



AI-powered monitoring and observability
platform for modern IT

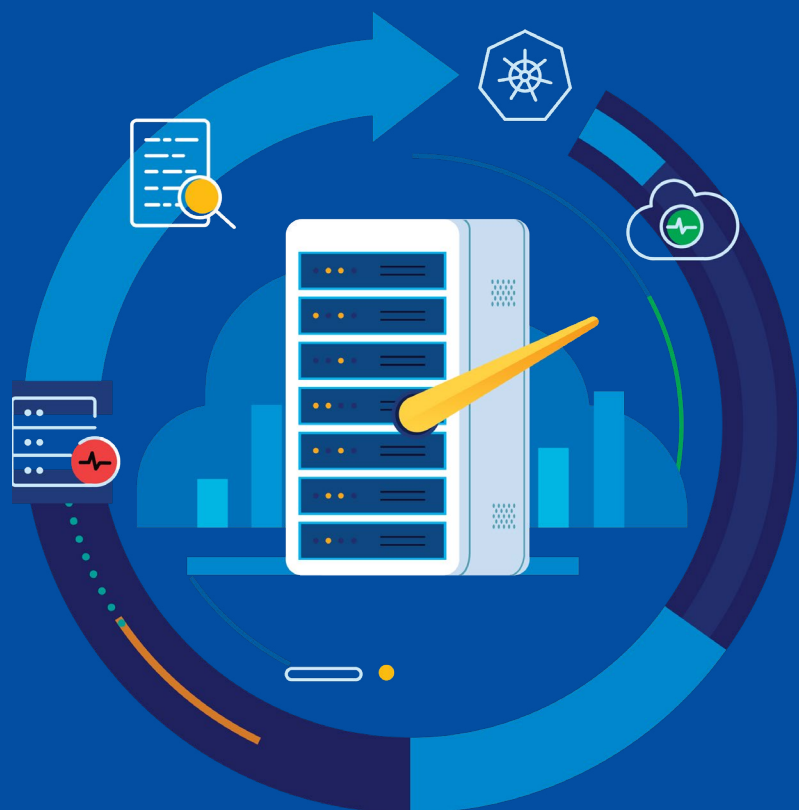
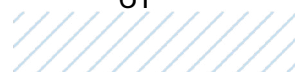


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Introduction

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 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

[ManageEngine Site24x7](#) is a SaaS-based, full-stack observability platform that delivers unified visibility into modern, distributed IT environments. Built for DevOps, SREs, IT operations, and platform engineering teams, it offers deep insights across metrics, logs, traces, and real-user data-all through a single, intuitive dashboard. Supporting over 1,000 technologies, including public clouds, containers, middle-tier applications, and network devices, Site24x7 helps more than 13,000 organisations worldwide ensure uptime, performance, and digital resilience. Its AIOps capabilities reduce alert noise, uncover anomalies faster, and accelerate resolution. Mobile apps and multi-channel notifications keep teams connected and responsive wherever they are.



Fig: ManageEngine Site24x7 Full-stack observability

Site24x7 provides unified full-stack observability across infrastructure, cloud, networks, and application environments. It monitors websites, APIs, servers, containers, and user experience while offering deep insights into AWS, Azure, GCP, and OCI deployments. It also delivers AI-powered event correlation, anomaly detection, forecasting, and GenAI-driven incident insights for faster root-cause identification. Log management, real-user monitoring, and hosted status pages further support operational visibility.

It enables organisations to maintain reliable, high-performing digital services by proactively identifying and resolving issues before they impact users. AI-powered analytics reduce troubleshooting time, improve service continuity, and optimise cloud performance. Unified monitoring across hybrid and multi-cloud environments ensures efficient resource management, better decision-making, and stronger operational resilience.

IT teams, DevOps engineers, cloud administrators, network operations teams, service owners, and organisations delivering digital services will benefit from improved visibility, faster incident resolution, optimised cloud usage, and a more dependable service experience.

- Infrastructure monitoring provides real-time insights to optimise reliability across hybrid environments.
- Cloud monitoring optimises workloads and service performance across multi-cloud deployments.
- Network monitoring provides comprehensive visibility into network availability, traffic patterns, and performance health.
- Application performance monitoring delivers deep insights to maintain peak performance and seamless user experiences.
- Real user monitoring exposes full end-user behaviour and experience across digital touchpoints.
- Synthetic monitoring proactively detects issues in global business-critical workflows before users are impacted.
- Centralised log management streamlines log collection, analysis, and troubleshooting across diverse sources.
- AIOps improves reliability with continuous anomaly detection and predictive performance forecasting.
- GenAI capabilities summarise incidents and recommend effective remediation actions instantly.
- Centralised log management streamlines log collection, analysis, and troubleshooting across diverse sources.

- AI powered event correlation automatically links related alerts to uncover true root causes quickly.

