



ManageEngine Patch Manager Plus

Automate patching for servers, laptops,
and workstations - all from a single console

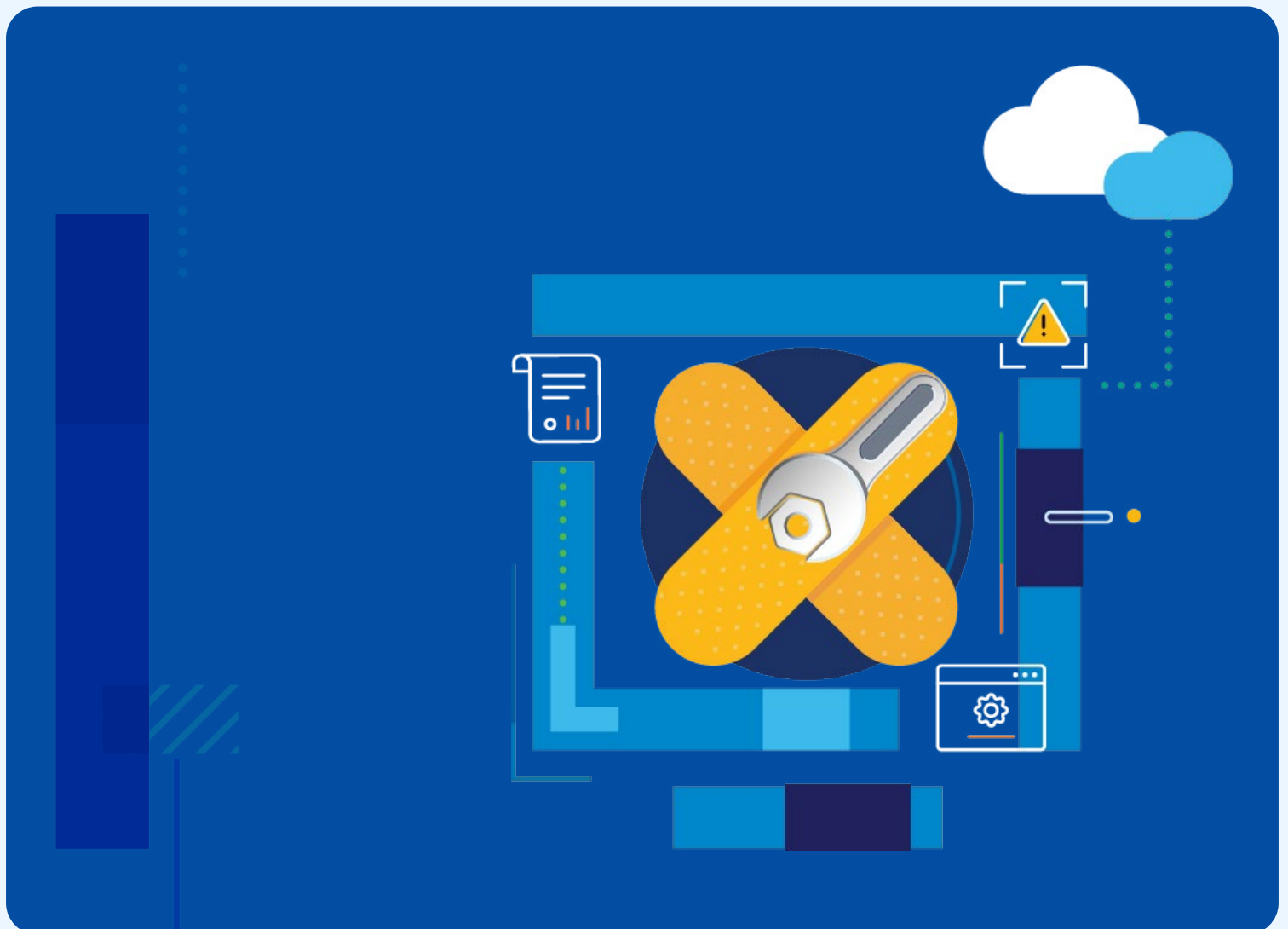


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Introduction

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 organizations 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 organizations 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

Patch Manager Plus automates the patch management lifecycle of an enterprise - from testing to deployment of the patches and generating reports. As a cloud-based solution, it supports patching for Windows, macOS, Linux, driver updates, BIOS, and over 850 third-party apps. This solution also presents admins with granular controls over the patch deployment policies, that enable them to customise deployments based on user availability.

