ManageEngine Log360 Cloud

Your SOCs command centre for seeing threats, not noise

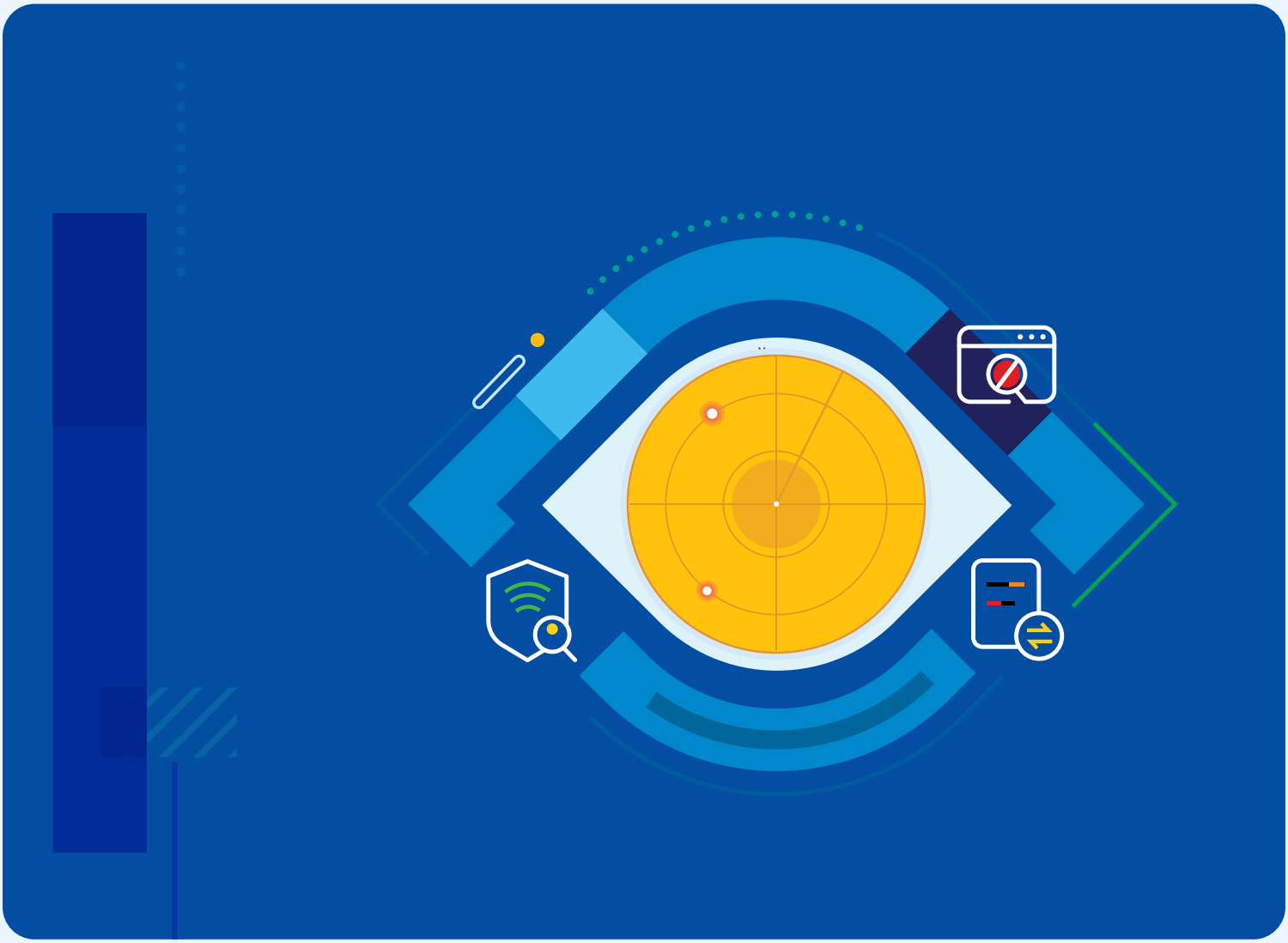


Table of Contents

Introduction

Company Overview

History: Formerly known as AdventNet Inc., Zoho Corporation started its operations in 1996 delivering web-based network management tools for telecom service providers. In 2002, the company diversified into IT management solutions for small, medium, and large enterprises. In 2005 with cloud taking off the company forayed into business SaaS with the introduction of Zoho Writer. By 2009, as the product portfolio became vast and diverse, the company was rechristened Zoho Corporation, which now serves as the umbrella firm for four distinct divisions: ManageEngine, Zoho.com, Qntrl, and TrainerCentral.

About our Company: ManageEngine is the enterprise IT management division of Zoho Corporation. We offer comprehensive on-premises and cloud-native IT and security operations management solutions for global organisations and managed service providers. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere better, safer, and faster.

Established and emerging enterprises organisations-rely on ManageEngine's real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has 18 data centres, 20 offices and 200+ channel partners worldwide to help organisations tightly align their business to IT.

ManageEngine's solutions include tools for Identity and Access Management, Enterprise Service Management, Endpoint Management and Security, IT Operations Management, Security Information and Event Management, Advanced IT Analytics, and Low-code app development.

Our Global Market: ManageEngine's solutions are industry-agnostic, designed to support organisations of all sizes across diverse sectors. In the UK, our customer base spans a wide range of industries, with strong adoption across BFSI, Healthcare, Government and Public Sector, Manufacturing, Education, IT & Technology, and

Hospitality, among others. This broad presence reflects the flexibility and scalability of our portfolio in addressing varied IT management and security needs.

Our Values & Goals

Simplicity without compromise

We aim to simplify IT management without sacrificing functionality. Our solutions are designed to be intuitive, easy to deploy, and straightforward to manage eliminating unnecessary complexity and reliance on third-party services.

Customer-led innovation

Customer needs drive our product strategy. Backed by a strong in-house R&D team, we continuously develop solutions that address real-world IT challenges, guided by direct feedback and hands-on usage.

Transparency and long-term value

We follow a transparent pricing model with no hidden costs. Our solutions are built to scale with organisations of all sizes, ensuring sustained value as business requirements evolve.

Empowering business-aligned IT

We focus on enabling strong alignment between IT and business objectives through continuous innovation, contextual integrations, and forward-looking solutions that support long-term growth.

Product Introduction

Log360 Cloud is ManageEngine's next-gen cloud SIEM platform. With integrated CASB capabilities, Log360 Cloud helps enterprises secure their network from cyberattacks. The solution's advanced security analytics, ML-based User and Entity Behavior Analytics (UEBA), integrated Threat Intelligence, and incident management capabilities, help security analysts spot, prioritize, and resolve threats in both on-premises and cloud environments. It includes 2,000+ cloud-delivered detections (correlation rules, anomaly models, and threat-intel matches) for proactive security.

Designed to ensure regulatory compliance, Log360 Cloud combines high scalability with streamlined infrastructure and storage, effectively driving down operational costs. The solution also features the integrated Gen AI Assistant for accelerating incident response.

The platform is ideal for security teams of any size, from dedicated SOCs to smaller IT/ security groups.

Benefits

1. Maximize Security ROI with lower operational costs

This benefit directly addresses the financial burden and unpredictability of legacy SIEM solutions. Log360 Cloud operates on a cloud-native, scalable model with predictable pricing that significantly reduces the total cost. This eliminates the need for large capital expenditure on hardware and minimizes operational costs associated with scaling, maintenance, and complex administration. Security teams can therefore accurately forecast security budgets and demonstrate a clear, positive Return on Investment (ROI) from their modernized security operations.

2. Eliminate siloed tools with one unified security console

Log360 Cloud provides a true single pane of glass by unifying Next-Gen SIEM, ML-based UEBA, and native CASB into one platform. This integration removes the friction of managing disparate security products and the need for manual correlation across multiple screens. Security Managers benefit from streamlined workflows, immediate visibility across the hybrid estate, and increased SOC efficiency, as analysts can operate, triage, and investigate within a single environment.