Benefits:

- Deep visibility into infrastructure performance helps organisations detect bottlenecks early, maintain healthy resource utilisation, and prevent issues that could impact critical public-facing services. This allows IT teams to stabilise workloads across on-prem, virtual, and hybrid environments, ensuring consistent service delivery during peak usage and operational demand.
- Cloud monitoring ensures workloads run efficiently across hybrid and multi-cloud platforms, helping organisations control costs and maintain high performance.
- Network visibility reduces disruptions by surfacing bottlenecks or failures before they affect users, enabling smoother operations across distributed offices and service locations.
- Application performance insights help teams quickly uncover the cause of slowdowns, allowing engineers to restore stability faster and keep citizen-facing services responsive.
- Centralised log analysis speeds investigations by bringing diagnostic data together for developers, security teams, and auditors.
- Deep visibility into Kubernetes and container workloads strengthens the reliability of cloud-native services, while real user behaviour insights help refine the digital experience for citizens and employees.
- Synthetic monitoring identifies workflow issues before real users encounter them, supporting uninterrupted access to essential applications.
- VMware visibility improves the stability of virtual environments by helping teams address capacity constraints and performance spikes.
- Continuous anomaly detection and forecasting highlight emerging risks early, helping organisations maintain service availability even during periods of high demand.
- Event correlation reduces noise by linking related alerts and helping teams focus on true causes.
- GenAI-powered summaries and actions accelerate decision-making, especially for lean or distributed support teams.

Site24x7 integrates seamlessly with

ManageEngine
ServiceDesk Plus

ManageEngine
Analytics Plus

servicenow

Zoho
Desk

slack



moogsoft

PagerDuty

Opsgenie

BigPanda

freshservice

zendesk

Jira

ilert

webhooks

zapier

Cliq

Fig: ManageEngine Site24x7 integrations

Additional information can be found here:

<https://www.site24x7.com/integrations.html>

Analyst Recognitions



Voice of the Customer for Digital Experience Monitoring 2025

Voice of the Customer for Network Management Tools, 2025



Major Player in the 2025 IDC MarketScape Observability and AIOps report



Magic Quadrant for Digital Experience Monitoring 2025



Product Challenger in the Private/ Hybrid Data Center solutions, 2025 ISG Provider Lens™ Study - Global report

Trusted by



Security and Compliance



- ISO/IEC 27001, 27017 & 27018 certified
- ISO 9001, SOC II certified
- Site24x7 undergoes an industry standard security audit every year, where an evaluation of the design and operating effectiveness of controls with respect to AICPA's Trust Services Principles are diligently done.
- Distributed grid architecture data protection and back-up 24x7x365
- Security 128/256-bit SSL.
- Dedicated datacentres in US, UK, EU, IN, AU, CN, JP, and KSA
- GDPR, CCPA compliant

Product Features

Infrastructure monitoring

Overview

- Site24x7 Infrastructure Monitoring provides comprehensive visibility into the health, availability, and performance of servers, virtual infrastructure, network devices, storage systems, and hybrid workloads.
- It supports modern, distributed IT estates across data centres, cloud platforms, virtual environments, and containerised workloads.

Server monitoring

- Monitors 80+ server performance metrics out of the box, including CPU load, memory usage, disk I/O, processes, services, filesystem health, hardware sensors, network utilisation, and system uptime.
- Supports a wide range of operating systems, including Windows, Linux distributions (Ubuntu, CentOS, RHEL, SUSE, Debian), macOS, and container host systems.
- Automatically discovers infrastructure components and presents insights through intuitive dashboards and health reports.
- Enables threshold-based alerting for hundreds of KPIs to detect issues proactively.
- Full-stack monitoring agent collects metrics across OS, processes, services, applications, logs, and custom plugin inputs-reducing tool sprawl.