Additionally, Patch Manager Plus functionalities can be enhanced by integrating it with third-party Vulnerability Management, ITSM, and IT analytics solutions.

The user-friendly UI and insightful reports offer the users a holistic view of the managed assets as well as the patch compliance percentage, that paints a clear picture of the network's security status.

Who might benefit

Executive & Leadership Stakeholders

- CIO – Chief Information Officer: Responsible for overall IT strategy, technology investments, and ensuring secure, efficient operations.
- CISO – Chief Information Security Officer: Prioritises threat mitigation, incident response, and maintaining a strong cyber-resilience posture.
- CTO – Chief Technology Officer: Focuses on ensuring technology infrastructure is scalable, modern, and aligned with business goals.
- VP / Director of IT: Oversees IT operations and security teams, ensures tools support business continuity and agility.
- Head of Infrastructure & Operations: Seeks stable, automated endpoint operations and minimal downtime across device fleets.

IT Operations & Endpoint Management Teams

- IT Manager / IT Operations Manager: Drives endpoint standardisation, device lifecycle management, and workflow automation.

- Endpoint Management Lead / UEM Lead: Deeply involved in device enrolment, OS updates, compliance, imaging, and policy enforcement.
- 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.
- Workplace / Digital Experience (DEX) Teams: Focus on improving user productivity, device performance, and employee digital experiences.

Security Operations & Cybersecurity Teams

- SOC Manager / SOC Analysts (L1–L3): Need real-time threat detection, event correlation, rapid isolation, and automated remediation.
- Cybersecurity Engineers: Oversee threat prevention, hardening, attack surface reduction, and endpoint defence policies.
- Vulnerability Management Teams: Rely on automated patching, risk-based prioritisation, and compliance reporting.
- Incident Response (IR) Teams: Need quick endpoint isolation, forensic data, rollback options, and attack chain visibility.

Compliance, Governance & Risk Teams

- IT Compliance Officers / GRC Teams: Require consistent policy enforcement, audit logs, asset visibility, and configuration compliance.
- Internal Audit Teams: Need proof of patch status, device compliance, and policy adherence.
- Data Protection Officers (DPOs): Concerned with safeguarding personal data and ensuring the organisation complies with privacy rules.

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.

