



AI-powered monitoring and observability
platform for modern IT

Pricing Guide



Component/Feature	Professional	Enterprise	MSP
Cost / Year	£399	£5999	£510
Total Monitors	26	100	23
Basic monitors	20	50	15
Basic Number of locations	8 locations	16 locations	8 locations
Min Poll Interval	1 min	10 Sec	1 min
Secondary Polling Freq	1 hr	30 mins	1hr
Advanced monitors	1	10	3
Host monitors (Agent based Server)	5	40	5
Host monitors. - Child Entities (Process, Services, Resource checks,Volume,Disk,Network etc)	25 / server	50(or based on particular monitor xml count)	25 / server
BU Migration	NA	Yes	NA
Nework Component	10	60	10
Performance Counter	1000	5000	1000
Log Ingestions (varies by retention) - \$0.3 /0.4 GB + 7 days indexing	4 GB	40 GB	5 GB
Pollers	10	50	10
Monitor Groups	Supported	Supported	Supported
Sub-Users	Supported	Supported	Supported
Status pages	100	200	100
Pollers	10	50	0
RUM Pageviews	100K Pageviews & 1 Site	5M Pageviews	100K Pageviews & 1 Site
API allowed calls limit	200	300	200
Status page	10	25	10
SMS / Voice calls (bring fair usage number)	40 / per day / per monitor	500 / per day /per monitor	40 / per day / per monitor
Support	Classic	Classic	Classic

ManageEngine Site24x7 Add-on Type	Add-on Quantity	Professional	Enterprise	MSP
Basic Monitor Add-on	10 Basic monitors	£85.00	£140	£85.00
	50 Basic monitors	£410.00	£660	£410.00
	500 Basic monitors	£3,890.00	£6,220.00	£3,890.00
	1000 Basic monitors	£6,910.00	£11,060.00	£6,910.00
	5000 Basic monitors	£25,920.00	£41,470.00	£25,920.00
	25000 Basic monitors	£75,600.00	£1,20,960.00	£75,600.00
Advance Monitor Add-on	5 Advanced monitors	£310.00	£575.00	£310.00
	25 Advanced monitors	£1,380.00	£2,570.00	£1,380.00
	100 Advanced monitors	£5,185.00	£9,675.00	£5,185.00
	500 Advanced monitors	£24,300.00	£45,360.00	£24,300.00
	1000 Advanced monitors	£42,120.00	£78,625.00	£42,120.00
	5000 Advanced monitors	£1,45,800.00	£2,72,160.00	£1,45,800.00
Host monitor addons	10 Host monitors	£215.00	£345.00	£216.00
	50 Host monitors	£1,025.00	£1,555.00	£1,030.00
	500 Host monitors	£9,180.00	£13,825.00	£9,180.00
	1000 Host monitors	£16,200.00	£25,920.00	£16,200.00
	5000 Host monitors	£54,000.00	£69,120.00	£54,000.00
	25000 Host monitors	£1,35,000.00	£2,16,000.00	£1,35,000.00
Network component addons	10 Network Component License	£95.00	£130.00	£95.00
	25 Network Component License	£225.00	£325.00	£225.00
	50 Network Component License	£440.00	£615.00	£440.00

Network component addons	100 Network Component License	£810.00	£1,230.00	£810.00
	1000 Network Component License	£6,720.00	£7,130.00	£6,720.00
	5000 Network Component License	NA	£14,905.00	NA
	10000 Network Component License	NA	£23,330.00	NA
RUM Pageviews and site addons	500K Pageviews & 5 sites	£216.00	£260.00	£215.00
	5M Pageviews & 50 sites	£1,295.00	£2,205.00	£1,295.00
	10M Pageviews & 100 sites	£2,595.00	£3,890.00	£2,590.00
	50M Pageviews & 500 sites	£12,095.00	£14,255.00	£12,095.00
Applogs addons	10 GB Logs with 7 days index	£25.00	£35.00	£25.00
	100 GB Logs 7 days index	£170.00	£225.00	£170.00
	1 TB Logs 7 days index	£1,035.00	£1,380.00	£1,035.00
	10 TB Logs 7 days index	£6,480.00	£8,640.00	£6,480.00
Synthetic runs	10000 Synthetic runs	£70.00	£85.00	£70.00
	100000 Synthetic runs	£590.00	£730.00	£588.00
	1M Synthetic runs	£5,185.00	£6,480.00	£5,185.00
	50M Synthetic runs	£1,20,960.00	£1,51,200.00	£1,20,960.00
	100M Synthetic runs	£1,72,800.00	£2,16,000.00	£1,72,800.00

Site24x7 Edition Comparision

Features	Professional	Enterprise	MSP
No. of applications	1	10	3
No. of servers	5	40	5
No.of websites	20	50	15
No. of network bundles	2	18	10
Logs ingested	4GB	40GB	5GB
RUM page views	100k	5M	100k
Opt for hourly pricing	Yes	Yes	Yes
Third-party integrations	Yes	Yes	Yes
Supports multiple users	Yes	Yes	Yes
Pack based feature comparison	Yes	Yes	Yes
Classic support	Yes	Yes	Yes