3. Scalable architecture ensures flexible pricing for dynamic security needs

The platform's cloud-native architecture is highly elastic and ensures capacity automatically scales up or down based on your actual data ingestion and storage requirements. This capability is now enhanced with flexible Search and Archival storage tiers. Organisations can fully customize storage based on log type, source, and retention period, ensuring that only logs requiring deep analysis consume the premium Search storage. Furthermore, you receive a significant cost advantage: for every unit of Search storage purchased, you automatically receive three times the Archival storage at no extra cost. Additional Archival capacity is available at a highly competitive rate, offering tailored log retention for extended compliance periods. Users can also clear Archival logs at any time.

4. Accelerate investigation with AI-generated alert summaries and context

The integrated Gen AI Assistant (Zia) processes complex event timelines and high-volume alerts to generate clear, conversational summaries of the security incident, including identifying the attack technique (e.g., via MITRE ATT&CK mapping) and suggesting immediate containment steps. This capability allows Security Analysts to drastically cut the Mean Time to Respond (MTTR) and focus their expertise on remediation rather than manual data compilation.

5. Leverage EDR data for enriched context in threat hunting

Log360 Cloud's EDR extension capabilities allow it to ingest detailed telemetry data from other security products (e.g., endpoint sensors). This enriched data provides granular, deep-dive context that augments the high-level SIEM alerts. Threat Hunters and Incident Responders gain a comprehensive understanding of the entire attack sequence, leading to faster validation, more accurate containment, and highly effective threat hunting campaigns.

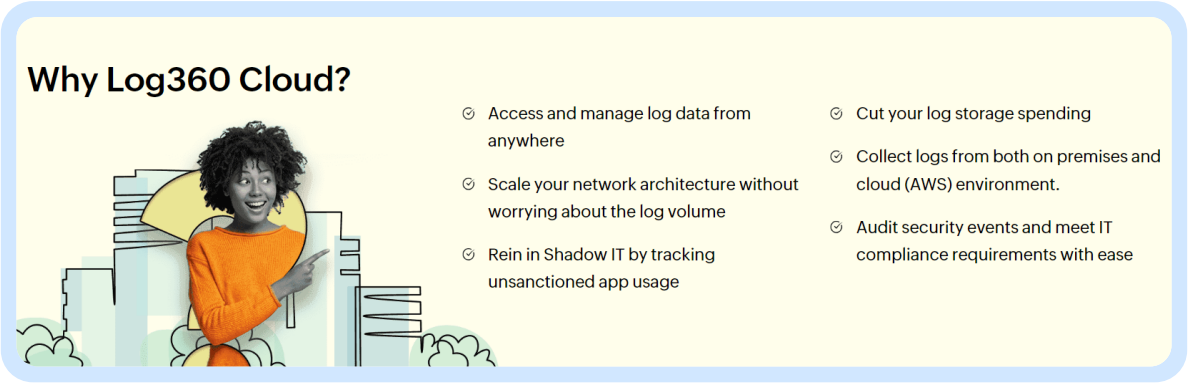
6. Instant, audit ready reports streamline compliance and regulatory adherence

The solution provides a library of pre-built reports tailored to major regulatory standards, including GDPR, HIPAA, PCI DSS and many more. Compliance officers and risk teams gain immediate audit-readiness, significantly reducing the labour, time, and stress

associated with regulatory examinations.

7. 24/7 continuous monitoring to stop security breaches

The platform ensures real time ingestion, correlation, and analysis of security events from all network, cloud, and application sources. The continuous operation ensures that critical security events trigger immediate alerts and correlation rules at all times, independent of business hours or staffing levels. This capability provides essential assurance and minimizes the window of opportunity for attackers, enhancing organisational resilience.



Associated Services

Log360 Cloud provides a range of associated services to enhance your cybersecurity management. These services include:

1. APIs: Log360 Cloud uses APIs to collect logs from cloud sources like AWS and M365.

2. Maintenance: We provide regular updates about new releases to ensure that our customers remain up-to-date and effective in protecting their network.

3. Professional Services: We offer professional services, including customer onboarding, implementation assistance, configuration support, and training upon customer request at a nominal extra charge.

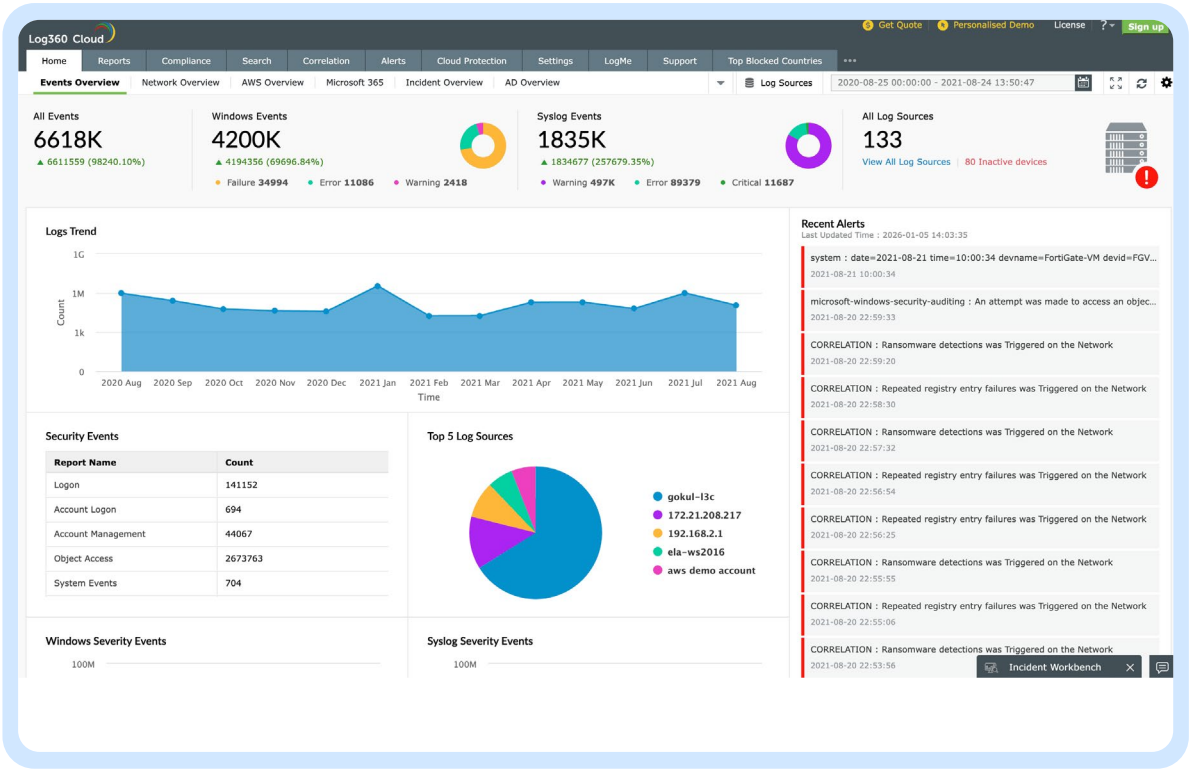
4. Storage: Log360 Cloud offers secure and scalable storage option starting from 50 GB to store and analyze your security logs and event data.

By offering these associated services, Log360 Cloud ensures that you have a comprehensive and tailored solution to meet your cybersecurity needs. Please refer to our pricing sheet for more information.

Product Features

1) Next-Generation SIEM for unified security and compliance management.

