



ManageEngine Remote Access Plus

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



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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

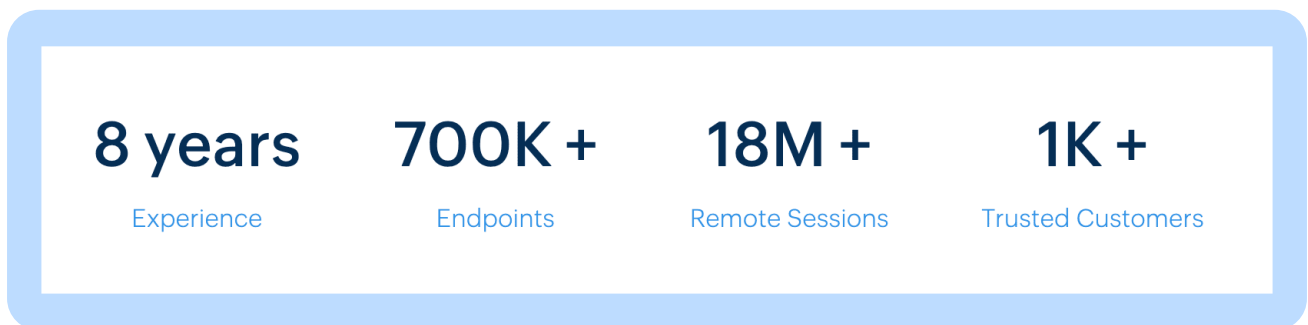
We follow a transparent pricing model with no hidden costs. Our solutions are built to scale with organisations of all sizes, ensuring sustained value as business requirements evolve.

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

[Remote Access Plus](#) streamlines remote IT support by enabling technicians to securely connect to and control endpoints across your network- from anywhere, at any time. This cloud-based solution automates the troubleshooting lifecycle for enterprises, from initial connection requests to session resolution and reporting. It supports remote access for Windows, macOS, Linux distributions like Ubuntu and Red Hat, and even Android devices (in the on-premises edition), along with over 100 built-in tools for diagnostics and fixes.



This solution also equips admins with granular controls over remote sessions, allowing customization based on user roles, confirmation prompts, and permission levels to maintain compliance with standards like HIPAA, GDPR, and PCI DSS. Additionally, Remote Access Plus functionalities can be enhanced by integrating it with third-party ITSM, vulnerability management, and analytics solutions.

The user-friendly UI and insightful reports offer a holistic view of remote support activities, compliance status, and resolution metrics, painting a clear picture of your IT team's efficiency and endpoint security posture.

Key capabilities include:

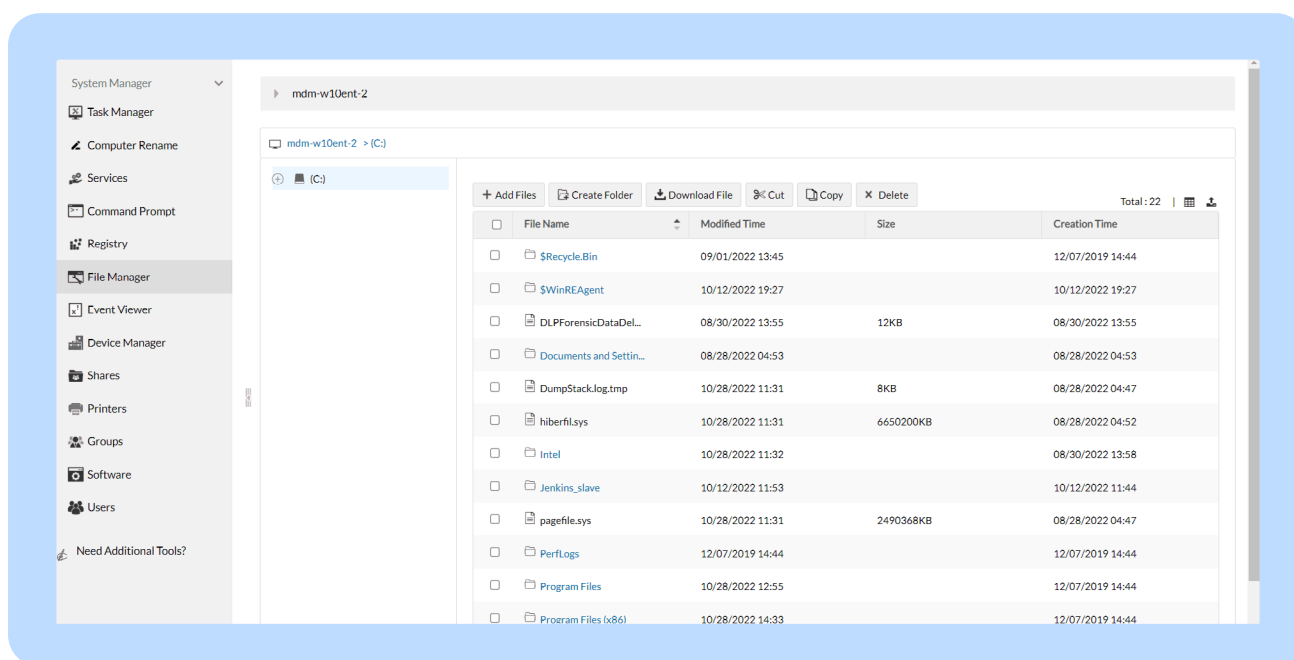
Integrated System Diagnostics

Remote Access Plus extends beyond remote screen control by providing deep system level tools including Task Manager, Registry Editor, Command execution, event log viewing, Process management, System Manager and Power administration. This elevates it from a standard remote desktop tool to a full endpoint management and diagnostic suite. This capability allows technicians to execute deep-level system checks,

modify configurations, and terminate processes without initiating a full remote desktop session, thereby accelerating root cause analysis.

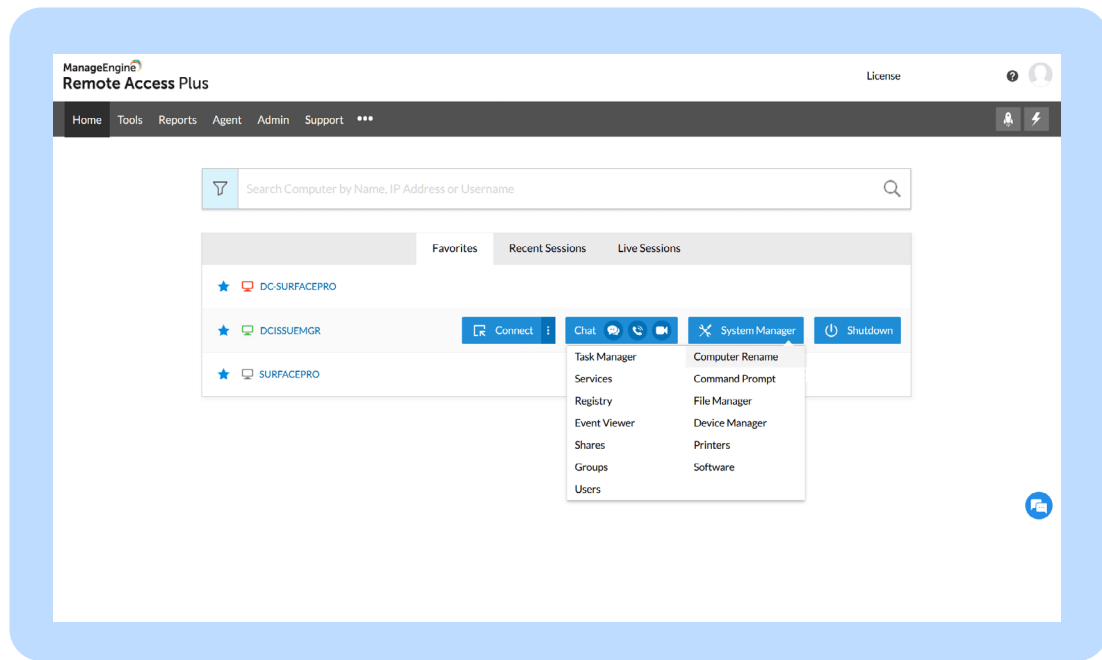
Secure file transfer

Transfer files and folders between local and remote machines through a secure and encrypted channel. Security controls include AES-256 encrypted sessions, optional end user confirmation, the ability to disable user input or display, and complete logging of all remote actions such as session activity, file transfers, and registry operations. These capabilities support organisations operating under strict compliance requirements including HIPAA and PCI.



Remote Power Management

Remote Access Plus facilitates persistent, background access to endpoints, a critical requirement for out-of-hours maintenance and patch deployment. Centralized control over endpoint power states, including Wake on LAN (WoL) and Remote Shutdown, is available. This functionality is essential for initiating maintenance windows and ensuring energy cost containment by powering off idle machines after hours.



Session recording and audit-ready reports

Record remote sessions, capture chat transcripts, log registry operations, and generate audit reports for compliance or internal review. Choose from a wide range of reports available to track session status, resolution times, and compliance adherence. Admins can also schedule report generation at fixed intervals. Apart from the pre-customised reports, you can also generate specific reports based on custom queries.