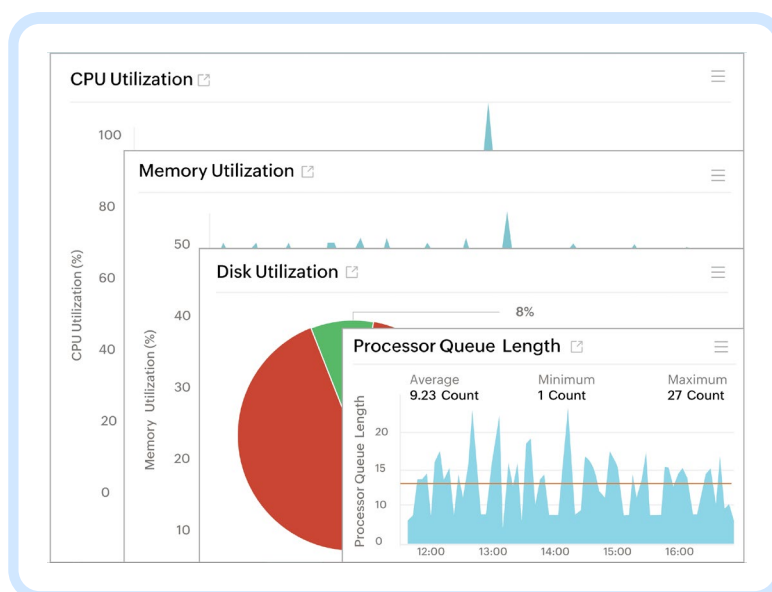


Fig: Server metrics in ManageEngine Site24x7

Virtualization monitoring

- Provides visibility into VMware vCenter/ESXi, Nutanix AHV, and Microsoft Hyper-V environments, monitoring hosts, clusters, VMs, datastores/storage containers, resource pools, and virtual networks.
- Tracks key VM and host metrics such as CPU usage, memory utilisation, disk/storage usage, and network traffic.
- Automatically discovers VMs, hosts, datastores, clusters, and related infrastructure for seamless onboarding.
- Offers insights into storage utilisation, virtual disk activity, and datastore/storage container performance.
- Provides hierarchical views linking VMs → Hosts → Clusters → Storage, simplifying dependency analysis.
- Enables configurable alerting on VM health, host performance, and storage utilisation to prevent service degradation.
- Nutanix monitoring provides cluster-level visibility including host utilisation, storage container health, VM performance, and I/O-related activity.

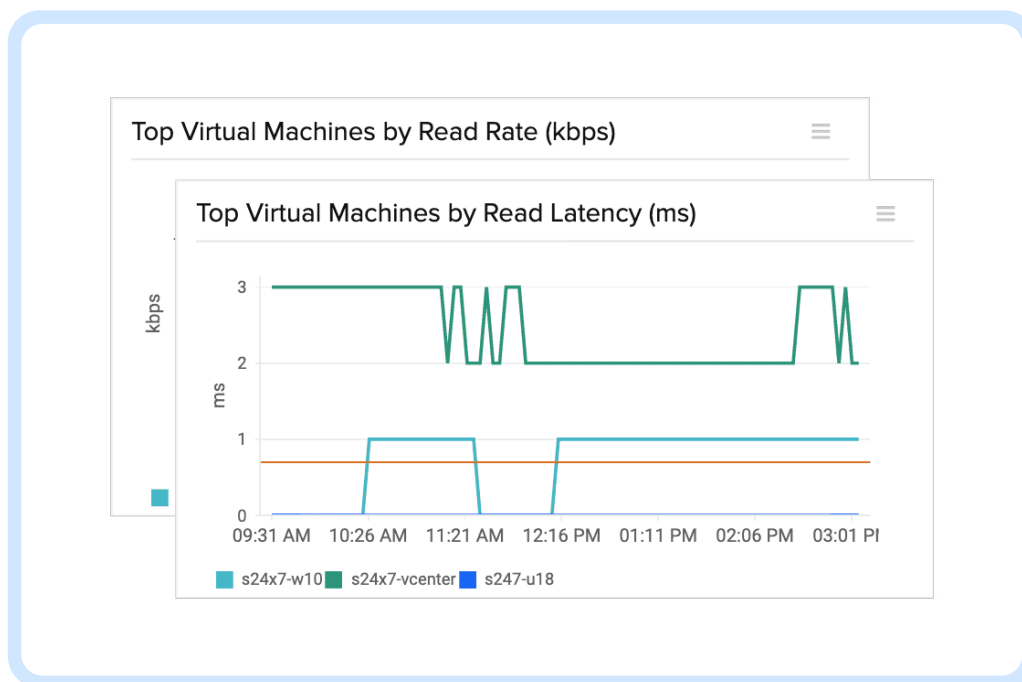


Fig: Virtualization monitoring in ManageEngine Site24x7

Kubernetes and container monitoring

- Automatically discovers Kubernetes components across nodes, pods, containers, deployments, namespaces, and services using the Site24x7 K8s agent.
- Tracks essential performance metrics at node, pod, and container levels, including CPU/memory utilisation, storage usage, network performance, pod status, and lifecycle events such as restarts and failures.
- Monitors cluster health and core control-plane components (API server, scheduler, controller manager) for operational stability.
- Provides dashboards for cluster utilisation, workload performance, namespace consumption, and resource distribution.
- Generates alerts for node, pod, and container performance issues to ensure timely remediation.
- Integrates with Application Performance Monitoring (APM) and logs to deliver full-stack observability across microservices and underlying compute environments.
- Supports major distributions including EKS, AKS, GKE, OpenShift, and on-prem K8s clusters.