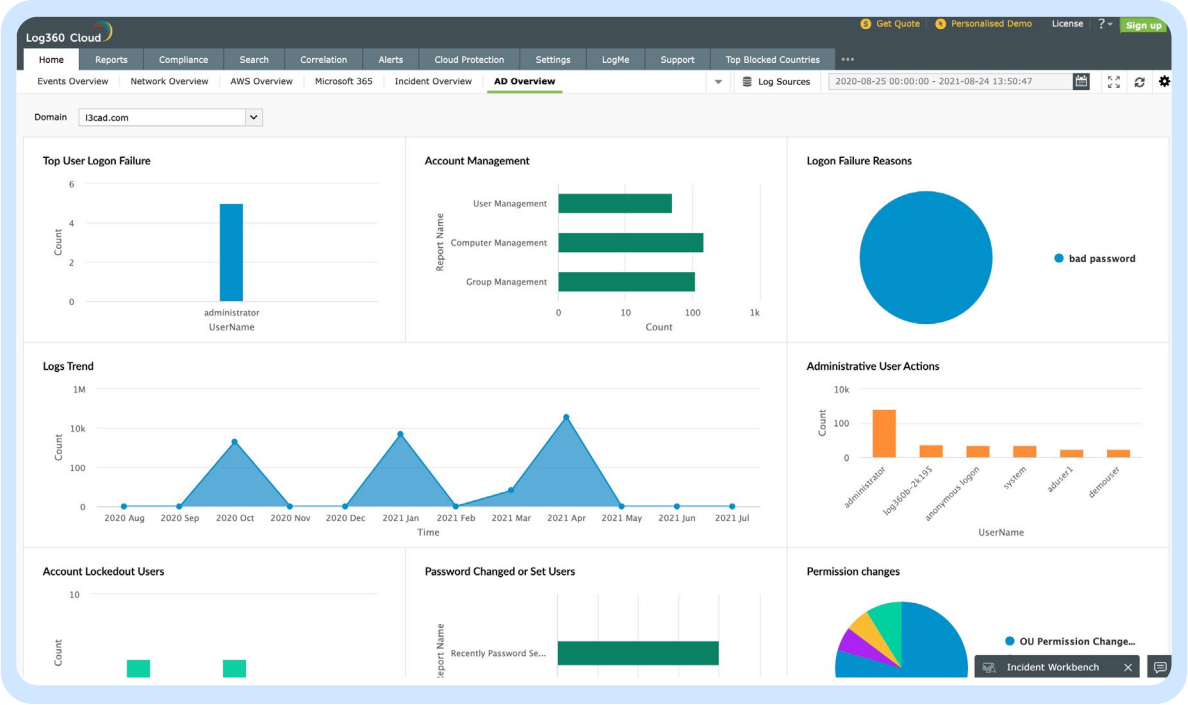
Log360 Cloud functions as a modern, cloud-native SIEM platform for collecting, normalizing, correlating, and analyzing security data across the entire hybrid IT infrastructure. This unification eliminates the complexity and cost of using separate logging or compliance tools, ensuring comprehensive visibility and providing a solid foundation for maintaining continuous audit-readiness and strong governance over your entire security posture.



Log360 Cloud's home dashboard

2) In-depth Active Directory auditing and monitoring

- Protect identities during your cloud transition with Log360 Cloud. By monitoring Active Directory, it helps you:
- Granularly audit user activity:Gain deep visibility into authentication events and detect potential intrusion attempts or impersonation.
- Monitor critical AD changes in real time:Instantly identify modifications to OUs, GPOs, and permissions to preempt insider threats.
- Detect identity-based attacks:Continuously monitor for privilege escalations, lateral movements, and credential stuffing.
- Automate user behavior monitoring:Automatically flag unusual account activities such as frequent lockouts or logins from disparate locations to catch threats early.



Log360 Cloud's AD overview dashboard

3) Plug-and-play detection rules for sophisticated threats

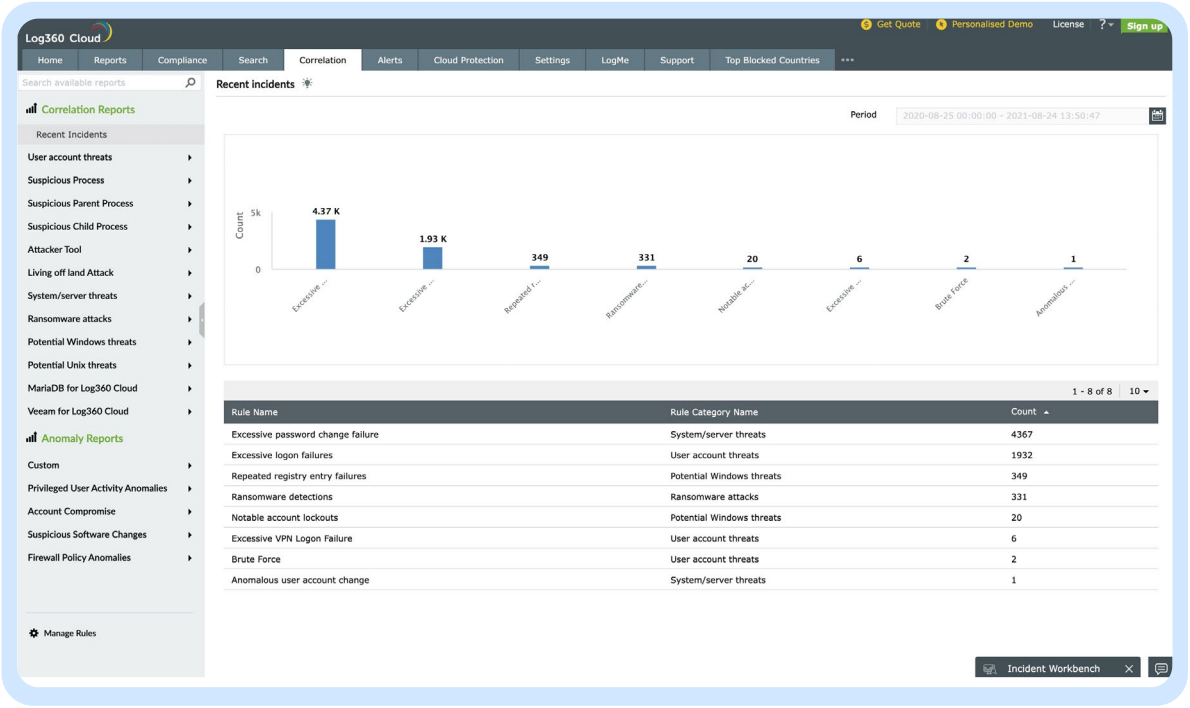
Detect threats, attack patterns, and techniques with effective log correlation and anomaly rules. With Log360 Cloud, you can:

- Get real-time alerts:Instantly receive alerts for known threats and indicators of compromise via over 100 predefined correlation rules.

- Leverage anomaly detection:Take advantage of predefined anomaly detection rules, or customize your own based on time, pattern, and count to detect unusual behavior that could signal insider threats or other sophisticated attacks.

- Streamline threat intelligence ingestion:Automate threat feed integration and customize correlation rules for accurate, contextual detection.

- Tailor threat detection:Use our intuitive Correlation Rule Builder to create or modify rules for detecting unauthorized access, lateral movements, and other sophisticated attacks.



Correlation and anomaly rules in Log360 Cloud

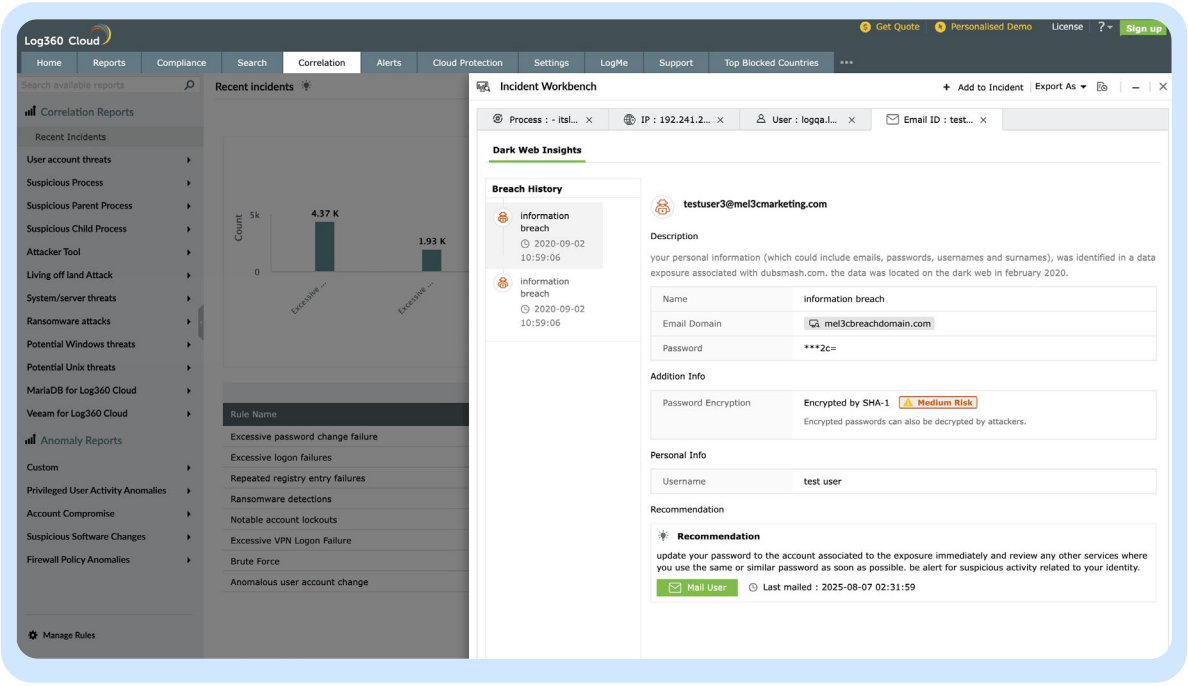
4) Preconfigured threat intelligence and advanced threat analytics

Empower your defences with a threat intelligence database featuring over 600 million malicious URLs, domains, and IP addresses. With Log360 Cloud's integrated platform, you get:

- Seamless integration with threat data:Connect effortlessly with STIX/TAXII-formatted threat feeds for industry-specific coverage.