Benefits

Reduces manual patching dependencies by automating the patch management process

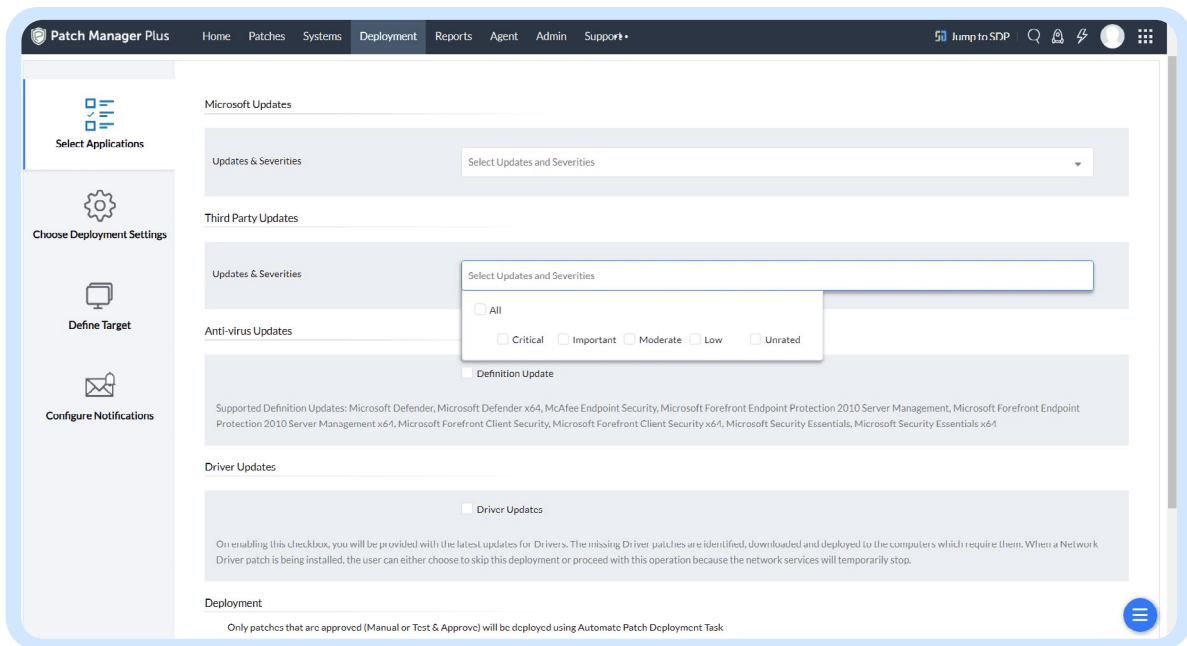


Figure 1 Zero-touch deployment

Patch Manager Plus automates the entire patch management workflow, eliminating the need for manual scanning, downloading, and deployment of updates. Once configured, Patch Manager Plus periodically synchronizes with its central vulnerability database, detects missing patches across all managed endpoints, and automatically deploys those patches during a predefined deployment window. This automation ensures endpoints remain up to date without requiring constant human intervention — freeing up IT teams from tedious manual patch-management tasks.

Offers centralised visibility to monitor vulnerability detection and mitigation

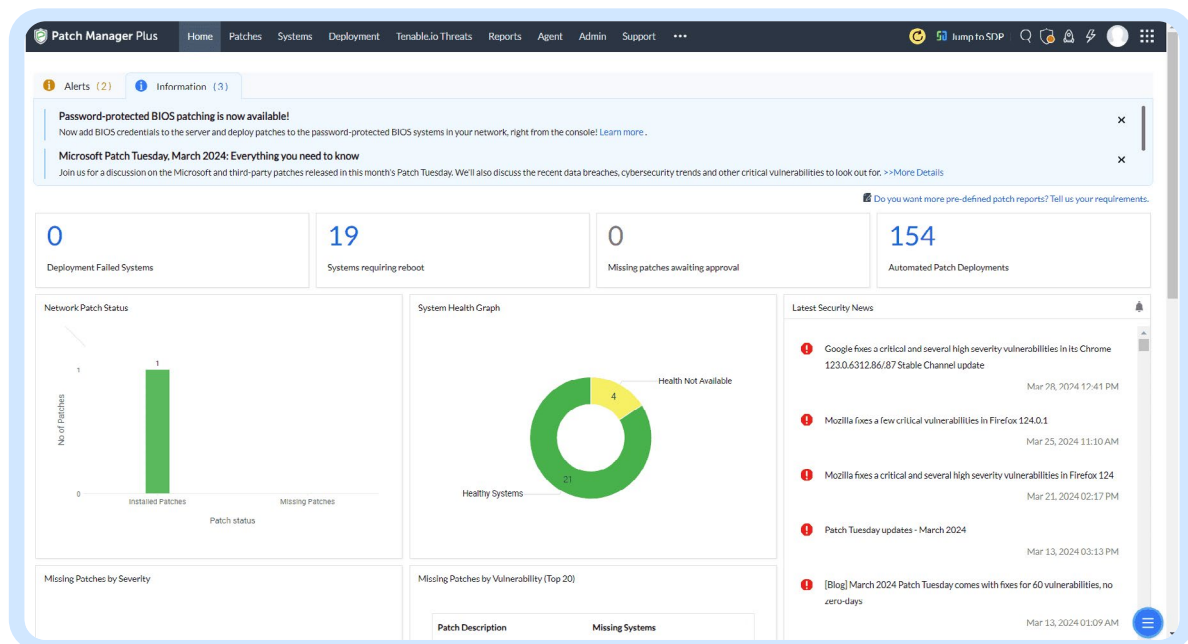


Figure 2 Centralised Dashboard

With Patch Manager Plus, administrators gain unified visibility over the patch status and vulnerability posture of all managed systems — regardless of location or OS type. The centralised dashboard allows IT teams to track which machines are missing patches, which patches are pending deployment, and which have been successfully applied. This consolidated view ensures teams can monitor remediation progress, maintain compliance, and respond quickly whenever a vulnerability is identified.

Classify systems based on vulnerabilities for a seamless remediation

Get a complete list of the patches missing in your systems. Prioritise the missing patches based on the severity and seamlessly deploy to the required endpoints. This option also lists out the patches installed, applicable or are of top-priority for your endpoints.