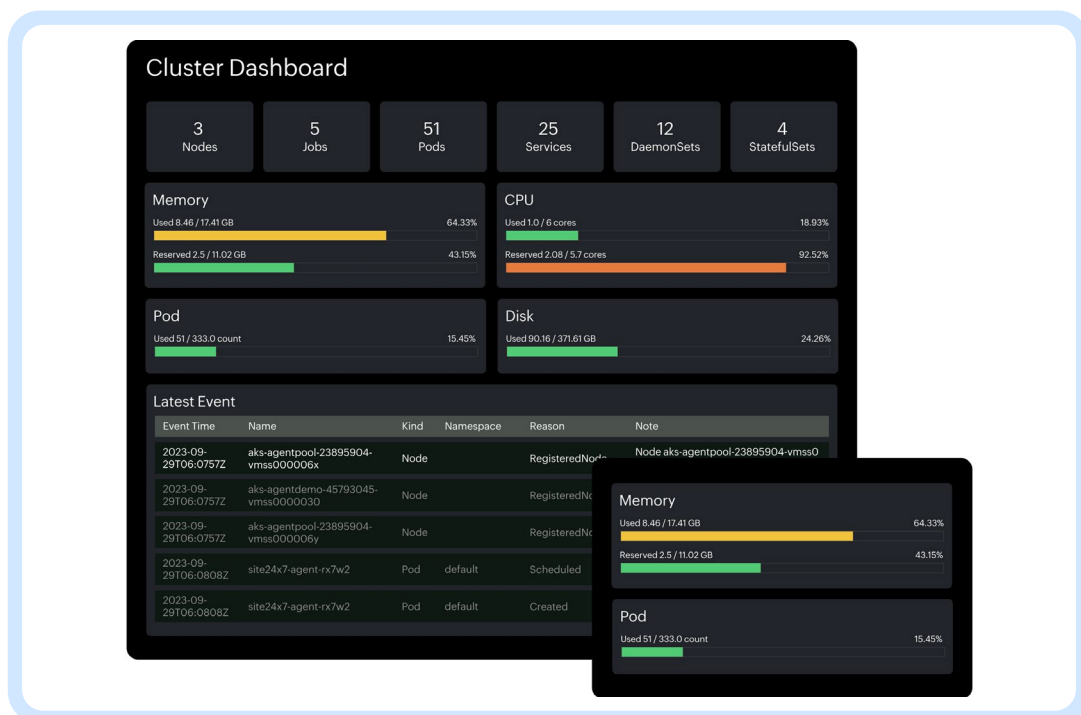


Fig: Container monitoring in ManageEngine Site24x7

Plugin-based monitoring

- Extends monitoring to applications, services, and technologies not covered out of the box using 100+ ready-to-use plugins.
- Supports custom plugin scripts in Python, Shell, PowerShell, and Batch, enabling organisations to monitor internal applications or proprietary systems.
- The Site24x7 agent collects plugin-exposed KPIs, which appear alongside native infrastructure metrics for unified analysis.
- Allows threshold configuration and alerting for any custom metric sent via a plugin.



Fig: Middleware supported in ManageEngine Site24x7

Database monitoring

- Provides built-in monitoring for popular databases such as MySQL, PostgreSQL, Microsoft SQL Server, Oracle, MongoDB, and more.
- Tracks database connection health, query performance, slow queries, replication status (for supported engines), storage usage, buffer/cache utilisation, and transaction metrics.
- Automatically discovers database instances when the relevant plugin or integration is enabled.
- Offers customizable alerts for critical metrics to prevent slowdowns and capacity issues.

- Integrates database insights with application, server, and VM monitoring for holistic troubleshooting.

Out-of-the-box database support

- Provides native monitoring for widely used databases such as MySQL, PostgreSQL, Microsoft SQL Server, Oracle, MongoDB, and others.
- Tracks query performance, slow queries, replication health, buffer usage, transaction metrics, locks, connections, and resource utilisation.
- Offers dashboards and alerting to help DBAs analyse performance bottlenecks and optimise reliability.

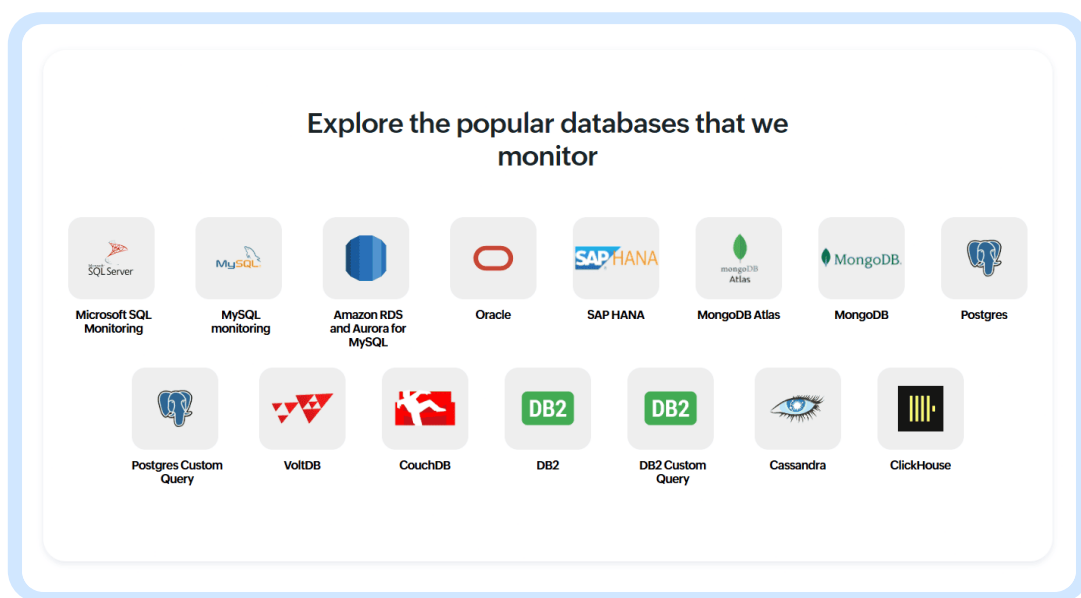


Fig: Some of the databases supported in ManageEngine Site24x7

Diagnostics and deep analysis

- Process-level diagnostics, service checks, and plugin extensions enable detailed troubleshooting for custom workloads.
- Historical trends and performance baselines support capacity planning and resource optimisation.
- Automated root-cause insights and dependency mapping accelerate issue identification across complex environments.
- Integrates logs, events, and metrics for correlated visibility across the entire stack.