- Real-time insights:Benefit from BrightCloud-powered analytics that provide reputation scores and threat types for malicious entities.

- Enhanced security analytics:Integrate dynamic threat data into our detection engine for faster, more effective responses.

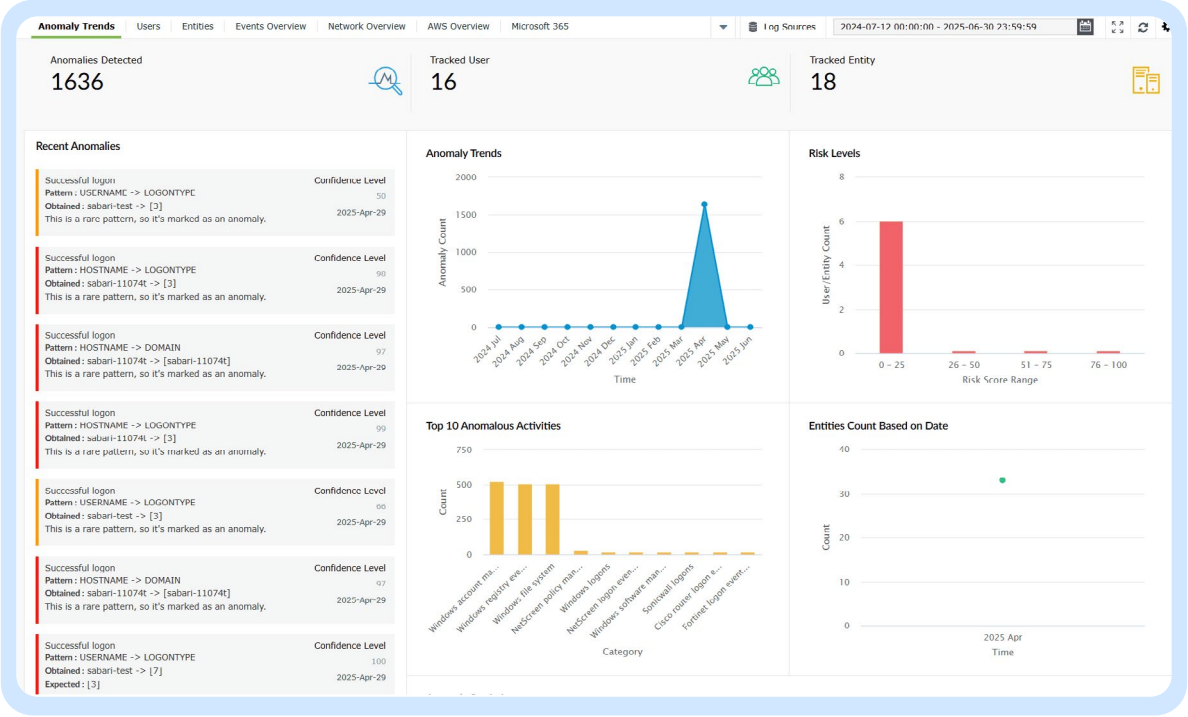


Dark web insights offered as a part of advanced threat analytics

5) Anomaly detection

Go beyond traditional rule based detection by identifying deviations in user and entity behavior patterns using anomaly rules. Detect potential insider threats like logon anomalies, compromised accounts, and data exfiltration attempts, before they escalate. With UEBA, you can:

- ML-based anomaly detection:Automatically detect deviations from normal behavior using machine learning algorithms.
- Accurate detection:Identify threats based on time, count, and pattern anomalies for higher precision.
- Proactive threat identification:Uncover anomalous behavior such as unusual logins or file transfers early on.
- Integrated risk scoring:Identify high-risk users and entities with scores based on triggered anomalies and predefined behavioral indicators.
- Custom anomaly rule creation:Create single or bulk anomaly rules tailored to your environment.

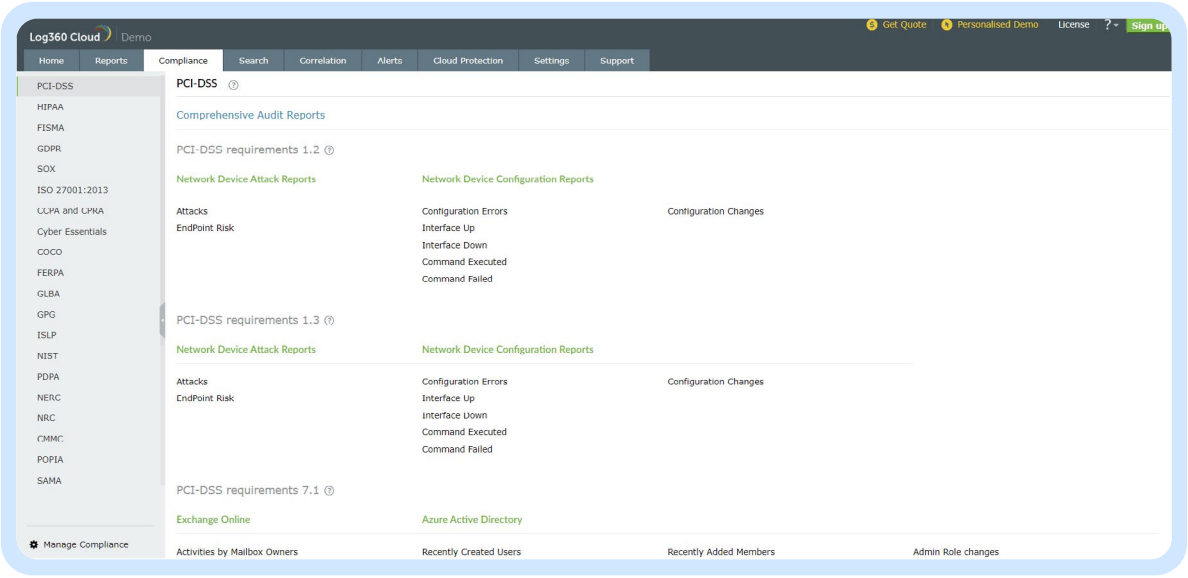


Log360 Cloud's anomaly dashboard

6) Audit-ready compliance reports and violation alerts

Log360 Cloud streamlines compliance while enhancing your security posture. It provides:

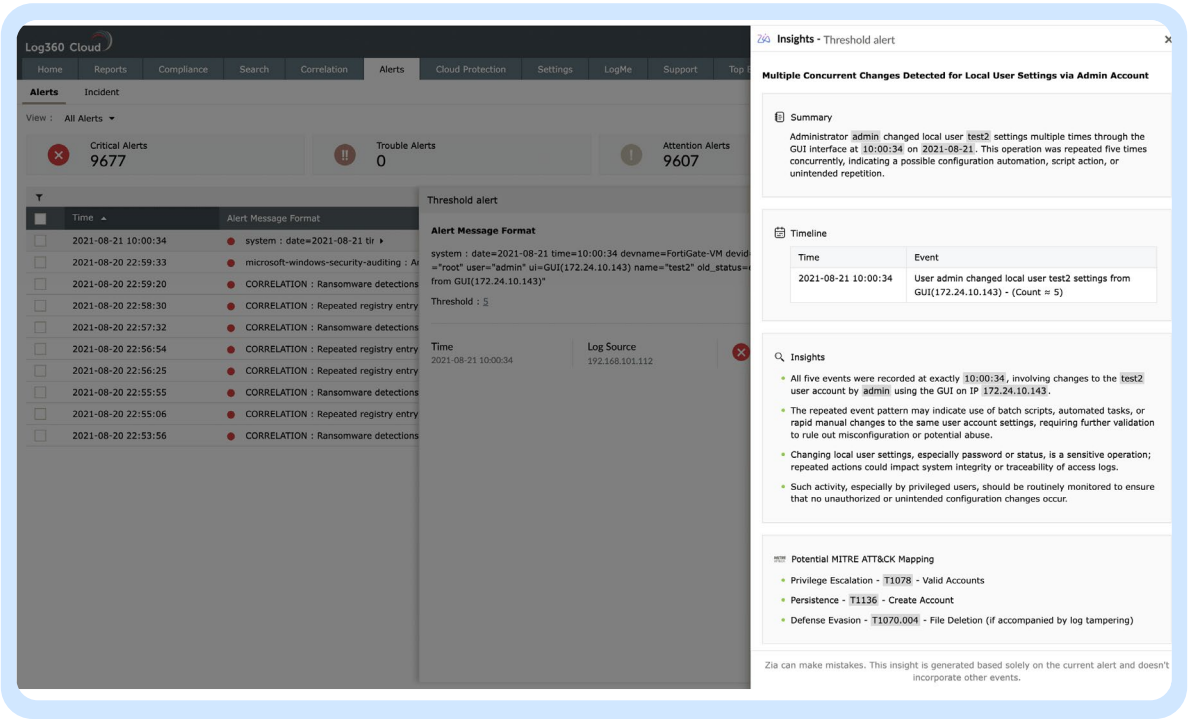
- Effective compliance management:Use pre-built audit report templates (PCI DSS, GLBA, FISMA, SOX, HIPAA, ISO 27001, etc.) to demonstrate adherence to security standards, while securely storing log data in the cloud—eliminating costly hardware.
- Continuous monitoring & remediation:Proactively monitor compliance with dedicated dashboards, identify gaps, and implement timely fixes.
- Enhanced audit trails:Maintain detailed logs of user activity to swiftly detect and respond to suspicious access or data breaches.



Compliance mandates supported by Log360 Cloud

7) AI-powered threat insights

Equip your security team for smarter threat response with Zia Insights in Log360 Cloud. This AI-driven feature delivers concise, contextual summaries of security events, maps threats to MITRE ATT&CK® techniques, and provides precise mitigation guidance, enabling faster, more confident incident investigation and response.



Zia powered AI insights in Log360 Cloud

8) Security platform: Flexibility to build security your way

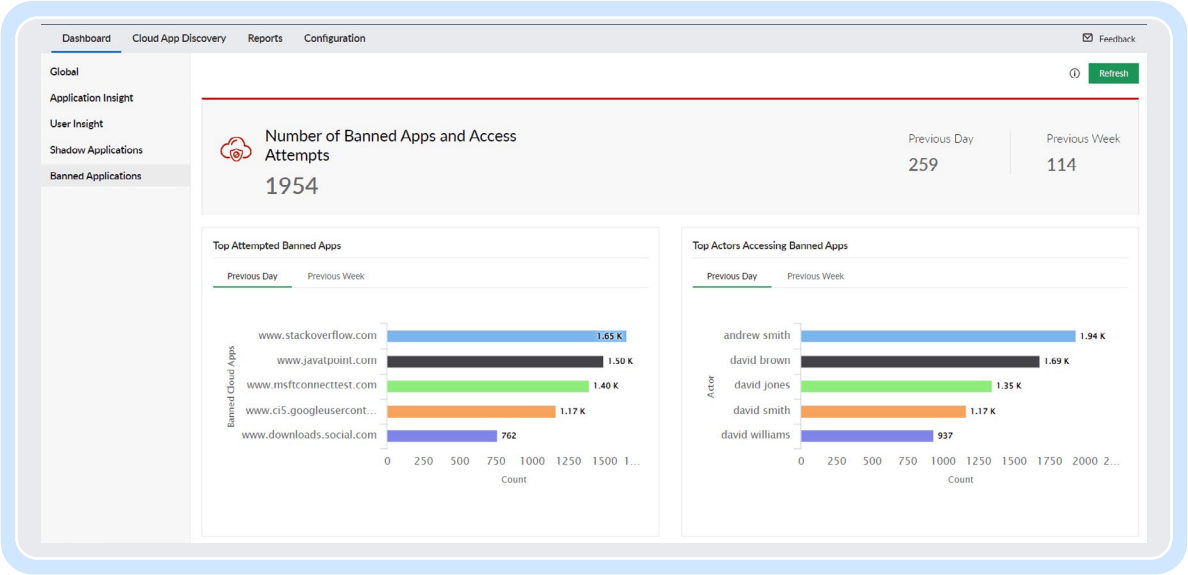
Take full control of your security with Log360's unified platform approach. Seamlessly integrate your security tools through Open APIs, visualize data exactly how you need it, and extend functionality with custom extensions to meet your evolving needs. Build a security ecosystem that works exactly how you want it to work.

Breaking down siloed data using custom widgets

Working of Log360 Cloud as a unified security platform

9) CASB: Full visibility and control over cloud

Gain complete control over your cloud environment with Log360 Cloud's CASB. Monitor cloud application usage to identify unauthorized shadow IT, gain deep insights into user activity, and quickly detect potential threats. Integrating CASB with cloud-based SIEM helps uncover shadow applications and build actionable context around threat actor behaviour.



Log360 Cloud dashboard displaying the number of banned applications and their access attempts by users

Data Protection

Information Assurance

ManageEngine adheres to industry-leading security standards and has implemented robust security measures to protect sensitive information. ManageEngine follows best practices and complies with relevant policies and standards. ManageEngine has a strong commitment to information security and employs processes and facilities to safely manage data. The service prioritises data protection, confidentiality, and integrity, ensuring that organisations can trust their identity management processes. By implementing ManageEngine solution, organisations can have confidence in the security of their identity-related information and mitigate the risk of unauthorised access or data breaches.

As part of the development team's training, they are briefed about the various networking protocols that are used in the product and are encouraged to use only secure communication protocols such as HTTPS and TLS in their code.

- To ensure access to critical information by the development team, measures such as strong passwords, controlled access to test machines, and network segmentation are implemented.
- All the data collected through online forms has a field to obtain consent for collecting and processing data from the prospect.
- Marketing team members are strictly asked to check if a prospect has given consent to receive marketing communications before sending marketing emails.
- Support and pre-sales engineers who communicate directly with customers are trained to maintain privacy of customer information.
- Dedicated guidelines on handling customer data has been given to the members of the team in light of regulations such as GDPR.
- The customer data is stored in databases that can be accessed only by authorised employees.

Data Backup, Data Restoration and Disaster Recovery

ManageEngine runs incremental backups everyday and weekly full backups of our databases using Zoho Admin Console (ZAC) for ManageEngine's Data Centres (DC). Backup data in the DC is stored in the same location and encrypted using AES-256 bit algorithm. We store them in tar.gz format. All backed up data are retained for a period of three months. If a customer requests for data recovery within the retention period, we will restore their data and provide secure access to it. The timeline for data restoration depends on the size of the data and the complexity involved.

To ensure the safety of the backed-up data, we use a redundant array of independent disks (RAID) in the backup servers. All backups are scheduled and tracked regularly. In case of a failure, a re-run is initiated and is fixed immediately. The integrity and validation checks of the full backups are done automatically by the ZAC tool.

From your end, we strongly recommend scheduling regular backups of your data by exporting them from the respective Zoho services and storing it locally in your infrastructure.

Business continuity statement/plan

Application data is stored on resilient storage that is replicated across data centres. Data in the primary DC is replicated in the secondary in near real time. In case of failure of the primary DC, the secondary DC takes over and the operations are carried on smoothly with minimal or no loss of time. Both the centres are equipped with multiple ISPs.

