 50 Servers and Single User License      | £460.00                         | £690.00                       |
| Annual subscription fee for 100 Servers and Single User License     | £845.00                         | £11,190.00                    |
| Annual subscription fee for 250 Servers and Single User License     | £1,805.00                       | £2,765.00                     |
| Annual subscription fee for 500 Servers and Single User License     | £3,110.00                       | £4,920.00                     |
| Annual subscription fee for 1000 Servers and Single User License    | £5,725.00                       | £8,845.00                     |
| Annual subscription fee for 2500 Servers and Single User License    | £12,035.00                      | £17,845.00                    |
| Annual subscription fee for 5000 Servers and Single User License    | £18,690.00                      | £28,650.00                    |

| ManageEngine Patch Manager Plus Addons - Additional users & Addons | Addons<br>(Cost per year) |
|--------------------------------------------------------------------|---------------------------|
| Annual subscription fee for Additional 1 User                      | £150.00                   |
| Annual subscription fee for Additional 2 Users                     | £265.00                   |
| Annual subscription fee for Additional 5 Users                     | £535.00                   |
| Annual subscription fee for Additional 10 Users                    | £765.00                   |
| Annual subscription fee for Additional 25 Users                    | £1,535.00                 |
| Annual subscription fee for Additional 50 Users                    | £2,690.00                 |
| Annual subscription fee for Multi language pack license            | £145.00                   |

**LICENSING COMPONENTS - ManageEngine Patch Manager Plus Cloud is licensed based on two components**

**1. Computer & Servers**

**2. Users**

**Detailed information on the components is given below.**



|                     |                                                                                                                                                      |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Computers & Servers | Patch Manager Plus is licensed based on the total number of Computers & total number of Servers (Windows/Linux/Mac) that are required to be Patched. |
| Users               | Patch Manager Plus is also licensed based on the number of users who need access to the application for managing the functionalities.                |

| EDITION COMPARISON                             |                                       |                                       |                                                           |
|------------------------------------------------|---------------------------------------|---------------------------------------|-----------------------------------------------------------|
| Features                                       | Professional                          | Enterprise                            | Free                                                      |
| Suitable For                                   | Suitable for patching desktops in LAN | Suitable for patching desktops in WAN | Small Businesses with up to 20 workstations and 5 servers |
| Supported OS                                   | Windows, Mac, Linux                   | Windows, Mac, Linux                   | Windows, Mac, Linux                                       |
| Service Pack Deployment                        | ✓                                     | ✓                                     | ✓                                                         |
| Third-Party Patch Management                   | ✓                                     | ✓                                     | ✓                                                         |
| Server Application Patch Management            | ✓                                     | ✓                                     | ✓                                                         |
| Antivirus Definition Updates                   | X                                     | ✓                                     | ✓                                                         |
| Driver and BIOS Updates                        | X                                     | ✓                                     | ✓                                                         |
| Automatically Test and Approve Patches         | X                                     | ✓                                     | ✓                                                         |
| Patch download scheduling                      | X                                     | ✓                                     | ✓                                                         |
| Patch Reports                                  | ✓                                     | ✓                                     | ✓                                                         |
| Schedule Reports                               | ✓                                     | ✓                                     | ✓                                                         |
| Patch Desktops of Roaming Users                | ✓                                     | ✓                                     | ✓                                                         |
| Multi-Technician Support                       | ✓                                     | ✓                                     | ✓                                                         |
| Role Based Administration                      | ✓                                     | ✓                                     | ✓                                                         |
| Two Factor Authentication                      | ✓                                     | ✓                                     | ✓                                                         |
| Active Directory Authentication                | ✓                                     | ✓                                     | ✓                                                         |
| Distribution Server for Bandwidth Optimization | X                                     | ✓                                     |                                                           |
| Remote Shutdown - on demand                    | ✓                                     | ✓                                     | ✓                                                         |
| Remote Shutdown - schedule                     | X                                     | ✓                                     | ✓                                                         |
| Wake on LAN - on demand                        | ✓                                     | ✓                                     | ✓                                                         |
| Wake on LAN - schedule                         | X                                     | ✓                                     | ✓                                                         |

\*only one Distribution Server can be installed in case of Professional Edition  
Premium Support - 20% of the total subscription value

Web reference - <https://www.manageengine.com/patch-management/edition-comparison.html>