Operational benefits

- Detects and resolves infrastructure bottlenecks early, ensuring consistent performance for all applications and services.

- Reduces mean-time-to-repair through unified visibility and faster diagnostics.
- Improves workload stability across on-prem, virtual, and hybrid cloud environments.
- Enhances cost efficiency by surfacing underutilised, stressed, or misconfigured resources.
- Strengthens operational resilience with continuous insight into system behaviour and performance patterns.

Cloud monitoring

Site24x7 Cloud Monitoring provides unified visibility across resources deployed in AWS, Microsoft Azure, Google Cloud Platform (GCP), and Oracle Cloud Infrastructure (OCI).

It automatically discovers cloud services, collects real-time performance metrics, tracks configuration changes, and provides insights to optimise cloud operations across multi-cloud and hybrid environments.

Key capabilities

- Monitors compute, storage, networking, database, messaging, and serverless services across all major cloud providers.
- Tracks availability, latency, throughput, utilisation, configuration status, regional performance, and service health dashboards.
- Auto-discovers new resources and dynamically adds them to monitoring as infrastructure scales.
- Correlates cloud metrics with application performance, logs, and events for full-stack visibility.

AWS services supported

- Site24x7 provides deep observability for services such as: EC2, S3, EBS, ELB, Lambda, RDS, DynamoDB, ECS, EKS, CloudFront, API Gateway, SNS, SQS and more.
- Offers CloudWatch metric import, resource inventory views, and advanced alerting.

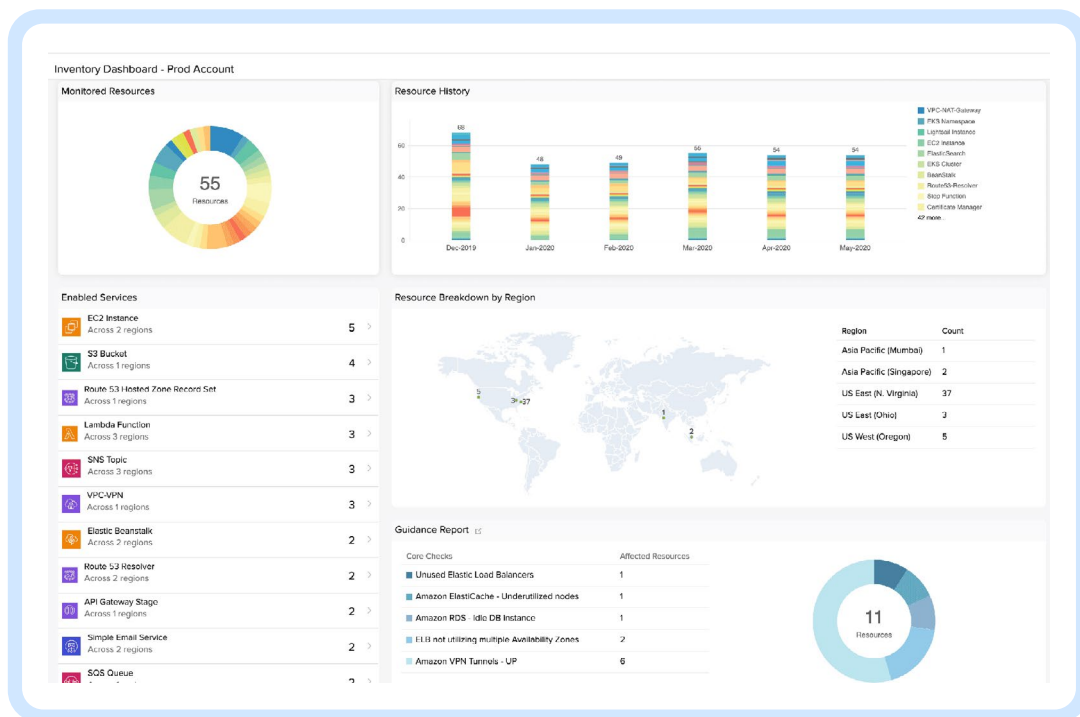


Fig: AWS monitoring in ManageEngine Site24x7

Azure services supported

- Visibility across: Virtual Machines, App Services, SQL Database, Storage Accounts, Event Hub, Load Balancers, Redis Cache, and more.
- Supports Azure Monitor metric ingestion and automatic dependency mapping.