We have power back-up, temperature control systems, and fire-prevention systems as physical measures to ensure business continuity. These measures help us achieve resilience.

In addition to the redundancy of data, we have a business continuity plan for our major operations, such as support and infrastructure management.

Privacy by Design

Every change and new feature is governed by a change management policy to ensure all application changes are authorised before implementation into production. Our Software Development Life Cycle (SDLC) mandates adherence to secure coding guidelines, as well as screening of code changes for potential security issues with our code analyser tools, vulnerability scanners, and manual review processes.

Our robust security framework based on OWASP standards, implemented in the application layer, provides functionalities to mitigate threats such as SQL injection, cross site scripting and application layer DOS attacks.

Our privacy commitment: Zoho has never sold your information to someone else for advertising, or made money by showing you other people's ads, and we never will. This has been our approach for almost 25 years, and we remain committed to it. This policy tells you what information we collect from you, what we do with it, who can access it, and what you can do about it.

More information on our privacy policy can be found at
https://www.manageengine.com/privacy.html

Using the service

Pricing Overview

Log360 Cloud follows a storage based licensing model. It has 4 paid plans:

- Basic Plan
- Standard Plan
- Professional Plan
- MSSP Edition

Log360 Cloud employs a dual-tier storage architecture that balances immediate accessibility with long-term compliance requirements. Licensing is based on these two configurable storage tiers, with both retention duration and capacity fully customizable. We also provide a migration tool that helps users migrate from other services to ManageEngine Patch Manager Plus.

Tier	Purpose and Accessibility	Default Included Storage in all plans	Price for Additional Storage
Search Storage	Logs are immediately accessible for real-time threat analysis, alerting, and interactive reporting (Live Search).	50 GB	From $10 per GB
Archival Retention	Logs are stored securely for long-term compliance mandates (retrieved via "Reload Archive Logs").	150 GB (3x Search Storage)	From $0.25 per GB

The Log360 Cloud storage model operates on a source-to-archival ratio designed to provide ample, cost-effective long-term retention.

Default Storage Allocation (All Editions)

Every edition of Log360 Cloud, including the Free Plan, is automatically provisioned with the following complimentary storage:

- **Default Search Storage (Hot Storage): 50 GB**
- **Default Archival Storage (Cold Storage): 150 GB**

This establishes a foundational 3x ratio where the default archival storage is three times the default search storage.

Additional Storage Policy

For all editions except the Free Plan, users may purchase additional Search Storage. The core of the recent policy update is as follows:

For every additional 1 GB of Search Storage purchased, the user will receive 3 GB of Archival Storage at no additional cost.

The primary distinction between the plans lies in the log retention duration. The retention periods define how long logs are kept in both Search (for immediate querying) and Archival (for long-term compliance) storage tiers.

Edition	Search Retention (Days)	Archival Retention (Days)	Total Retention (Days)
Free	7 days	15 days	22 days
Basic	30 days	90 days	120 days
Standard	60 days	180 days	240 days
Professional	90 days	Customizable	Customizable
MSSP	90 days	Customizable	Customizable

While all plans offer core features like Auditing, Reporting, and Compliance, the higher-tier plans unlock advanced threat detection and operational capabilities:

Feature	Free Plan	Basic Plan	Standard	Professional	MSSP Edition
Default Storage (Search/Archival)	50 GB / 150 GB	50 GB / 150 GB	50 GB / 150 GB	50 GB / 150 GB	50 GB / 150 GB
Search Retention (Hot Logs)	7 days	30 days	60 days	90 days	90 days
Archival Retention (Cold Logs)	30 days	90 days	180 days	365 days	Customizable
Correlation Rules (Max)	-	-	10 Rules	20 Rules	20 Rules/ Customer
Log Forwarding	-	-	-	✓	✓
Custom Reports	-	-	✓	✓	✓
Schedule Export	-	-	10 Exports	20 Exports	20 Exports/ Customer
UEBA/Anomaly Rules	-	-	-	20 Rules	20 Rules/ Customer
AI Insights (ZIA)	-	-	-	✓	✓
Incident Management	-	-	-	✓	✓
Advanced Threat Analytics (ATA)	-	Add-on	Add-on	Add-on	Add-on

Availability of Trial Service

Log360 Cloud offers a 30 day free trial to enable the customers to evaluate the product in real time. We also offer complimentary license for the customers to see our solution in full action.

On-Boarding, Off-Boarding, Service Migration, Scope, etc.

On-boarding and off-boarding processes are crucial aspects of our Log360 Cloud service. When users start using our service, we have a well-defined process in place to ensure a smooth transition and help them get up and running quickly.

During the on-boarding process, we provide comprehensive KB articles and guides that will help users through the setup and configuration of Log360 Cloud. This documentation includes step-by-step instructions, best practices, and troubleshooting tips. If the customer wants the help of ManageEngine professionals to setup and configure Log360 Cloud in their environment, we offer that as well at a nominal cost. This professional service includes:

A. Preliminary Consultation
The client and the onboarding consultant enter a discussion to define the stakeholders involved, the organisational matrix, the nature of the deployment environment, and the client's business requirements. A set of implementation requirements, such as system and network requirements, are provided to the client to prepare the deployment environment for installation.
Document(s) involved in this stage:
a. A Business Requirements document assessing the client's solution requirements within scope.
b. A Standard Operating Procedure describing the project operations. This document entails exact information about:

- the stakeholders involved
- the roles and responsibilities of the onboarding team
- the project schedule
- the project deliverables
- the communication schedule

c. A Scope of Work recording the onboarding activities covered in the project, the scope of the onboarding activities, the pre-requisites for implementation, and the project dependencies.

B. Implementation
Upon completion of the pre-requisites, the onboarding expert installs, configures, and customises the solution in the client's environment.
C.Post-implementation
Acceptance testing is carried out to verify successful execution of the pre-defined business use cases. The client's approval of the implementation and subsequent sign-off on a comprehensive summary of the project marks the completion of the project.
Document(s) involved in this stage:
a. A User Acceptance Testing document comprising of the tests to be performed by the client.
b. A Sign-off document summarising the implementation project from start to finish.
We traditionally offer training sessions in English lasting up to 4 hours, accommodating a maximum of 5 participants at an additional charge. This participant limit is set to ensure the delivery of high-quality training sessions. We are also fully equipped to accommodate requests for organisation-wide on-site training, at your preferred location, at an additional customised package. Product Expert Certification is offered at an extra charge. We don't require organisations to opt for any of our professional services; the decision is entirely theirs. We're flexible with both the mode and pricing to accommodate individual preferences.

When users decide to stop using our service, we have an off-boarding process in place to ensure a smooth transition out of Log360 Cloud. During the off-boarding process, we assist users in migrating their data and configurations if needed through extensive manuals and KB articles. Data can be exported in CSV or PDF formats.
Please refer to our pricing sheet for more information.

Training

As a part of customer support, we provide our customers with all required knowledge to deploy, configure and use Log360 Cloud. This is done by sharing KB articles, implementation guides, troubleshooting tips, user manuals, help documents, etc. In case the customer needs a training by ManageEngine professionals, we offer training

sessions in English lasting up to 4 hours, accommodating a maximum of 5 participants at an additional charge. This participant limit is set to ensure the delivery of high-quality training sessions. We are also fully equipped to accommodate requests for organization-wide on-site training, at your preferred location, at an additional customised package. Product Expert Certification is offered at an extra charge. We don't require organisations to opt for any of our professional services; the decision is entirely theirs. We're flexible with both the mode and pricing to accommodate individual preferences.

Please refer to our pricing sheet for more information.

Implementation Plan

Once a customer purchase the license for Log360 Cloud, our support team provides the customers with detailed implementation guides which outline the step-by-step process of deploying and configuring Log360 Cloud to ensure a smooth and successful implementation. In case the customer wants the deployment to be fully done by ManageEngine professionals, we offer customer onboarding and implementation service at a charge.

Service Management

At ManageEngine, we offer 24/5 support, excepting UK national holidays. Depending on the severity of the issue we acknowledge it between 6-18 regional business hours. Below is the criteria for categorising the severity and the acknowledgement and resolution time frame:
Severity Level 1 (S1): The Licensed Software does not function without a fix being provided and the problem has significant effect on the revenue or business operations of the Licensee. S1 tickets will be acknowledged in 6 regional business hours and a problem workaround will be provided in 24 regional business hours. A permanent resolution to the issue will be provided within 30 days.