Computer Name	Logged On Users	Operating System	Domain	Missing Patches	Installed Patches	Failed Patches	Service F
04971700Hsk8	Auditor	Windows XP Professional x64 Edition	patchtest	0	0	0	Window
DCPATCH-W16	administrator	Windows Server 2016 Standard Editio...	patchtest	0	0	0	Window
DCPATCH W8 64	test	Windows 8.1 Professional Edition (x64)	patchtest	0	110	0	Window
20708000HxJE	Administrator	Windows 7 Professional Edition (x64)	patchtest	0	0	0	Window
dc-w7-32-4	Administrator	Windows 7 Professional Edition (x64)	ZOHOPATCH	0	0	0	Window
patch-inc1	Administrator	Windows 10 Professional Edition (x64)	WORKGROUP	0	8	0	Window
001504005En49	Administratior	Windows	linuxgroup	87	104	0	Window
06774400tmjT6	Guest	Windows	ZOHOPATCH	79	111	0	Window
56772000ER10	Auditor	Windows	linuxgroup	87	104	0	Window
29690000zuQR8	Administrator	Windows	linuxgroup	85	101	0	Window
436160004XZd1	Auditor	Windows	ZOHOPATCH	84	107	0	Window
94/11300LzWif	Administrator	Windows	macosgroup	85	105	0	Window
patch-mac1	administrator	Mac OS X - Mojave	macosgroup	0	2	0	Mac OS
07005700D7NzS	Guest	Mac OS X - Mojave	patchtest	0	0	0	Mac OS
06850800176wd	Patch Manager	mac	WORKGROUP	0	5	0	

Figure 3 Missing patches view

Locate the systems that are highly vulnerable and are missing critical patches, with just a sync. Deploy the required patches to these systems and ensure patch compliance across the network. This view also presents you with the ability to view and filter out systems that might be vulnerable and need immediate attention (ex. systems on EOL versions of Windows, systems with failed patch deployments, and so on).

Supports patching in various networks including DMZs and WFH users

Patch Manager Plus supports distributed environments: whether endpoints are inside a local office network, in remote branch offices, in DMZ/segmented networks, or with remote work-from-home users, the tool can manage patch deployment across all. PMP uses an agent-based architecture and distribution-server or cloud-based deployment modes to ensure patches reach every device, even those outside the core LAN or behind firewalls. This flexibility makes it ideal for modern hybrid or distributed workforces.

Enhances vulnerability mitigation in endpoints using risk-based and severity-based prioritisation

Patch Manager Plus enables teams to prioritise patch deployment based on severity, vendor advisories, or enterprise-defined risk criteria. By focusing first on patches addressing high-risk vulnerabilities or critical updates, PMP helps reduce the window of exposure for the most dangerous threats. This risk-aware prioritisation ensures

that critical vulnerabilities are addressed promptly while less critical patches can be scheduled appropriately — improving overall security posture.

Ensures minimum hindrance to employee productivity with flexible reboot policies

To avoid disrupting end-user productivity, Patch Manager Plus provides flexible deployment policies that allow customization of reboot behavior. Administrators can schedule patch deployment in deployment windows or outside business hours, and postpone rebooting when needed — giving users the flexibility to continue work with minimal interruption. This balance between patching and usability ensures security without compromising daily operations.