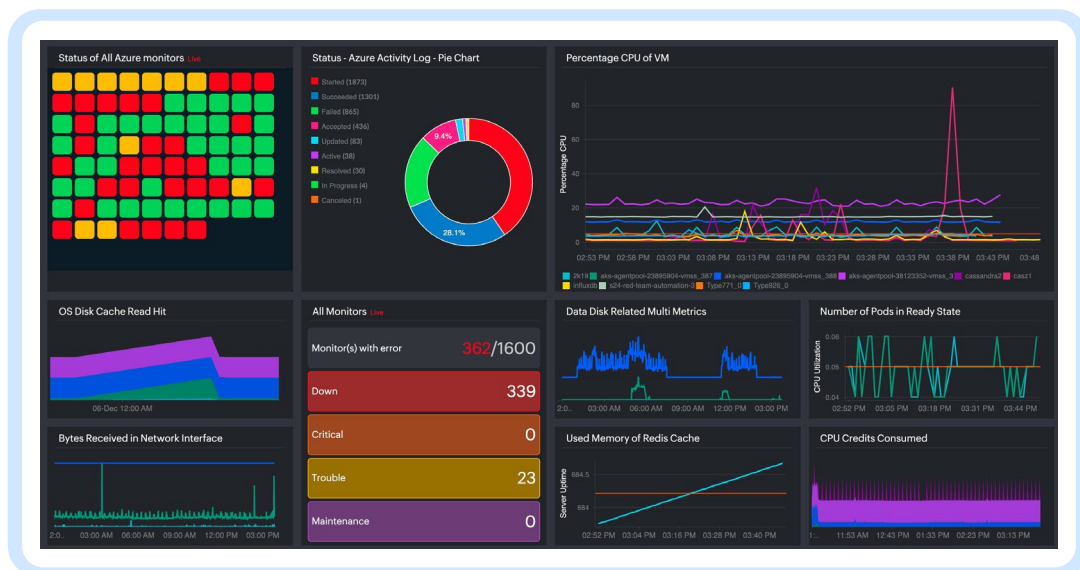


Fig: Azure monitoring in ManageEngine Site24x7

GCP services supported

- Monitoring for: Compute Engine, Cloud Functions, GKE, Cloud SQL, Pub/Sub, BigQuery, Cloud Storage, etc.
- Provides resource-level dashboards and integrated alert workflows.

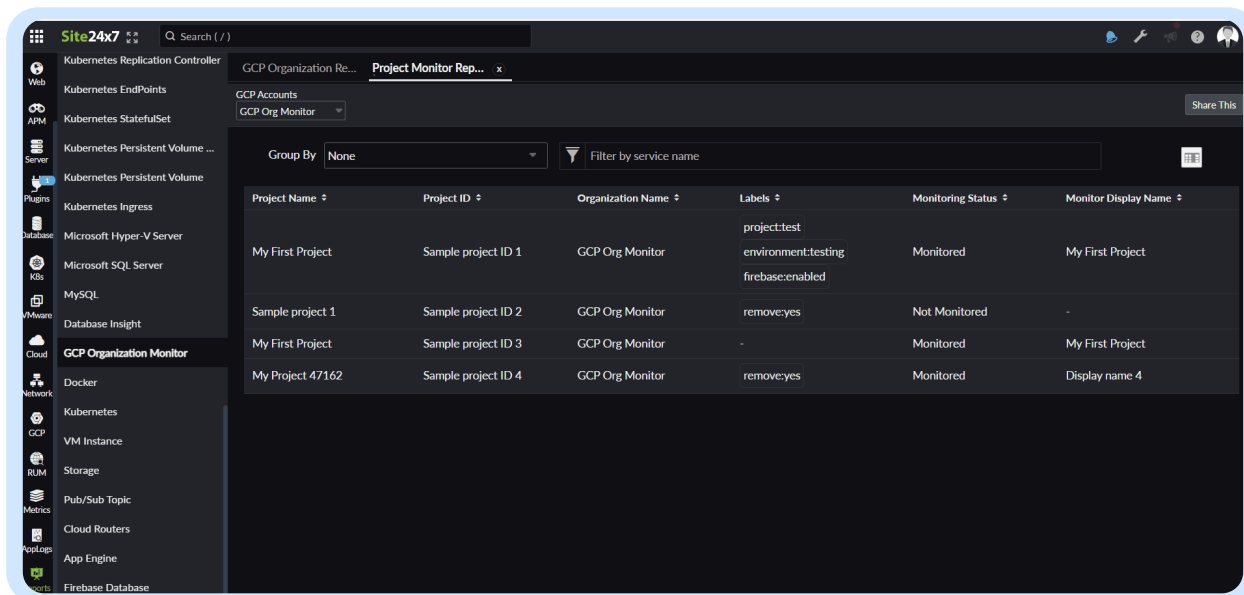


Fig: GCP monitoring in ManageEngine Site24x7

OCI monitoring:

- Monitors your OCI resources, from compute instances and databases to storage and networking.
- Tracks key performance indicators (KPIs) like CPU utilization, memory usage, disk I/O, and network traffic.