While the above-mentioned capabilities aid the admins in further simplifying and enhancing their remote support routine, there are several other out-of-the-box capabilities that Remote Access Plus offers.

The full list of capabilities can be found at our page [here](#).

Flexible licensing options

Selecting the appropriate edition is crucial for scaling your IT operations and matching features to functional requirements.

Three editions are available: Free Edition for up to ten computers, Standard Edition for essential remote desktop access, and Professional Edition for complete remote management and troubleshooting. With support ranging from these options across multiple domains, Remote Access Plus scales to meet diverse operational requirements for hybrid and distributed workforces.

Integrations to Broaden Scope and Functionalities

In addition to its remote access functionalities, Remote Access Plus also offers integrations with other solutions that broaden its scope such as ServiceNow, ITSM, and more. These integrations facilitate the user with multiple functionalities from one single dashboard.

To know more about the integrations supported, refer to our [page](#).

Who might benefit

Remote Access Plus is well suited for organisations needing secure and reliable remote access and endpoint management, including:

Support & Helpdesk Teams

- Helpdesk Managers & Technicians (L1–L3): Benefit from remote control, device diagnostics, automated scripts, and rapid issue resolution.
- Service Desk Teams: Use endpoint insights to resolve incidents faster and reduce ticket volume.

IT Operations & Endpoint Management Teams

- IT Manager / IT Operations Manager: Drives endpoint standardisation, device lifecycle management, and workflow automation.
- System Administrators: Handle patching, software deployment, OS updates, hardware/software inventory, and remote troubleshooting.
- Desktop Engineers / EUC Engineers: Manage end-user devices, application provisioning, and device configuration at scale.

Security Operations & Cybersecurity Teams

- Cybersecurity Engineers: Oversee threat prevention, hardening, attack surface reduction, and endpoint defense policies.
- Incident Response (IR) Teams: Need quick endpoint isolation, forensic data, rollback options, and attack chain visibility.

Executive & Governance Teams

- CIO – Chief Information Officer: Responsible for overall IT strategy, technology investments, and ensuring secure, efficient operations.
- VP / Director of IT: Oversees IT operations and security teams, ensures tools support business continuity and agility.
- IT Compliance Officers / GRC Teams: Require consistent policy enforcement, audit logs, asset visibility, and configuration compliance.

Benefits

1. Unified Tool Consolidation: Remote Access Plus eliminates the complexity and expense of maintaining multiple specialised remote support solutions across different operating systems. By supporting Windows, Mac, Linux, and Android from one centralised platform, organizations reduce licensing costs, simplify technician training, and streamline IT operations.

2.Reduced Mean Time To Resolution: Administrative-level access to diagnostic tools like Command Prompt, Registry Editor, and Task Manager enables technicians to perform deep troubleshooting remotely without requiring on-site visits. This drastically reduces Mean Time To Resolution by eliminating travel time and enabling immediate intervention.

3. After-Hours Maintenance Capability: Unattended access functionality empowers IT teams to perform critical maintenance, deploy patches, and install updates during off-peak hours without disrupting business operations or requiring user presence. Organizations can proactively manage endpoints while employees are offline, ensuring systems remain secure, updated, and optimised.

4. Enhanced User Communication: Integrated voice, video, and text chat capabilities embedded directly within remote sessions enable technicians to provide clear, contextual guidance throughout the troubleshooting process. Real-time communication eliminates confusion, reduces resolution time, and improves user satisfaction by keeping end users informed and engaged.

5. Accelerated Complex Issue Resolution: Multi-technician collaboration features enable specialists to join active remote sessions and share control simultaneously when complex problems arise. Senior technicians can mentor junior staff in real-time, building team capabilities while solving problems efficiently. Organizations benefit from collective expertise applied immediately, minimizing downtime and improving customer satisfaction.

6. Energy Cost Optimisation: Wake-on-LAN, remote boot, and remote shutdown capabilities enable administrators to power manage endpoints strategically across the organization. Technicians can remotely shut down idle machines during non-business hours and power them up when maintenance is required, significantly reducing energy consumption and operational costs.

7. Regulatory Compliance Assurance: Comprehensive session recording and detailed audit logs create tamper-proof documentation of all remote access activities, meeting stringent regulatory requirements including HIPAA, PCI-DSS, and SOX. Every technician action is tracked and timestamped, providing complete transparency for compliance audits and security investigations.

8. Multi-Layered Security Protection: Enterprise-grade 256-bit AES encryption secures all data transmission, while two-factor authentication verifies technician identity before granting access. Host screen blanking prevents unauthorised viewing during sensitive operations, protecting confidential information from shoulder surfing or inadvertent exposure.