## SDP already done

| <b>ManageEngine ServiceDesk Plus Cloud Annual License (Nodes license applicable for Professional &amp; Enterprise edition)</b> | <b>Standard Edition (Starts from 10 Technicians)</b> | <b>Professional Edition</b> | <b>Enterprise Edition</b> |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------------------------|---------------------------|
| 2 Technicians (250 nodes)                                                                                                      | -                                                    | £495                        | £1,225                    |
| 5 Technicians (500 nodes)                                                                                                      | -                                                    | £1,190                      | £2,995                    |
| 10 Technicians (500 nodes)                                                                                                     | £1,190                                               | £2,265                      | £5,995                    |
| 20 Technicians (1000 nodes)                                                                                                    | £2,420                                               | £4,575                      | £10,845                   |
| 50 Technicians (2000 nodes)                                                                                                    | £4,800                                               | £10,725                     | £21,535                   |
| 100 Technicians (2000 nodes)                                                                                                   | £8,420                                               | £19,190                     | £29,995                   |
| 200 Technicians (3000 nodes)                                                                                                   | £15,030                                              | £32,960                     | £45,995                   |
| 500 Technicians (3000 IT Assets)                                                                                               | £29,960.00                                           | £62,960.00                  | £89,995.00                |
| 1000 Technicians (3000 IT Assets)                                                                                              | £49,960.00                                           | £99,960.00                  | £149,995.00               |

| <b>Addons</b>                                                                                                        |                                                       |
|----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>ManageEngine ServiceDesk Plus Addons - Cloud (available for Standard and Professional)</b>                        | <b>GBP</b>                                            |
| Project Management Add-on                                                                                            | £1,225                                                |
| CMDB Add-on                                                                                                          | £1,225                                                |
| Service Catalog Add-on                                                                                               | £1,225                                                |
| Problem Management Add-on                                                                                            | £1,225                                                |
| Change Management Add-on                                                                                             | £2,455                                                |
| Multi-language addon                                                                                                 | <b>Additional 20% of the Total Subscription value</b> |
|                                                                                                                      |                                                       |
| <b>ManageEngine ServiceDesk Plus Addons - Cloud (available for Standard, Professional &amp; Enterprise editions)</b> | <b>GBP</b>                                            |
| Additional 100 nodes                                                                                                 | £345                                                  |
| Additional 250 nodes                                                                                                 | £845                                                  |
| Additional 500 nodes                                                                                                 | £1,535                                                |
| Additional 1000 nodes                                                                                                | £2,345                                                |
| Additional 2000 nodes                                                                                                | £4,185                                                |
| Additional 5000 nodes                                                                                                | £8,385                                                |
| Additional 10000 nodes                                                                                               | £11,995                                               |
| Live chat Add on*                                                                                                    | £50                                                   |
| Remote control Add on*                                                                                               | £245                                                  |
|                                                                                                                      |                                                       |

**For single teams (Let each team run their ServiceDesk Plus instance in isolation)**

The pricing model above applies

**For multiple teams (Leverage ServiceDesk Plus' enterprise service management capabilities to run multiple instances)**

Same pricing model as above applies to ServiceDesk Plus with the following conditions:

1. For each instance of ServiceDesk Plus, you can choose different license editions from among Standard, Professional, or Enterprise.
2. While using multiple instances, only one of those instances can leverage the free version of ServiceDesk Plus. Standard edition upto 5 technicians.

### LICENSING COMPONENTS

| Bill of Materials             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Technicians                   | ServiceDesk Plus is licensed based on the number of "Named Technicians" who needs access to the application for managing the Tickets, Assets, Problem, Change, CMDB, Purchase, Contracts, Reports, etc. There is no licensing/limitation on the number of users who can Report an Issue or Request for Service.                                                                                                                                                                                                                                                                                                                                                                                                 |
| Nodes                         | ServiceDesk Plus is also licensed based on the total number of Nodes/Assets. ServiceDesk Plus supports adding assets under 2 categories as IT Asset & as Non IT Assets. All assets added under IT Asset Category either by scanning the network or by adding through CSV file or by adding manually using the New Asset Addition form will be considered as Node & for licensing. Assets can also be added under Non IT Asset Category through CSV or using the form where Scanning is not supported & there is no license required for Non IT Assets.                                                                                                                                                          |
| Enterprise Service Management | <a href="https://www.manageengine.com/products/service-desk/enterprise-service-desk-management.html">ServiceDesk Plus supports Enterprise Service Management - which allows multiple helpdesk instances like IT, HR, Finance, etc. to be created/configured under 1 organization account. Each instance can have its own technicians, workflows, templates, etc. &amp; are licensed separately which includes Technicians, Editions, Add-ons, etc. Refer the below link to know more about the same.</a><br><a href="https://www.manageengine.com/products/service-desk/enterprise-service-desk-management.html">https://www.manageengine.com/products/service-desk/enterprise-service-desk-management.html</a> |