Severity Level 2 (S2): The Licensed Software can function. However, the Licensed Software functions providing incorrect results or its performance is inconsistent pursuant to the ManageEngine user documentation. S2 tickets will be acknowledged in 12 regional business hours and a problem workaround will be provided in 48 regional business hours. A permanent resolution to the issue will be provided within 180 days.

Severity Level 3 (S3): The functionality of the Licensed Software is not affected by the problem or can be accomplished by using other features of the Licensed Software. S3 tickets will be acknowledged in 18 regional business hours and depending on the nature of the issue, ManageEngine may choose to resolve such problems in the following manner:

a) We may provide the resolution in a future release of Licensed Software if the problem is identified as a feature enhancement

b) We may resolve the problem using its support process and technical support as a special case.

In case our customer wants 24x7 support, we offer premium support at a nominal extra charge. Our dedicated service desk efficiently handles service constraints and incidents, providing support and managing requests seamlessly.

Service Constraints

Our support operates 24x5, excepting UK national holidays. Response times range from 6 to 18 business hours based on issue severity. Additionally, customers have the option to subscribe to premium support for 24x7 assistance with swift response times, albeit at a nominal extra fee.

Service Levels

Our service levels include classic support, premium support and onboarding and implementation services.

Classic support is available 24x5 and will address the request between 6 to18 business hours depending on the severity level of the issue. Depending on the severity of the issue we acknowledge it between 6-18 regional business hours. Below is the criteria for categorising the severity and the acknowledgement and resolution time frame:

Severity Level 1 (S1): The Licensed Software does not function without a fix being provided and the problem has significant effect on the revenue or business operations of the Licensee. S1 tickets will be acknowledged in 6 regional business hours and a problem workaround will be provided in 24 regional business hours. A permanent

resolution to the issue will be provided within 30 days.

Severity Level 2 (S2): The Licensed Software can function. However, the Licensed Software functions providing incorrect results or its performance is inconsistent pursuant to the Zoho user documentation. S2 tickets will be acknowledged in 12 regional business hours and a problem workaround will be provided in 48 regional business hours. A permanent resolution to the issue will be provided within 180 days.

Severity Level 3 (S3): The functionality of the Licensed Software is not affected by the problem or can be accomplished by using other features of the Licensed Software. S3 tickets will be acknowledged in 18 regional business hours and depending on the nature of the issue, ManageEngine may choose to resolve such problems in the following manner:

a) We may provide the resolution in a future release of Licensed Software if the problem is identified as a feature enhancement

b) We may resolve the problem using its support process and technical support as a special case.

We also offer premium support at an extra charge which will be available 24x7 and has a very quick turn around time. Further more, for customers who require end to end onboarding, we offer onboarding and implementation services at a nominal charge.

Provision of the service

Customer Responsibilities

- Choose a unique, strong password and protect it.
- Use multi-factor authentication.
- Use the latest browser versions, mobile OS, and updated mobile applications to ensure they are patched against vulnerabilities and to use the latest security features.
- Exercise reasonable precautions while sharing data from our cloud environment.
- Classify your information into personal or sensitive and label them accordingly.
- Monitor devices linked to your account, active web sessions, and third-party access to spot anomalies in activities on your account, and manage roles and privileges to your account.
- Be aware of phishing and malware threats by looking out for unfamiliar emails, websites, and links that may exploit your sensitive information by impersonating Zoho or other services you trust.

Technical Requirements and Client-Side Requirements

ManageEngine's Log360 Cloud comes with specific technical and client-side prerequisites that users need to consider for optimal utilization. In terms of system requirements, it supports Windows platform and functions smoothly with popular browsers like Google Chrome, Microsoft Edge, and Mozilla Firefox, enabling seamless log collection from both cloud and on-premises sources. For on-premises log collection, Log360 Cloud requires an agent to be installed in a windows machine to collect logs in on prem environment. The Log360 Cloud agent can be installed and run on the following operating systems (both 32 Bit and 64 Bit architecture) and versions:
Windows Server 2019
Windows Server 2016
Windows Server 2012
Windows Server 2008

Windows 10
Windows 8
Windows 7

Additionally, customer needs to whitelist Log360 Cloud URLs to facilitate the communication between agent and cloud. This communication requires the following ports: 443 (TCP), 513, 514 (UDP), 514 (TCP). For more information, please visit https://www.manageengine.com/cloud-log-management/help/setting-up/prerequisites.html

After-sales Account Management

- We offer customer support via email and chat to address queries, troubleshoot issues, and provide guidance.
- We keep customers informed about the latest product updates, enhancements, change/planned downtime, and new features.
- We manage license renewals and communicate with customers regarding upcoming renewals.
- We provide information about licensing options, upgrades, and any relevant promotions or discounts.
- We gather customer feedback to understand their satisfaction with ManageEngine products by using surveys and feedback mechanisms to identify areas for improvement and address customer concerns.
- We provide customers with information about complementary products that could enhance their IT management capabilities.
- We maintain regular communication with customers through newsletters, announcements, and product updates and ensure that customers are informed about relevant events, workshops, webinars, and training sessions.
- We conduct periodic account reviews to assess the customer's usage of ManageEngine products and discuss any challenges or opportunities for improvement and provide recommendations accordingly via health checks.
- We also implement customer success programs to proactively engage with customers and ensure they are achieving their goals with ManageEngine solutions and provide best practices, use cases, and success stories to inspire effective utilization of the products.

Termination Process

You have the right to terminate your user account for convenience or if Zoho Corporation Limited breaches its obligations under our Terms and in such event, you will be refunded the subscription fee for the unused portion of the subscription period. Termination of user account will include denial of access to all Services, deletion of information in your user account such as your e-mail address and password and deletion of all data in your user account in accordance with our deletion cycle.

Social Value

Fighting Climate Change

ManageEngine and its parent company Zoho Corp have committed to working towards achieving Net-zero by 2050. Some initiatives for this:

- Green data centres: We've partnered with Equinix to host our UK data centres in London and Manchester. Equinix is also committed to sustainability and is compliant with the Climate Neutral Data Centre Pact, ISO 14001, LEED, etc.
- Energy initiatives at Zoho UK's workspace at Bletchley - The energy supply for the UK office is derived from renewable sources, accounting for 21% of total power consumption. LED retrofits have been implemented to enhance energy efficiency throughout the building.
- Renewable energy: We've built a 5 megawatt on-grid solar energy farm at Abinimangalam near Trichy, India. This farm offsets the electricity consumption of our Chennai headquarters and data centre. Designed with a focus on energy efficiency, data centres that support Zoho UK are powered by renewable energy.
- Further, these data centres are progressing towards integrating with a solar grid to reduce environmental impacts.
- Green Energy Procurement - All purchased energy for the data centres is sourced from green energy providers. This enables us to minimise the carbon footprint associated with our operations.
- Emissions - The United Kingdom has committed to achieving carbon neutrality by 2050. Supporting this pledge, we have taken steps to monitor greenhouse gas

(GHG) emissions from our operations and implement measures to mitigate them. We account for Scope 2 and Scope 3 emissions and exclude Scope 1 emissions as our work does not involve fuel combustion within operational boundaries.

Globally, emissions need to be cut down by 45% by 2030, in order to achieve net-zero by 2050. 60% of fossil fuels (coal, oil, and gas reserves) need to be replaced by efficient energy sources to achieve net-zero.

- E-mobility: We've switched completely to electric vehicles for movement within the campus.
- Energy efficient operations: We use loT to measure and optimise energy consumption across our offices. We've also implemented LED lighting, energy-efficient equipment, and loT based energy management to reduce our energy consumption and greenhouse gas emissions.
- Recycling and waste reduction: All the waste generated on campus is segregated at source. Food waste is processed in our own biogas plant, which generates the electricity used to run the plant. All other waste is sent to the recycling vendors for recycling it.
- Minimising water usage: We use an in-house sewage treatment plant to treat wastewater for reuse for flushing, gardening and cooling tanks. We've also implemented loT sensors to detect water leakage, rain-detecting sprinklers systems, and smart water management, to monitor and reduce our water usage and wastage.
- Sustainable procurement: We encourage sourcing materials from suppliers who have environment friendly practices. We also recycle obsolete gadgets by sending them to an e-waste recycling unit.
- Reduced paper use: We've reduced paper use at work. Most our documents are now digitally maintained, reducing our print-related environment impact.
- Reducing business travel: We've reduced our business travel. Many Events and meetings are conducted online using our in-house meeting tools.