Boosts network patch compliance with holistic reporting and rapid analysis

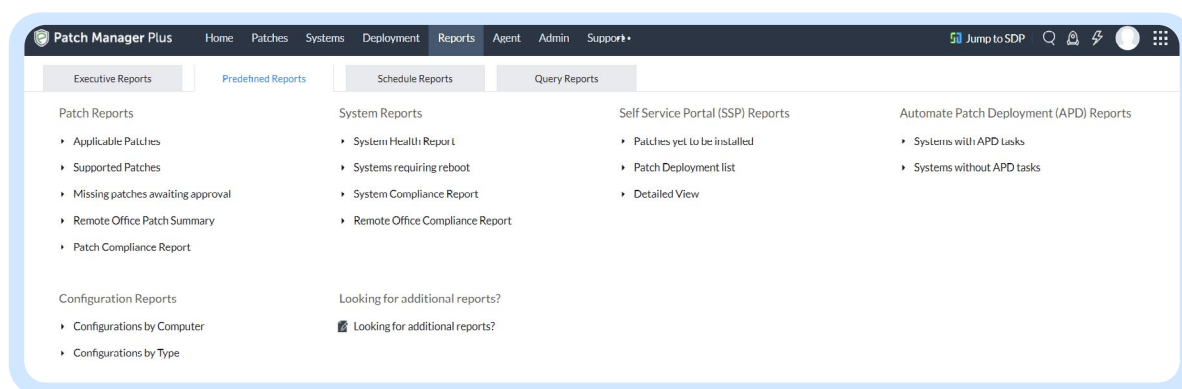


Figure 4 Extensive patch reports

PMP offers comprehensive reporting and built-in analytics to help administrators assess patch compliance across the entire network. Through interactive dashboards and predefined reports — such as missing patches, vulnerable systems, patch deployment status, and compliance summaries — IT teams can quickly generate audit-ready reports. These reports enable prompt analysis, help demonstrate compliance with internal or external standards, and support informed decision-making.

Flexibility in installing patches to users via Self Service Portal

Patch Manager Plus includes a Self Service Portal that allows end users to install approved updates themselves, on-demand. This feature is especially helpful for remote or roaming users who may not be reachable during scheduled patch windows. By empowering users to take initiative when needed, PMP reduces the risk of critical vulnerabilities remaining unpatched - even for devices that are offline or not connected during regular deployments.

Rapid issue resolution via support and connect with user community

Because PMP integrates patching, vulnerability monitoring, and reporting into a unified platform, IT teams can rapidly detect patch failures, identify endpoints that remain unpatched, and troubleshoot issues without switching tools. Centralized logs, audit trails, and visibility into patch history help pinpoint problems quickly - enabling faster remediation and minimizing security exposure or system downtime.

Recurring patch deployments that you can set and forget

Once configured with deployment policies - including schedule, frequency, and patch approval criteria - Patch Manager Plus can run recurring patch cycles automatically. The tool periodically synchronizes with the central patch database, scans all managed devices for missing patches, and deploys updates as per the configured schedule. This “set-and-forget” capability ensures consistent patch compliance without requiring constant oversight.

Associated Services

ManageEngine Patch Manager Plus offers a range of associated services to enhance your patch management routine. These services include:

- 1. Support:** We provide ongoing maintenance and support services to ensure the smooth operation of the ManageEngine Patch Manager Plus. This includes regular updates, bug fixes, and technical assistance to address any issues or concerns.
- 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:** Patch Manager 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 Patch Manager Plus is built as a standalone, specifically for patch management, our users can migrate to a unified endpoint management solution swiftly. Moreover, when it comes to onboarding and implementation, we offer in-depth help documentation that is hosted online at <https://www.manageengine.com/patch-management/help.html>, which provides step by step guidance for administrators, technicians, and end-users. Additionally, users can also reach out to our support team for any help with onboarding and implementation.
- 5. Integrations:** Patch Manager Plus integrates with several third-party and in-house solutions to broaden its functionalities and cater to user needs.
- 6. Patch Tuesday:** ManageEngine hosts a Patch Tuesday webinar every month which can be found at <https://www.manageengine.com/patch-management/patch-tuesday.html> to discuss the latest vulnerabilities, their impacts and the updates released in the Patch Tuesdays.
- 7. Workshops and User Conferences:** ManageEngine Patch Manager Plus conducts workshops where users are given a deep-dive on the product based on business challenges and use-cases along with an opportunity to avail a product associate certification.
- 8. Product customisations and feature requests:** ManageEngine Patch Manager Plus is open to facilitate any customer use-case or feature after careful internal vetting. Additionally, we also provide blogs and community forum posts to notify our users about the updates.