9. Complete Workspace Visibility: Multi-monitor support provides technicians with complete visibility into users' actual workspace configurations, eliminating guesswork and enabling accurate troubleshooting. By viewing and switching between all connected displays, technicians understand context fully, identify display-specific issues immediately, and provide precise guidance.

10. Integrated Workflow Efficiency: Native integrations with ManageEngine ServiceDesk Plus and other ITSM platforms enable technicians to launch remote sessions directly from support tickets with a single click. Session details automatically populate ticket records, eliminating manual documentation and ensuring accurate tracking.

Associated Services

ManageEngine Remote Access Plus offers a range of associated services to enhance your remote support routine. These services include:

1) Support: We provide ongoing maintenance and updates to ensure that Remote Access Plus remains up-to-date and effective in securing your network.

2) Professional Services: Our team of experts can provide professional services such as implementation assistance, configuration support, and training to help you maximise the value of the solution.

3) APIs: Remote Access Plus cloud provides APIs that allow integration with other systems and applications, enabling seamless data exchange and automation.

4) Onboarding, Implementation, and Migration Services: While Remote Access Plus is built as a standalone, specifically for remote support, our users can migrate to a unified endpoint management solution swiftly. Moreover, when it comes to onboarding and implementation, we offer in-depth help documents for the same. Additionally, users can also reach out to our support team for any help with onboarding and implementation.

5) Integrations: Remote Access Plus integrates with several third-party and in-house solutions to broaden its functionalities and cater to user needs.

6) Remote Access Webinars: ManageEngine hosts monthly webinars to discuss the latest remote access best practices, their impacts, and updates released in the sessions.

Product Features

1. Cross-Platform Support: Remote Access Plus delivers comprehensive troubleshooting capabilities across Windows, Mac, Linux, and Android platforms from a unified console. IT administrators can seamlessly support diverse endpoint environments without switching between multiple tools, ensuring consistent remote support experiences regardless of operating system.

2. Diagnostic Tools Suite: The platform includes over twelve integrated diagnostic tools accessible directly within remote sessions, including Remote Command Prompt, Registry Editor, File Manager, Task Manager, Event Viewer, Device Manager, and Services Manager. These tools enable technicians to diagnose and resolve issues without disrupting end-user productivity, performing system-level operations and troubleshooting tasks efficiently from a single interface.

3. Unattended Access: Remote Access Plus enables IT teams to access and troubleshoot endpoints that are logged off, locked, or in sleep mode without requiring user intervention. Wake-on-LAN functionality further extends this capability by remotely powering on dormant machines when support is needed.

4. Built-in Communication Tools: Integrated voice, video, and text chat functionality within the remote session window enables real-time collaboration between technicians and end users. Communication history is logged for documentation and audit purposes, providing complete visibility into support interactions throughout each session.

5. Multi-Technician Collaboration: When complex issues require additional expertise, technicians can invite multiple experts to join active remote sessions simultaneously with shared control capabilities. All participating technicians can view the remote screen and contribute to troubleshooting efforts, making it ideal for training scenarios and escalation workflows.

6. Power Management Features: Comprehensive power management capabilities include Wake-on-LAN for remotely booting powered-off systems, scheduled or immediate remote reboot functionality, and remote shutdown options for both individual devices and bulk operations. Administrators can lock, hibernate, or sleep remote computers as needed enabling efficient energy management.

7. Audit and Compliance: Real-time, audit-ready reports provide complete visibility into all remote access activities, including session logs, technician actions, and system changes made during support sessions. Optional video recording captures entire remote sessions for compliance documentation and quality assurance purposes.

8. Enterprise-Grade Security: Every remote connection is secured using 256-bit AES encryption, protecting sensitive data during transmission and ensuring confidentiality. Two-factor authentication adds an additional security layer, verifying technician identities before granting access. Host screen blanking prevents unauthorised viewing by concealing end-user screens during confidential operations.

9. Multi-Monitor Management: Remote Access Plus automatically detects and displays all monitors connected to remote endpoints upon connection establishment. Technicians can view and seamlessly switch between multiple displays during troubleshooting sessions, providing complete visibility into user environments.

10. Help Desk Integrations: Pre-built integrations with ManageEngine ServiceDesk Plus and other leading help desk platforms enable seamless ticket-to-support workflows. Technicians can initiate remote sessions directly from service desk tickets, automatically logging session details and resolution activities back into ticket records

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.