Web reference - <https://www.manageengine.com/products/service-desk/cloud/online-helpdesk-comparison.html>

## Remote Access plus

| ManageEngine Remote Access Plus - Cloud Annual Subscription | Professional Edition | Standard edition |
|-------------------------------------------------------------|----------------------|------------------|
| 50 Computers and 5 Users                                    | £230.00              | £150.00          |
| 100 Computers and 5 Users                                   | £345.00              | £230.00          |
| 250 Computers and 5 Users                                   | £695.00              | £460.00          |
| 500 Computers and 5 Users                                   | £1,155.00            | £770.00          |
| 750 Computers and 5 Users                                   | £1,500.00            | £1,000.00        |
| 1000 Computers and 5 Users                                  | £1,675.00            | £1,115.00        |
| 2000 Computers and 5 Users                                  | £2,945.00            | £1,960.00        |
| 3000 Computers and 5 Users                                  | £3,870.00            | £2,575.00        |
| 5000 Computers and 5 Users                                  | £5,575.00            | £4,115.00        |
| 10000 Computers and 5 Users                                 | £9,230.00            | £7,695.00        |

| ManageEngine Remote Access Plus Addons - Cloud | GBP       |
|------------------------------------------------|-----------|
| Additional 1 User                              | £70.00    |
| Additional 2 Users                             | £130.00   |
| Additional 5 Users                             | £260.00   |
| Additional 10 Users                            | £415.00   |
| Additional 25 Users                            | £760.00   |
| Additional 50 Users                            | £1,270.00 |

Premium Support - 20% of the total subscription value

### LICENSING COMPONENTS - ManageEngine Remote Access Plus is licensed based on two components

#### 1. Computers

#### 2. Users

Detailed information on the components is given below.

|           |                                                                                                                                             |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Computers | Remote Access Plus is licensed based on the total number of Computers that are required to be managed.                                      |
| Users     | Remote Access Plus is also licensed based on the total number of users who need access to the application for managing the functionalities. |

### EDITION COMPARISON

| Features                             | Standard                        | Professional                             | Free                                   |
|--------------------------------------|---------------------------------|------------------------------------------|----------------------------------------|
| Suitable for enterprises looking for | A basic remote control solution | Remote access & troubleshooting solution | Small businesses with up to 10 devices |

| Supported OS                                  | Windows,<br>Mac, Linux | Windows, Mac,<br>Linux | Windows, Mac,<br>Linux |
|-----------------------------------------------|------------------------|------------------------|------------------------|
|                                               |                        |                        |                        |
| Distribution server for optimized bandwidth   | ✓                      | ✓                      | ✓                      |
| Access computers of roaming users             | X                      | ✓                      | X                      |
| <a href="#">Advanced Remote Control</a>       | ✓                      | ✓                      | ✓                      |
| Record Remote Sessions                        | X                      | ✓                      | ✓                      |
| Text Chat                                     | ✓                      | ✓                      | ✓                      |
| <a href="#">Wake on LAN</a>                   | X                      | ✓                      | ✓                      |
| <a href="#">Remote Shutdown</a>               | X                      | ✓                      | ✓                      |
| Broadcasting Announcements                    | X                      | ✓                      | ✓                      |
| Windows System Tools for periodic maintenance | X                      | ✓                      | ✓                      |
| <a href="#">Remote Task Manager</a>           | X                      | ✓                      | ✓                      |
| <a href="#">Remote Device Manager</a>         | X                      | ✓                      | ✓                      |
| Manage Users, software, groups and printers   | X                      | ✓                      | ✓                      |
| Multi-Technician Support                      | ✓                      | ✓                      | X                      |
| Role Based Administration                     | ✓                      | ✓                      | ✓                      |
| Two Factor Authentication                     | ✓                      | ✓                      | ✓                      |

Web Reference - <https://www.manageengine.com/remote-desktop-management/edition-comparison.html>