Product Features

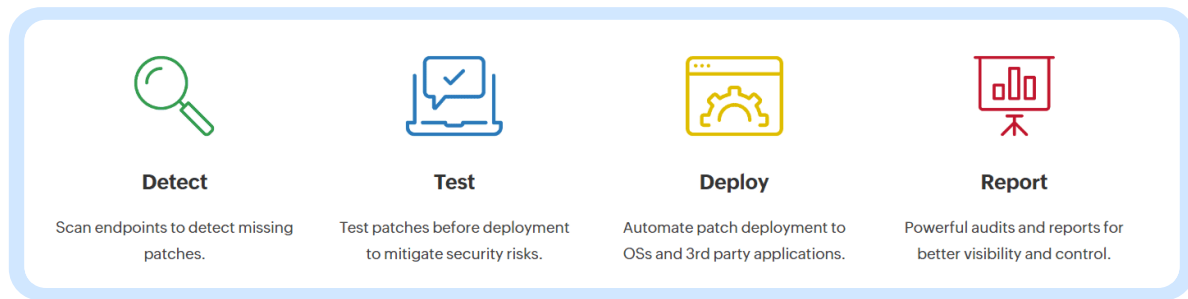


Figure 5 Seamless patch deployment

Automated patch deployment to simplify the patch management lifecycle

The product offers fully automated patch deployment that covers the entire lifecycle from scanning and download to testing, approval, and rollout. Administrators can configure automated deployment tasks based on department, severity, or device type, ensuring patches are applied consistently. This automation reduces manual effort and helps IT teams maintain a predictable, streamlined update process.

Detection and remediation of missing patches in real time

Patch Manager Plus continuously scans managed endpoints to identify missing patches for operating systems and third-party applications. The solution pulls the latest vulnerability and patch information from ManageEngine's repository and immediately flags machines that need attention. Once a missing patch is detected, administrators can trigger remediation workflows directly from the console to ensure endpoints are updated without delay.

Patch testing and approval for operating system and application updates

Before deploying patches across the network, Patch Manager Plus allows IT teams to test updates on a smaller group of pilot machines. Once the patches are verified for stability and compatibility, they can be approved for production deployment. This controlled approach minimises the risk of disruptions caused by faulty or incompatible updates.

Integrations with vulnerability management, remote control, and ITSM solutions

Patch Manager Plus integrates with ManageEngine's broader IT operations ecosystem, enabling smoother workflows across security and support functions. Vulnerability assessments can be mapped directly to missing patches, remote access tools help technicians resolve patch failures, and ITSM integrations ensure patch-related tickets are handled efficiently. These integrations help maintain a unified IT management experience.

On-demand patch distribution via Self Service Portal for patches

End users can install critical or approved patches proactively using the Self Service Portal. This feature is especially useful for distributed teams or devices that are not always online during scheduled deployments. It empowers users to apply essential updates without IT intervention, reducing exposure windows for high-risk vulnerabilities.

Deploy patches across LAN, WAN, DMZs, and WFH users

Patch Manager Plus supports deployment across diverse and distributed network environments. Whether devices are on-premises, in branch offices, in isolated DMZ networks, or connected remotely over the internet, the agent-based architecture ensures patches are delivered reliably. This flexibility is essential for modern hybrid and remote-work setups.

Deploy N-1 or the latest patches as per enterprise requirements

Organizations can choose whether to deploy the latest available patches or opt for an N-1 version—one release prior—based on internal IT policies or stability requirements. This accommodates environments where the newest updates may need extra review time before full deployment.

Patch prioritisation and deployment based on severity and CVSS scores

Patch Manager Plus helps IT teams prioritise remediation by categorising patches according to severity, vendor advisories, and CVSS scores. Administrators can define deployment rules that push critical patches first, ensuring vulnerabilities with the

highest risk are addressed promptly. This approach strengthens security posture and reduces exposure windows.

Flexible policies allowing end users to skip or postpone reboot

To reduce interruptions to user productivity, Patch Manager Plus provides configurable reboot policies. Administrators can allow users to postpone or defer reboots based on their ongoing work. At the same time, IT teams can enforce mandatory reboots within a defined time window to ensure patch installation is completed successfully.

Patch compliance management and report generation from a single dashboard

The platform provides real-time dashboards that highlight patch compliance across all managed devices. Administrators can generate detailed compliance reports, audit summaries, deployment statuses, and vulnerability metrics from a single interface. These reports help demonstrate adherence to internal policies and regulatory requirements.

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

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 Patch Manager 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 Patch Manager 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 Patch Manager 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 Patch Manager 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 Patch Manager 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 Patch Manager Plus has no specific technical requirements or client-side requirements that users should be aware of. ManageEngine Patch Manager 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.

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.

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.

Our experience

Lessons learned and best practice recommendations

Testimonials

Presently, the solution is being used by enterprises across the world. For an updated list of available testimonials/case study, please refer here. The concerned teams are working with users across regions to understand the unique implementation of the product in their environments. Any new case studies/testimonials published will be listed on the above-mentioned page.

Client Details:

Patch Manager Plus is used by SMBs, enterprises and government organisations across the world.

List of updated customer details can be found at <https://www.manageengine.com/uk/patch-management/customers.html>

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