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

Ordering and Invoicing

Paid subscription can be availed from ManageEngine by contacting our team to discuss your requirements in detail. They will guide you through the ordering process and provide any necessary assistance in completing the Order Form (Call-off contract). We accept payment via Visa, MasterCard, American Express, and PayPal. We also accept payment via bank transfer or cheque transfer for yearly subscriptions. We strive to make the ordering and invoicing process as smooth as possible, ensuring that you have a clear understanding of the fees and payment terms.

Pricing Overview

Pricing is based on endpoint count and number of technicians. Refer Pricing document for more details.

Availability of Trial Service

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 free for up to 25 devices. Users can sign up from [here](#).

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

During the on-boarding process, we provide comprehensive documentation that guides users through the setup and configuration of ManageEngine Remote Access Plus. This documentation includes step-by-step instructions and troubleshooting tips.

When users decide to stop using our service, we have an off-boarding process in place to ensure a smooth transition out of ManageEngine Remote Access Plus. We understand that circumstances may change, and we aim to make the off-boarding process as hassle-free as possible. Our dedicated point of contact will work closely with the user to understand their reasons for discontinuing the service and provide any necessary assistance.

We also provide a migration tool that helps users migrate from other services to ManageEngine Remote Access Plus.

Training

We offer training sessions to familiarise users with the features and functionalities of our service. These training sessions can be conducted remotely or on-site, depending on the user's preference and requirements.

Onsite Training: Whether it's training for a few employees, a team, or your entire organisation, we offer convenient and affordable training at a location of your choice. This option is cost-effective when you have multiple individuals in need of training. You pay one flat training fee along with logistics expenses to receive two to five days of onsite, hands-on instruction.

Online Training: If you prefer to learn at your own pace, we provide a paid online option offering comprehensive training from experts - all from the convenience of your office or home. All you need is an internet connection, and the training will be delivered over the web. Reduce your travel expenses with online training.

Implementation Plan

Options for Implementation

- Requirement discussion
- Allocating time and required resources
- Assessment of the organisation's existing identity management, directories, applications, etc.
- Formulating an implementation plan with timelines and prerequisites
- The signup process to perform the initial configuration and integrations.
- Conducting tests based on various use cases.
- Extending the implementation to other groups in the production environment.
- Post-implementation monitoring.

Service Management

We have a dedicated incident management team. We notify you of the incidents in our environment that apply to you, along with suitable actions that you may need to take. Likewise, we track and close the incidents with appropriate corrective actions.

Whenever applicable, we will identify, collect, acquire and provide you with necessary evidence in the form of application and audit logs regarding incidents that apply to you. Furthermore, we implement controls to prevent recurrence of similar situations.

Service Constraints

ManageEngine Remote Access Plus does not have any specific service constraints. The service is designed to provide high performance, availability, and support. There are no limitations on customisation, allowing users to tailor the service to their specific needs. Maintenance windows are scheduled in a way that minimises disruption to users, and any deprecation of functionality/features is communicated well in advance to ensure a smooth transition.

Service Levels

ManageEngine Remote Access Plus offers robust service levels to ensure optimal performance, availability, and support for our customers. Our goal is to provide a reliable and responsive service that meets the specific needs of our customers while ensuring compliance with industry standards and best practices.

The following workflow is adopted in handling customer requests:

- Questions received from customers through live chat and web-forms will be created as tickets in Zoho Desk.
- The tickets will be assigned manually by agents or admin users.
- Customers will be provided with a valid first response via email/phone call within the defined SLA.
- The ticket is processed further based on the customer's response.
- Based on the ticket category, the ticket is assisted at various levels.
- Upon providing a resolution and receiving the customer's confirmation for the same, the ticket will be closed.

Provision of the service

Customer Responsibilities

- Choose a unique, strong password and protect your login information.
- 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 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

Being a cloud solution, ManageEngine Remote Access Plus has no specific technical requirements or client-side requirements that users should be aware of. ManageEngine Remote Access Plus is compatible with major browsers such as Google Chrome, Microsoft Edge, and Mozilla Firefox. It can be accessed from desktops, laptops, or mobile phones.

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, changes/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, 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, ensuring that customers are informed about relevant events, workshops, webinars, and training sessions.
- We conduct periodic account reviews to assess customers' usage of ManageEngine products, discussing any challenges or opportunities for improvement and providing recommendations accordingly via health checks.
- We also implement customer success programs to proactively engage with customers, ensuring they achieve their goals with ManageEngine solutions and providing best practices, use cases, and success stories to inspire effective utilisation 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 IoT to measure and optimise energy consumption across our offices. We've also implemented LED lighting, energy-efficient equipment, and IoT 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 IoT 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.
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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 company Zoho 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 organization 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 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.
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