## EC Cloud

| ManageEngine Endpoint Central - Cloud Annual | Professional Edition | Enterprise Edition | UEM Edition | Security Edition |
|----------------------------------------------|----------------------|--------------------|-------------|------------------|
| 50 computers and Single User License         | £805.00              | £960.00            | £1,075.00   | £1,575.00        |
| 100 computers and Single User License        | £1,460.00            | £1,805.00          | £2,075.00   | £3,035.00        |
| 250 computers and Single User License        | £2,880.00            | £3,610.00          | £4,190.00   | £6,035.00        |
| 500 computers and Single User License        | £5,035.00            | £6,345.00          | £7,380.00   | £10,650.00       |
| 1000 computers and Single User License       | £8,650.00            | £10,805.00         | £12,535.00  | £18,075.00       |
| 2500 computers and Single User License       | £17,995.00           | £22,495.00         | £26,190.00  | £37,725.00       |
| 5000 computers and Single User License       | £28,805.00           | £35,995.00         | £41,880.00  | £60,380.00       |
| 10000 computers and Single User License      | £43,190.00           | £53,995.00         | £62,845.00  | £90,535.00       |
| 10 Servers and Single User License           | £305.00              | £345.00            | £380.00     | £460.00          |
| 25 Servers and Single User License           | £650.00              | £725.00            | £880.00     | £1,075.00        |
| 50 Servers and Single User License           | £1,190.00            | £1,460.00          | £1,650.00   | £2,035.00        |
| 100 Servers and Single User License          | £2,190.00            | £2,690.00          | £3,150.00   | £3,960.00        |
| 250 Servers and Single User License          | £4,110.00            | £5,495.00          | £6,225.00   | £7,880.00        |
| 500 Servers and Single User License          | £7,575.00            | £9,535.00          | £11,110.00  | £13,995.00       |
| 1000 Servers and Single User License         | £12,995.00           | £16,190.00         | £18,845.00  | £23,085.00       |
| 2500 Servers and Single User License         | £26,995.00           | £33,725.00         | £39,305.00  | £49,765.00       |
| 5000 Servers and Single User License         | £43,190.00           | £53,995.00         | £62,845.00  | £79,610.00       |

| Addons                                                |           |
|-------------------------------------------------------|-----------|
| ManageEngine Endpoint Central Addons - Cloud Annual   | GBP       |
| Additional User license (Applicable for all editions) |           |
| Additional 1 User                                     | £345.00   |
| Additional 2 Users                                    | £610.00   |
| Additional 5 Users                                    | £1,190.00 |
| Additional 10 Users                                   | £1,960.00 |
| Additional 25 Users                                   | £3,845.00 |
| Additional 50 Users                                   | £5,995.00 |

| Addons (applicable for all editions)                                        |           |
|-----------------------------------------------------------------------------|-----------|
| Ransomware Protection Addon - Annual subscription fee for 50 Workstations   | £150.00   |
| Ransomware Protection Addon - Annual subscription fee for 100 Workstations  | £300.00   |
| Ransomware Protection Addon - Annual subscription fee for 250 Workstations  | £690.00   |
| Ransomware Protection Addon - Annual subscription fee for 500 Workstations  | £1,225.00 |
| Ransomware Protection Addon - Annual subscription fee for 1000 Workstations | £2,305.00 |

|                                                                              |            |
|------------------------------------------------------------------------------|------------|
| Ransomware Protection Addon - Annual subscription fee for 2500 Workstations  | £5,340.00  |
| Ransomware Protection Addon - Annual subscription fee for 5000 Workstations  | £9,960.00  |
| Ransomware Protection Addon - Annual subscription fee for 10000 Workstations | £19,880.00 |
| Ransomware Protection Addon - Annual subscription fee for 10 Servers         | £75.00     |
| Ransomware Protection Addon - Annual subscription fee for 25 Servers         | £150.00    |
| Ransomware Protection Addon - Annual subscription fee for 50 Servers         | £305.00    |
| Ransomware Protection Addon - Annual subscription fee for 100 Servers        | £570.00    |
| Ransomware Protection Addon - Annual subscription fee for 250 Servers        | £1,380.00  |
| Ransomware Protection Addon - Annual subscription fee for 500 Servers        | £2,495.00  |
| Ransomware Protection Addon - Annual subscription fee for 1000 Servers       | £4,570.00  |
| Ransomware Protection Addon - Annual subscription fee for 2500 Servers       | £10,690.00 |
| Ransomware Protection Addon - Annual subscription fee for 5000 Servers       | £19,880.00 |
| Malware Protection Addon - Annual subscription fee for 50 Workstations       | £495.00    |
| Malware Protection Addon - Annual subscription fee for 100 Workstations      | £880.00    |
| Malware Protection Addon - Annual subscription fee for 250 Workstations      | £1,960.00  |
| Malware Protection Addon - Annual subscription fee for 500 Workstations      | £3,495.00  |
| Malware Protection Addon - Annual subscription fee for 1000 Workstations     | £6,305.00  |
| Malware Protection Addon - Annual subscription fee for 2500 Workstations     | £14,035.00 |
| Malware Protection Addon - Annual subscription fee for 5000 Workstations     | £25,075.00 |
| Malware Protection Addon - Annual subscription fee for 10000 Workstations    | £44,800.00 |
| Malware Protection Addon - Annual subscription fee for 25000 Workstations    | £99,995.00 |
| Malware Protection Addon - Annual subscription fee for 10 Servers            | £190.00    |
| Malware Protection Addon - Annual subscription fee for 25 Servers            | £495.00    |