COVID-19 Recovery

- During the COVID-19 pandemic, ManageEngine and its parent company Zoho Corp. worked to minimise the impact of COVID on our customers, other business, and our local community.
- Supporting remote work: At the start of the pandemic, ManageEngine and its parent

company Zoho Corp. created and distributed a Secure Remote Access Toolkit to help organisations quickly adapt to and work securely during the pandemic. This toolkit was made free for the first 100 days.

- Discounts and waivers: To assist organisations impacted by the pandemic, ManageEngine and its parent company Zoho Corp offered free licenses of flagship products and offered discounts and waivers on licenses on a case-by-case basis.
- Food to the underprivileged: While most of our employees worked from home, we kept the kitchen at our Chennai headquarters running with a skeletal staff to provide food to underprivileged people in the local area, many of whom were impacted due to a loss of employment during the lockdown.
- Infrastructure support: We converted one of our office buildings into a temporary COVID-19 ward to accommodate citizens who were required to quarantine.
- We ran Covid vaccination camps for our employees. their dependents and the support staff who worked in Zoho.
- ManageEngine Site24x7 introduced the Small Business Emergency Subscription Assistance Program (ESAP) during Covid-19. ESAP gives our small business customers a chance to use Site24x7 and other Zoho products free for three months.

Tackling Economic Inequality

ManageEngine and its parent company Zoho Corp. has always aimed to tackle economic inequality and give back to the community. This is reflected in the following:

- Transnational localism: Coined by our CEO, transnational localism is the philosophy that underpins our staffing and office location plans. Instead of focusing on crowded urban centres, we've been opening spoke offices in smaller towns and villages. The goal is to improve local infrastructure, boost the economy of these smaller towns and villages, and provide more employment opportunity.
- Local hiring: As part of our philosophy of transnational localism, we believe in hiring locally for each spoke office. This helps promote local talent and bring high-paying jobs back to the villages and towns where we are based.
- Zoho Schools of Learning: Started in 2004, Zoho Schools of Learning (formerly Zoho University) provides training and employment for high school students and those holding or pursuing diplomas. Those inducted into Zoho Schools are trained by industry experts in the fields of their choice - technology, business, or design. The students are also trained in social skills. The course is completely free, and students

are paid a monthly stipend throughout its duration. Graduates from this program are automatically inducted into Zoho Corp.

Equal Opportunity

- As part of our efforts to tackle inequality, ManageEngine and its parent company Zoho Corp. have made efforts to provide equal opportunities and tackle workforce inequality.
- Helping women restart their careers: Zoho Schools of Learning has begun a program called Marupadi. Aimed at helping women restart their tech careers after a break, Marupadi is a 3-month program comprising a mix of lectures, experiential learning and internships. At the end of the program, the candidates who've successfully completed training get to sit for exclusive face-to-face interviews for jobs at Zoho Corp.
- Diversity and inclusion in hiring: All roles at ManageEngine and its parent companyZoho Corp. are open to all people irrespective of gender, sex, race, ability, or religion.We hire solely based on skill and have a diverse team.
- We eschew discrimination on any grounds, including age, colour, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, and other unique characteristics that define our associates. Instead, we espouse, fairness, striving to ensure that a merit-based approach allows wage parity among associates with comparable experiences and responsibilities, irrespective of their gender.
- Accessible campus: Our campus has been designed to be accessible to all, including differently abled colleagues. The layout design includes ramps and lifts in every building, allowing ease of mobility and access to all.
- On-campus crèche and day care: We support new parents within the organisation by providing them with on-campus crèche, day-care and play school.
- Apart from the usual shuttle facilities, special cab service covering a certain distance is given for women during their third trimester.

Wellbeing

ManageEngine and its parent company Zoho Corp. in UK adheres to industry standards in remuneration, ensuring that compensation is equitable across genders.

Recognising the diverse needs of our people, we provide essential support such as parental leave, aligning with our efforts to build an organisation that values and cares for every individual.

- Free on-campus medical services: We have trained medical practitioners and a dedicated medical clinic available on all days of the week. Employees can freely avail their services for any medical requirements. The cost of consultation is borne completely by the company. This is for all employees based out of India.
- Hazard Management Framework: The Hazard Identification & Risk Assessment (HIRA) Framework is followed rigorously at the premises. Under this, regular assessments are conducted to identify workplace hazards and evaluate social risks.
- In-house mental health counselling: We provide in-house counselling to our employees for free via our team of trained and qualified therapists.
- Free medical camps: We organise free medical check-ups for our employees on an annual basis.
- Blood donation camps: We organise regular blood donation camps in association with various blood banks.
- We have open house sessions conducted by the CEO periodically where employees can raise any concerns. Team level open house sessions (from operations teams) are done every week.
- Day Care facilities provided for employees' children.
- Continuous Improvement: The compliance monitoring framework involves ongoing reviews and enhancements of occupational health programs, guided by feedback, data analysis, and emerging best practices. We foster a culture of continuous improvement, encouraging employee engagement, and incorporating insights from incidents or near misses.

Employee Engagement

With respect to employee engagement, we prioritise transparent communication and foster a supportive work environment. Our talent acquisition process emphasises diversity and inclusion with the aim of building a talent pool that offers the richness of diverse skills, experiences, and cultural perspectives.

The onboarding for new employees begins with the Security and Privacy Awareness

(SPA) quiz. This short assessment ensures that our employees possess a basic understanding of our compliance regulations and ethical practices. Subsequently, they undergo a comprehensive departmental training spread over 3-4 weeks. This immersive program is designed to equip new joiners with the necessary understanding and skills to excel in their role. In addition, they can access learning resources through our Zoho Learn platform. This online portal houses a range of materials, including product tutorials, system guides, and best practices, enabling them to enhance knowledge and expertise.

Employee retention is an area of focus which we address by implementing programs tailored for professional development, mentorship, and work-life balance. In turn, these contribute to a dynamic, inclusive, and fulfilling work culture. Further, we make sure to communicate career growth opportunities, enabling employees to feel valued and motivated. By emphasising continuous progress and adapting to evolving employee needs, we work to build an organisation that remains a place where talent flourishes over the long term.

Governance

ManageEngine and its parent company Zoho Corp.'s operations in the UK are underpinned by ethical governance, which require every employee to demonstrate integrity in business conduct, while also ensuring the company's compliance with legal and regulatory requirements. Business integrity is not only the foundation on which Zoho UK's reputation is being built, it also enhances our capacity to forge enduring stakeholder relationships that enable us to create shared value in the long term.The following section outlines our policy framework comprising the Code of Ethics, Modern-Slavery and Anti-Bribery Policies.

Policy Framework Code of Ethics

The Code of Ethics is a set of guidelines for ethical behaviour characterised by integrity, respect, and responsibility. It is applicable to all workforce of ManageEngine and its parent company Zoho Corp. in the UK, including employees, consultants, and interns.

The Code of Ethics emphasises the following for workplace and business conduct:

- Fairness: We foster a diverse and inclusive work environment, promoting equal opportunities for all, thereby embracing the values of Equality Act 2010.

- Respect: Harassment is eschewed, and a clear reporting mechanism has been put in place to register concerns.
- Ethical Sourcing: Zoho UK stands against forced labor, slavery, and human trafficking, and promotes ethical procurement practices.
- Privacy: Responsible handling of personal information, acknowledging resource limitations.

Our experience

Lessons learned and best practice recommendations

Testimonials

Log360 Cloud has been successfully implemented in various organisations. We assure you that Log360 Cloud has a proven track record of delivering positive outcomes and can be tailored to meet the unique needs of your organisation, whether in the public or private sector.

You can find few of our On-Premise case studies published on our public site manageengine.com/uk/log-management/case-studies.html.

ManageEngine

www.manageengine.com