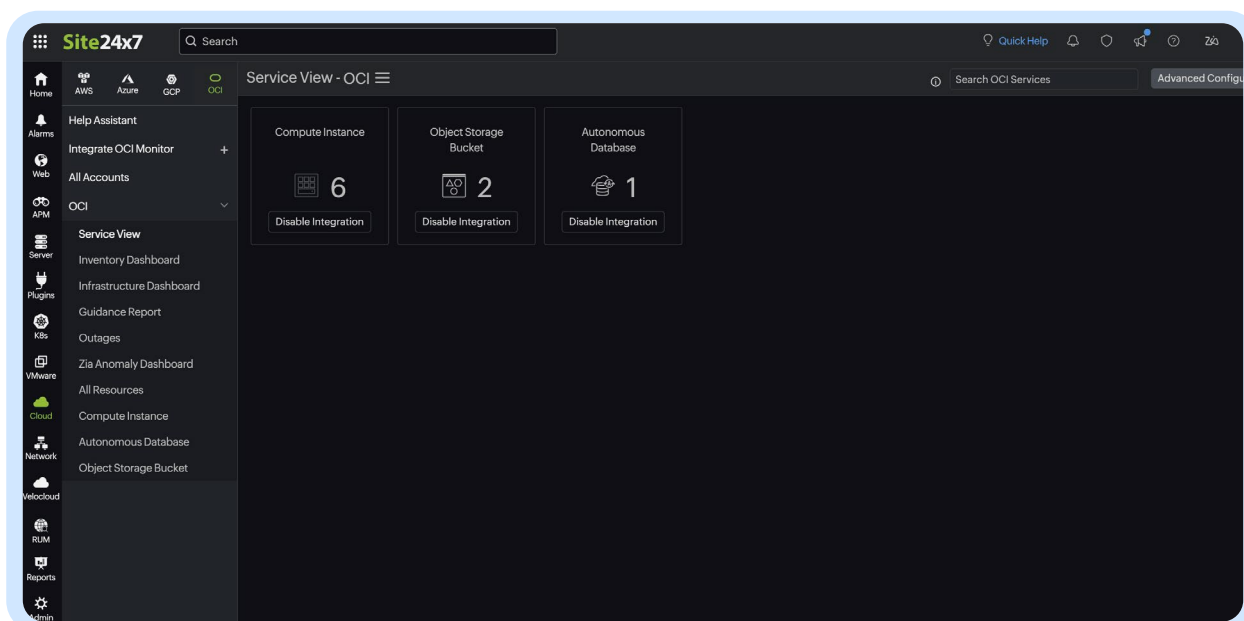


Fig: OCI monitoring in ManageEngine Site24x7

CloudSpend : Cost visibility and optimisation (Available as add-on)

- Provides granular breakdowns of cloud expenses across accounts, services, tags, and business units.
- Tracks spending patterns, detects anomalies, and identifies under-utilised or idle resources.
- Helps organisations allocate budgets, forecast spend, and optimise consumption across AWS, Azure, and GCP.
- Delivers chargeback/showback reports for cost governance.

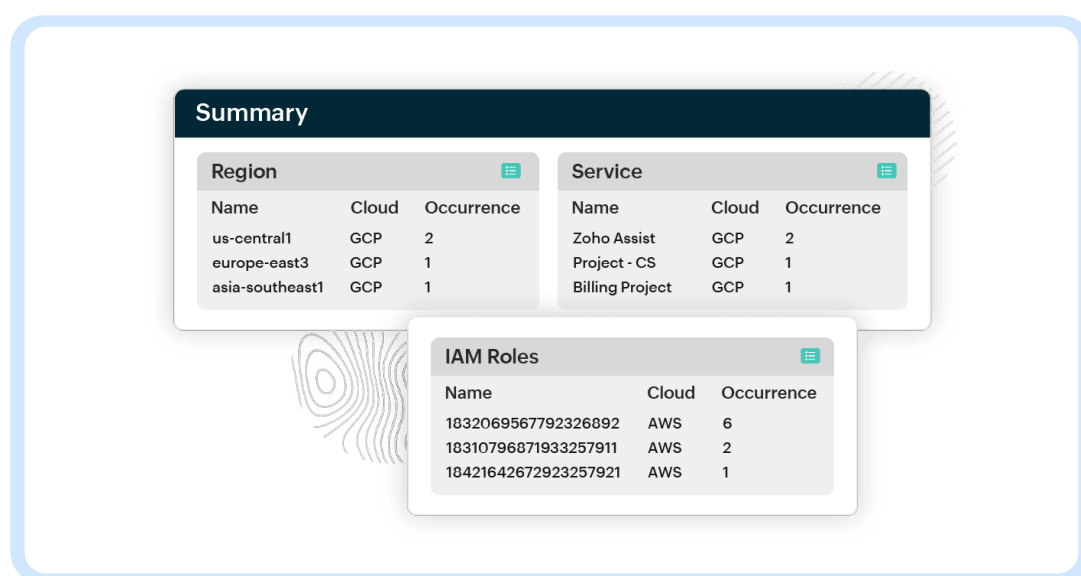


Fig: Cloud cost monitoring in ManageEngine CloudSpend

Recommendation reports

- Offers automated insights for rightsizing underutilised instances, eliminating unused resources, and improving cost efficiency.
- Highlights performance vs. cost trade-offs to support informed decision-making.
- Surfaces best-practice recommendations such as resizing compute instances, optimising storage tiers, fine-tuning autoscaling, or reviewing load balancer configurations.
- Diagnostics and deep analysis
- Combines cloud metrics with logs, events, traces, and application telemetry.