|                                                                     |            |
|---------------------------------------------------------------------|------------|
| Malware Protection Addon - Annual subscription fee for 50 Servers   | £995.00    |
| Malware Protection Addon - Annual subscription fee for 100 Servers  | £1,725.00  |
| Malware Protection Addon - Annual subscription fee for 250 Servers  | £3,960.00  |
| Malware Protection Addon - Annual subscription fee for 500 Servers  | £7,035.00  |
| Malware Protection Addon - Annual subscription fee for 1000 Servers | £12,575.00 |
| Malware Protection Addon - Annual subscription fee for 2500 Servers | £28,075.00 |
| Malware Protection Addon - Annual subscription fee for 5000 Servers | £50,150.00 |
| DEX Manager Add-on - Annual subscription fee for 50 Endpoints       | £225.00    |
| DEX Manager Add-on - Annual subscription fee for 100 Endpoints      | £460.00    |
| DEX Manager Add-on - Annual subscription fee for 250 Endpoints      | £995.00    |
| DEX Manager Add-on - Annual subscription fee for 500 Endpoints      | £1,690.00  |
| DEX Manager Add-on - Annual subscription fee for 1000 Endpoints     | £2,920.00  |
| DEX Manager Add-on - Annual subscription fee for 2500 Endpoints     | £6,265.00  |
| DEX Manager Add-on - Annual subscription fee for 5000 Endpoints     | £10,765.00 |
| DEX Manager Add-on - Annual subscription fee for 10000 Endpoints    | £18,495.00 |
| DEX Manager Add-on - Annual subscription fee for 25000 Endpoints    | £39,805.00 |

**LICENSING COMPONENTS - ManageEngine Endpoint central is licensed based on three components**

**1. Computers & Servers**

**2. Users**

**Detailed information on the components is given below.**

|           |                                                                                                                                                                                                                                                                                                                                                              |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Endpoints | Licensing is based on number of "Endpoints" that include Computers (PC/Laptops/Desktops) & Mobile Devices for Desktop Management, Mobile Device Management & Modern Management for Windows 10 and macOS devices (only with UEM edition) so on. This is a floating license. If 100 endpoints license is purchased, it can be used across the bundled modules. |
| Servers   | Licensing is based on the number of Servers for managing the functionalities like Patch Management, Software Deployment, etc.                                                                                                                                                                                                                                |
| Users     | Licensing is based on the number of users who need access to the application for managing the functionalities like Patch Management, Software Deployment, etc.                                                                                                                                                                                               |



| Features                                                                     | Free Edition | Professional Edition | Enterprise Edition | UEM Edition | Security Edition |
|------------------------------------------------------------------------------|--------------|----------------------|--------------------|-------------|------------------|
| <b>Endpoint Management</b>                                                   |              |                      |                    |             |                  |
| <b>Onboarding &amp; Enrollment</b>                                           |              |                      |                    |             |                  |
| <a href="#">OS Imaging &amp; Deployment</a>                                  | ✓            | Add-on               | Add-on             | ✓           | ✓                |
| <a href="#">Self Enrollment</a>                                              | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Out of the box Enrollment for Mobile Devices(ZTE, Knox, ABM)</a> | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Out of the box Enrollment for Laptops(ABM, AutoPilot)</a>        | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Apple Configurator</a>                                           | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">EMM/NFC Enrollment</a>                                           | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Chromebook Enrollment</a>                                        | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <b>Device Provisioning</b>                                                   |              |                      |                    |             |                  |
| <a href="#">Home Screen Layout Customization</a>                             | ✓            | X                    | ✓                  | ✓           | ✓                |
| <a href="#">Firmware Password for Mac</a>                                    | ✓            | X                    | X                  | ✓           | ✓                |
| <a href="#">Kiosk for Mobile Devices</a>                                     | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Kiosk for Windows</a>                                            | ✓            | X                    | X                  | ✓           | ✓                |
| <a href="#">Per-App VPN</a>                                                  | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Exchange ActiveSync</a>                                          | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Single Sign-On</a>                                               | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Certificate Management</a>                                       | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">USB Device Management</a>                                        | ✓            | X                    | ✓                  | ✓           | ✓                |
| <a href="#">Power Management</a>                                             | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Custom Scripts</a>                                               | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Printer Management</a>                                           | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Predefined templates</a>                                         | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Configurations for Windows, Mac and Linux desktops</a>           | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <b>Patch &amp; Update Management</b>                                         |              |                      |                    |             |                  |
| <a href="#">Automated Patch Management</a>                                   | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Service Pack Deployment</a>                                      | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Third-Party Patch Management</a>                                 | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Windows Driver and BIOS Patch Management</a>                     | ✓            | X                    | ✓                  | ✓           | ✓                |
| <a href="#">Server Application Patch Management</a>                          | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Mobile App Update Management</a>                                 | ✓            | X                    | ✓                  | ✓           | ✓                |
| <a href="#">Antivirus Definition Updates</a>                                 | ✓            | X                    | ✓                  | ✓           | ✓                |
| <a href="#">Self-Service Portal for Patch</a>                                | ✓            | ✓                    | ✓                  | ✓           | ✓                |
| <a href="#">Test and Approve Patches</a>                                     | ✓            | X                    | ✓                  | ✓           | ✓                |

