



ManageEngine Remote Access Plus

Access and troubleshoot Windows, Mac,
and Linux computers anywhere, anytime!

Pricing Guide



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

Addons	
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

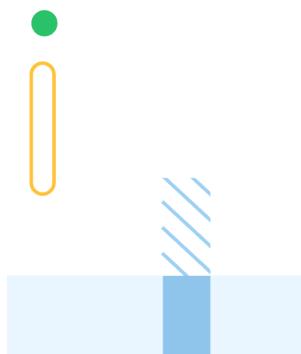
Premium Support - 20% of the total subscription value

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, Mac, Linux	Windows, Mac, Linux	Windows, Mac, Linux
Distribution server for optimized bandwidth	✓	✓	✓
Access computers of roaming users	✗	✓	✗
Advanced Remote Control	✓	✓	✓
Record Remote Sessions	✗	✓	✓
Text Chat	✓	✓	✓
Wake on LAN	✗	✓	✓
Remote Shutdown	✗	✓	✓
Broadcasting Announcements	✗	✓	✓
Windows System Tools for periodic maintenance	✗	✓	✓
Remote Task Manager	✗	✓	✓
Remote Device Manager	✗	✓	✓
Manage Users, software, groups and printers	✗	✓	✓
Multi-Technician Support	✓	✓	✗
Role Based Administration	✓	✓	✓
Two Factor Authentication	✓	✓	✓

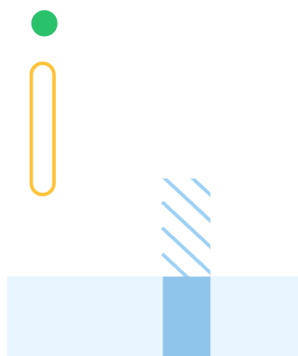
Web Reference - <https://www.manageengine.com/remote-desktop-management/edition-comparison.html>

- All prices quoted exclude VAT and are subject to our standard invoicing payment terms as detailed in the Terms and Conditions.
- Free trial: We offer an all-inclusive, free, 30-day trial for all users. Once the trial period has lapsed, the product with all of its features will be limited.
- All prices are preferential for the G-Cloud 15 Digital Marketplace and can be offered on single or multi-year contracts.
- All prices are based on the slabs mentioned and we can provide a personalised quote that meets your requirements.
- Minimum Contract term is 1 Year. Payment Options, Payment Terms, Renewal and Termination refer our Terms and Conditions.
- Customers subscribed to our services can add on as many licenses as they wish at any time throughout the duration of their contract with us.
- To procure more licences, clients need to only email their Account Manager who will put this in place within maximum to 1-2 business working days. Our customers will only ever pay for the licences they are using, as we bill additional licences pro rata to your renewal date.
- The method that we are going to use for calculating midterm alterations is to count the months remaining until renewal including current month and the month the renewal falls in. Example : customer bought original licence in March, alteration made in July we therefore charge them 9 months for the new licence or new AMS ($\text{Annual cost} \times 9 / 12$).



Discounts

- Prices shown don't reflect applicable discounts.
- Qualified educational organisations will receive a 10% discount.
- Enterprise style deals & time limited discounts may be available.
- Individual Prices may increase during the contract as per CCS guidelines.
- Contact your ManageEngine account manager for assistance with preparing a volume discount quote. If you need help getting in touch with your account manager, please use the contact details at the end of the document for assistance..



Consultancy Fees

(On-boarding/Migration/Training/Implementation/Customisation):

- At ManageEngine we don't believe in offering Consultancy services at a packaged cost and instead follow a discovery process to identify your business requirements and demands
- ManageEngine support and consultancy departments are ready to help you get the most out of the platform, using their experience working with other major clients across all sectors to deliver your project on time and to the highest standards.
- Our Professional services rates are priced at £1200 + VAT for 8hours engagement.

Complete Onboarding Services

For enterprise-scale or multi-department implementations, we offer fixed-price onboarding packages that deliver:

- End-to-end project management
- Full 8-phase onboarding methodology
- Accelerated delivery timelines
- Reduced overall cost vs day-rate model
- Risk mitigation & governance framework
- Priority consultant allocation

[More about Enterprise Program](#)

Support

- All prices are inclusive of our Classic support and maintenance.
- Premium Support is priced at a cost of 20% of your contract value.

S.No.	Services	Classic	Premium
1.	Acknowledgement of support request	Within 8 Hours	Within 3 Hours
2.	Email support	Regional business hours	Mon. - Fri., 24 hours a day
3.	Chat support	✓	✓
4.	Support via remote connection	High priority issues	✓
5.	Online resources	✓	✓
6.	Service packs	✓	✓
7.	Minor releases	✓	✓
8.	Telephone support		✓
9.	Single point of contact		✓
10.	Global escalation team		✓
11.	24x7 support		High impact issues
12.	Customer portal		✓
13.	Health check		✓
14.	Online training (4 hrs)		✓
15.	Custom product support*		✓

*Custom product support includes custom database queries, scripts, upgrades, configurations, and other customer-specific requests. Terms and conditions of support plans, support features, pricing and support availability are subject to change.

About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organisations and managed service providers. Established and emerging enterprises - including nine of every 10 Fortune 100 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.

Trusted by



9 of every 10
Fortune 100
companies



Over 200 of the
UK's educational
institutions



Over 300 top
NHS customers
in the UK



Over 5,500
organisations
in the UK

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