Key platform features

Custom dashboards	Yes	Yes	Yes
Forecasts	No	Yes	Yes
Anomaly detection	No	Yes	Yes
Capacity monitoring	No	Yes	Yes
Outlier detection	No	Yes	Yes
IT Automation (runs/day/monitor)	20	50	20
API access (call/day/monitor)	10	25	10
Mobile App	Yes	Yes	Yes

Cloud Monitoring			
Guidance Report Availability practices	Yes	Yes	Yes
Guidance Report Cost practices	No	Yes	Yes
Guidance Report Security practices	No	Yes	Yes
Infrastructure Monitoring			
Standard events and metrics	Yes	Yes	Yes
Over 300 plugin integrations	Yes	Yes	Yes
Process, service, and resource check monitoring	Yes	Yes	Yes
Custom metrics via plugins	Yes	Yes	Yes
Infrastructure events	No	Yes	Yes
Network Monitoring			
Over 10,000 device templates	Yes	Yes	Yes
Layer 2 discovery	Yes	Yes	Yes
Topology and Map view	Yes	Yes	Yes
SNMP traps	500/day	Unlimited	Unlimited
Performance counters	1000	5000	1000
High availability Poller	No	Yes	Yes
Poller group for load balancing	No	Yes	Yes
NCM (Network Configuration Management)	Yes	Yes	Yes
NCM: Firmware vulnerability management	No	Yes	Yes
NCM: Compliance	No	Yes	Yes
Application Performance Monitoring			
Supported platforms (Java, .Net, Python, Node.js , PHP , Ruby on Rails)	Yes	Yes	Yes
Code-level tracing	Sampling will be done (30 traces/min)	Yes	Sampling will be done (30 traces/min)
Component tracing	Yes	Yes	Yes
Distributed tracing	Yes	Yes	Yes
CPU and memory consumption	Yes	Yes	Yes
SQL Query Monitoring	Yes	Yes	Yes
Service maps	Yes	Yes	Yes

Deployment tracking	No	Yes	Yes
Code performance comparisons	No	Yes	Yes
Transaction flow map	No	Yes	Yes
Thread profiler and Thread dump analyzer	No	Yes	Yes
JVM Memory Leaks Detection	No	Yes	Yes
Log Monitoring			
100+ out-of-the-box logs supported	Yes	Yes	Yes
Query language support	Yes	Yes	Yes
Search alerts & dashboards	Yes	Yes	Yes
Minimum alert check frequency	5 mins	3 mins	5 mins
Export logs	100K	1 M	100K
Digital experience - Synthetic Monitoring			
Minimum poll frequency	1 min	10 secs	10 secs
Number of monitoring locations	Upto 8 locations	Upto 16 locations	Upto 8 locations
Secondary location poll frequency	1 hr	30 mins	1hr
On-Premise Poller monitoring	Yes	Yes	Yes
Zero false alert protection	Yes	Yes	Yes
Re-checks on failures	Yes	Yes	Yes
Root cause analysis on downtime	Yes	Yes	Yes
Video-based RCA for Web Transactions	No	Yes	No
Digital experience - Real User Monitoring			
Analyse front-end performance	Yes	Yes	Yes
Monitor single page applications	Yes	Yes	Yes
Visualise performance across geographies	Yes	Yes	Yes
Collect custom data from user journeys	Yes	Yes	Yes
Pinpointing JavaScript errors	Yes	Yes	Yes
Analyse user sessions	Yes	Yes	Yes
Identify anomalies with AI-powered alerts	No	Yes	No
Integrate RUM with APM	No	Yes	No
Session replay	No	Yes	No

CloudSpend			
Multi-cloud support	Yes	Yes	Yes
Business Units(BUs)	Yes	Yes	NA
Spend Analysis	Yes	Yes	Yes
Resource Explorer	Yes	Yes	Yes
Budgets	Yes	Yes	Yes
Reports	Yes	Yes	Yes
Tag profiles	No	Yes	No
Multi-currency support	No	Yes	No
Mobile Application	Yes	Yes	Yes

Discounts

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

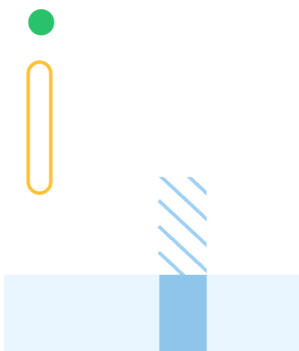
Consultancy Fees

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

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

Support

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



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

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

About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises - including nine of every 10 Fortune 100 organizations - 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 centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.

Trusted by



9 of every 10
Fortune 100
companies



Over 200 of the
UK's educational
institutions



Over 300 top
NHS customers
in the UK



Over 5,500
organisations
in the UK

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