|                                                              |   |   |   |   |   |
|--------------------------------------------------------------|---|---|---|---|---|
| <a href="#">OS Update for Mobile Device</a>                  | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Patch Download Scheduling</a>                    | ✓ | X | ✓ | ✓ | ✓ |
| App Provisioning & Distribution                              |   |   |   |   |   |
| <a href="#">Pre-defined Templates</a>                        | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Self-Service Portal &amp; App Catalog</a>        | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Store Apps Management</a>                        | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Enterprise / In-house apps Management</a>        | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Block-listing Mobile Apps</a>                    | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Office 365 MAM policies</a>                      | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Office 365 Conditional Access for Windows</a>    | ✓ | X | X | ✓ | ✓ |
| <a href="#">Conditional Exchange Access</a>                  | ✓ | X | ✓ | ✓ | ✓ |
| IT Asset Management                                          |   |   |   |   |   |
| <a href="#">Real-time IT asset tracking</a>                  | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Hardware &amp; Software Inventory Management</a> | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Hardware Warranty Management</a>                 | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Software License Management</a>                  | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Software Metering</a>                            | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Identify Jailbroken / Rooted Device</a>          | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Geo-Fencing for Mobile Devices</a>               | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Geo-Tracking for Mobile Devices</a>              | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Geo-Tracking for Laptops</a>                     | ✓ | X | X | ✓ | ✓ |
| Remote troubleshooting                                       |   |   |   |   |   |
| <a href="#">HIPAA and PCI compliant Remote Control</a>       | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Remote Control screen recording</a>              | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Remote Session for Mobile</a>                    | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Transfer Files in Remote Session</a>             | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Voice and Video call</a>                         | ✓ | X | X | X | X |
| <a href="#">Remote Alarm</a>                                 | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Remote Lock for Mobile Devices</a>               | ✓ | X | ✓ | ✓ | ✓ |
| <a href="#">Remote Lock for Laptops</a>                      | ✓ | ✓ | X | ✓ | ✓ |
| <a href="#">Remote Wipe for Mobile Devices</a>               | ✓ | ✓ | ✓ | ✓ | ✓ |
| <a href="#">Remote wipe for laptop</a>                       | ✓ | X | X | ✓ | ✓ |
| <a href="#">Lost Mode for Mobile Devices</a>                 | ✓ | ✓ | ✓ | ✓ | ✓ |
| Reports                                                      |   |   |   |   |   |
| <a href="#">Compliance-ready Reports</a>                     | ✓ | ✓ | ✓ | ✓ | ✓ |
| Digital Employee Experience                                  |   |   |   |   |   |

|                                                                       |   |         |         |         |        |
|-----------------------------------------------------------------------|---|---------|---------|---------|--------|
| Experience monitoring                                                 | ✓ | Add-on  | Add-on  | Add-on  | Add-on |
| Insights & RCA                                                        | ✓ | Add-on  | Add-on  | Add-on  | Add-on |
| Automated Remediation Workflows                                       | ✓ | Add-on  | Add-on  | Add-on  | Add-on |
| Endpoint Security                                                     |   |         |         |         |        |
| <a href="#">Prohibit Software</a>                                     | ✓ | X       | ✓       | ✓       | ✓      |
| <a href="#">Block Executable</a>                                      | ✓ | X       | ✓       | ✓       | ✓      |
| <a href="#">FileVault Encryption</a>                                  | ✓ | X       | X       | ✓       | ✓      |
| <a href="#">Vulnerability Detection</a>                               | ✓ | Add-on  | Add-on  | Add-on  | ✓      |
| <a href="#">Application Control and Endpoint privilege management</a> | ✓ | Add-on  | Add-on  | Add-on  | ✓      |
| <a href="#">USB &amp; Peripheral Device Control</a>                   | ✓ | Add-on  | Add-on  | Add-on  | ✓      |
| <a href="#">Data Loss Prevention</a>                                  | ✓ | Add-on^ | Add-on^ | Add-on^ | ✓      |
| <a href="#">Enterprise Browser Security</a>                           | ✓ | Add-on  | Add-on  | Add-on  | ✓      |
| <a href="#">BitLocker Management</a>                                  | ✓ | Add-on  | Add-on  | Add-on  | ✓      |
| <a href="#">Ransomware Protection</a>                                 | ✓ | Add-on  | Add-on  | Add-on  | Add-on |
| <a href="#">Malware Protection</a>                                    | ✓ | Add-on  | Add-on  | Add-on  | Add-on |
| General                                                               |   |         |         |         |        |
| Multi-technician Support                                              | X | ✓       | ✓       | ✓       | ✓      |
| <a href="#">Role Based Administration</a>                             | X | ✓       | ✓       | ✓       | ✓      |
| <a href="#">Two Factor Authentication</a>                             | ✓ | ✓       | ✓       | ✓       | ✓      |
| <a href="#">Roaming user management</a>                               | ✓ | ✓       | ✓       | ✓       | ✓      |
| <a href="#">Active Directory Authentication</a>                       | ✓ | ✓       | ✓       | ✓       | ✓      |
| <a href="#">Distribution Server for Bandwidth Optimization</a>        | ✓ | ✓       | ✓       | ✓       | ✓      |

Web Reference - <https://www.manageengine.com/products/desktop-central/edition-comparison-matrix.html>

## Log360

| <b>FREE PLAN</b>                                       | <b>Additional search &amp; archival storage</b>  | <b>Basic Plan - 120\$/year (50 GB default storage) &amp; (150 GB Archival storage)</b> | <b>Standard Plan - \$540/year (50 GB default storage) &amp; (150 GB Archival storage)</b> | <b>Professional Edition - \$840/year (50 GB default storage) &amp; (150 GB Archival storage)</b> |
|--------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| \$0Per year                                            | 100 GB Search storage & 300 GB Archival Storage  | £755                                                                                   | £1065                                                                                     | £1370                                                                                            |
| 50GB search storage                                    |                                                  |                                                                                        |                                                                                           |                                                                                                  |
| 150 GB Default Archival Storage (3x of Search Storage) | 250 GB Search storage & 750 GB Archival Storage  | £1850                                                                                  | £2615                                                                                     | £3385                                                                                            |
|                                                        | 500 GB Search storage & 1500 GB Archival Storage | £3615                                                                                  | £5155                                                                                     | £6695                                                                                            |
|                                                        | 1 TB Search storage & 3 TB Archival Storage      | £6925                                                                                  | £10000                                                                                    | £13075                                                                                           |
|                                                        | 1.5 TB Search storage & 4.5 TB Archival Storage  | £11190                                                                                 | £16125                                                                                    | £20975                                                                                           |
|                                                        | 2 TB Search storage & 6 TB Archival Storage      | £13540                                                                                 | £19695                                                                                    | £25845                                                                                           |
|                                                        | 2.5 TB Search storage & 7.5 TB Archival Storage  | £18225                                                                                 | £26245                                                                                    | £34165                                                                                           |
|                                                        | 3 TB Search storage & 9 TB Archival Storage      | £19845                                                                                 | £29075                                                                                    | £38305                                                                                           |
|                                                        | 4 TB Search storage & 12 TB                      | £25845                                                                                 | £38155                                                                                    | £50465                                                                                           |

|  |                                                              |        |         |         |
|--|--------------------------------------------------------------|--------|---------|---------|
|  | Archival<br>Storage                                          |        |         |         |
|  | 5 TB<br>Search<br>storage &<br>15 TB<br>Archival<br>Storage  | £31540 | £46925  | £62305  |
|  | 6 TB<br>Search<br>storage &<br>18 TB<br>Archival<br>Storage  | £41090 | £59875  | £78570  |
|  | 7 TB<br>Search<br>storage &<br>21 TB<br>Archival<br>Storage  | £44015 | £65075  | £86615  |
|  | 8 TB<br>Search<br>storage &<br>24 TB<br>Archival<br>Storage  | £49540 | £74155  | £98770  |
|  | 9 TB<br>Search<br>storage &<br>27 TB<br>Archival<br>Storage  | £55540 | £83230  | £110925 |
|  | 10 TB<br>Search<br>storage &<br>30 TB<br>Archival<br>Storage | £61540 | £92305  | £123075 |
|  | 11 TB<br>Search<br>storage &<br>33 TB<br>Archival<br>Storage | £67230 | £101075 | £134925 |
|  | 12 TB<br>Search<br>storage &<br>36 TB<br>Archival<br>Storage | £72930 | £109845 | £139075 |
|  | 13 TB<br>Search<br>storage &<br>39 TB<br>Archival<br>Storage | £78615 | £118615 | £158615 |
|  | 14 TB<br>Search<br>storage &                                 | £84305 | £127385 | £170465 |

|  |                                               |         |         |         |
|--|-----------------------------------------------|---------|---------|---------|
|  | 42 TB Archival Storage                        |         |         |         |
|  | 15 TB Search storage & 45 TB Archival Storage | £90000  | £136155 | £182305 |
|  | 16 TB Search storage & 48 TB Archival Storage | £95075  | £144305 | £193540 |
|  | 17 TB Search storage & 51 TB Archival Storage | £100155 | £152465 | £204770 |
|  | 18 TB Search storage & 54 TB Archival Storage | £105230 | £160615 | £216000 |
|  | 19 TB Search storage & 57 TB Archival Storage | £110305 | £168770 | £227230 |
|  | 20 TB Search storage & 60 TB Archival Storage | £115385 | £176925 | £238465 |

| Features                 | FREE PLAN | BASIC PLAN | STANDARD PLAN | PROFESSIONAL PLAN |
|--------------------------|-----------|------------|---------------|-------------------|
| Default Search Storage   | 50 GB     | 50 GB      | 50 GB         | 50 GB             |
| Default Archival Storage | 150 GB    | 150 GB     | 150 GB        | 150 GB            |
| Log Source Count         | Unlimited | Unlimited  | Unlimited     | Unlimited         |
| Search Retention         | 7 days    | 30 days    | 60 days       | 90 days           |
| Archival Retention       | 15 days   | 90 days    | 180 days      | 10 Years          |
| Store & Search           | ✓         | ✓          | ✓             | ✓                 |
| Auditing & Reporting     | ✓         | ✓          | ✓             | ✓                 |
| Compliance Reporting     | ✓         | ✓          | ✓             | ✓                 |
| Customisable Dashboards  | ✓         | ✓          | ✓             | ✓                 |

|                                    |   |                       |                          |                          |
|------------------------------------|---|-----------------------|--------------------------|--------------------------|
| Data Export (PDF & CSV)            | ✓ | ✓                     | ✓                        | ✓                        |
| CASB Monitor                       | ✓ | ✓                     | ✓                        | ✓                        |
| Alerting                           | ✗ | ✓ (20 Alert Profiles) | ✓ (50 Alert Profiles)    | ✓ (70 Alert Profiles)    |
| Storage Tier                       | ✗ | ✗                     | ✗                        | ✓ (20 Storage Tiers)     |
| Incident Management                | ✗ | ✓                     | ✓                        | ✓                        |
| Log Collection Filter              | ✗ | ✓                     | ✓                        | ✓                        |
| Correlation                        | ✗ | ✗                     | ✓ (10 Correlation Rules) | ✓ (20 Correlation Rules) |
| Log Forwarding                     | ✗ | ✗                     | ✓                        | ✓                        |
| Custom Reports                     | ✗ | ✗                     | ✓                        | ✓                        |
| Schedule Export                    | ✗ | ✗                     | ✓ (10 Scheduled Exports) | ✓ (20 Scheduled Exports) |
| User Work Hours                    | ✗ | ✗                     | ✓                        | ✓                        |
| Evaluation Customers               | ✗ | ✗                     | ✗                        | ✗                        |
| User and Entity Behavior Analytics | ✗ | ✗                     | ✗                        | ✓ (20 Anomaly Rules)     |
| AI-powered Zia Insights            | ✗ | ✗                     | ✗                        | ✓                        |
| Overwrite Old Logs                 | ✗ | ✗                     | ✗                        | ✓                        |
| Advanced Threat Analytics          | ✗ | ADD-ON                | ADD-ON                   | ADD-ON                   |

#### ADD-ONS

Advanced threat analytics: £380/year

## Key Details - Neyo

For any clarifications reach out to below resources:

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## Document Version Control

| Version | Date         | Author        | Changes                                                                          |
|---------|--------------|---------------|----------------------------------------------------------------------------------|
| 1.0     | January 2026 | Chirag Karnik | Initial document creation;<br>comprehensive Service<br>Definition for G-Cloud 15 |