- Enables multi-cloud performance comparisons and unified dashboards for distributed architectures.
- Supports troubleshooting through metric correlation, regional performance indicators, and resource dependency views.

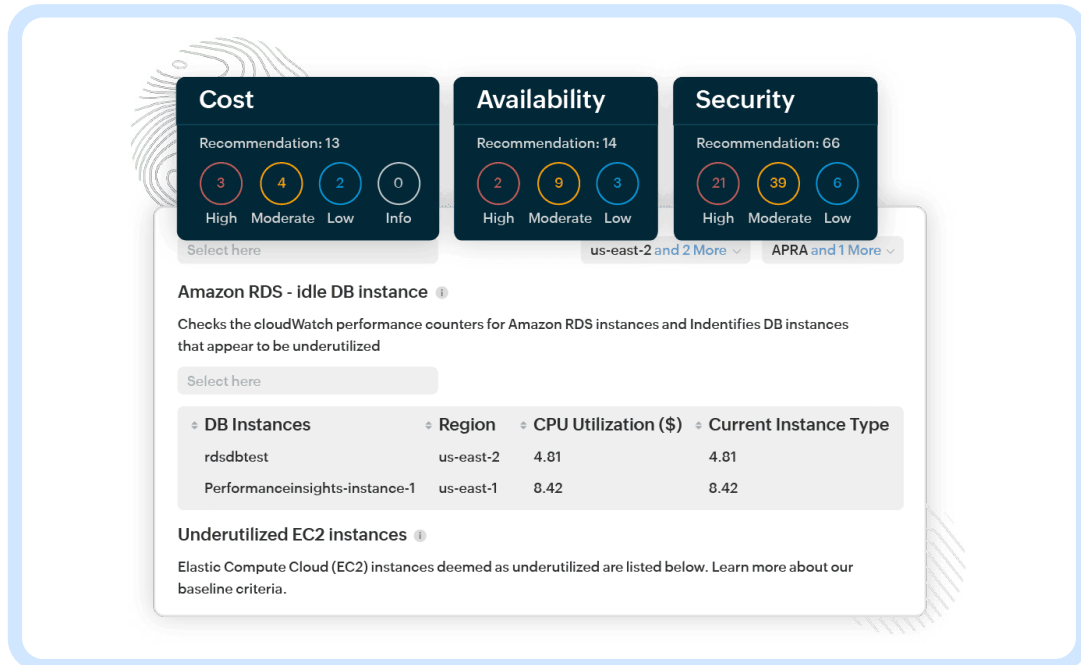


Fig: Recommendation report in ManageEngine CloudSpend

Operational benefits

- Improves cloud service reliability and performance across scaling, compute, and storage layers.
- Helps teams identify misconfigurations, cost spikes, and performance bottlenecks early.
- Strengthens operational governance with real-time insights and cost-optimisation intelligence.
- Reduces overhead by consolidating multi-cloud monitoring into a single observability platform.

Network Monitoring

Overview

- Site24x7 Network Monitoring provides end-to-end visibility into the availability, performance and health of routers, switches, firewalls, load balancers, wireless controllers, VPN appliances, SD-WAN edges, and SDN-enabled devices.
- It helps organisations understand network behaviour, traffic flows, manage configurations and device performance across distributed, hybrid, and software-defined networks.



Fig: Network monitoring in ManageEngine Site24x7

Key Capabilities

- Automatically discovers traditional network and software-defined network devices presenting them in topology, device, and interface views.
- Monitors bandwidth utilisation, interface throughput, packet drops, latency, errors, CPU/memory usage, hardware health, link status, and availability across physical, virtual, and cloud-connected networks.
- Backs up, tracks, and audits network device configurations automatically while highlighting changes and compliance deviations.

- Discovers and manages IP address usage across subnets, detects conflicts, and provides real-time IP allocation insights.
- Auto-discovers devices and generates visual maps that show topology, device relationships, and connectivity paths.
- Monitors storage arrays, controllers, disks, and I/O performance to detect capacity issues and storage bottlenecks.
- Monitors SDN-enabled routers, switches, virtual appliances, and controller-managed devices by tracking interface health, traffic flows, and configuration changes.
- Supports threshold-based alerting for interface, tunnel, and device metrics to detect issues proactively.

Different Network Views

- Device View: Detailed device health, configuration, and performance metrics for both physical and software-defined devices.
- Interface View: Granular traffic, bandwidth utilisation, and error statistics across ports, tunnels, and WAN links.
- Topology View: Real-time network map showing relationships between devices, SD-WAN edges, and virtual paths.
- Service/Performance View: Highlights critical KPIs across the network for quick troubleshooting and operational decisions.

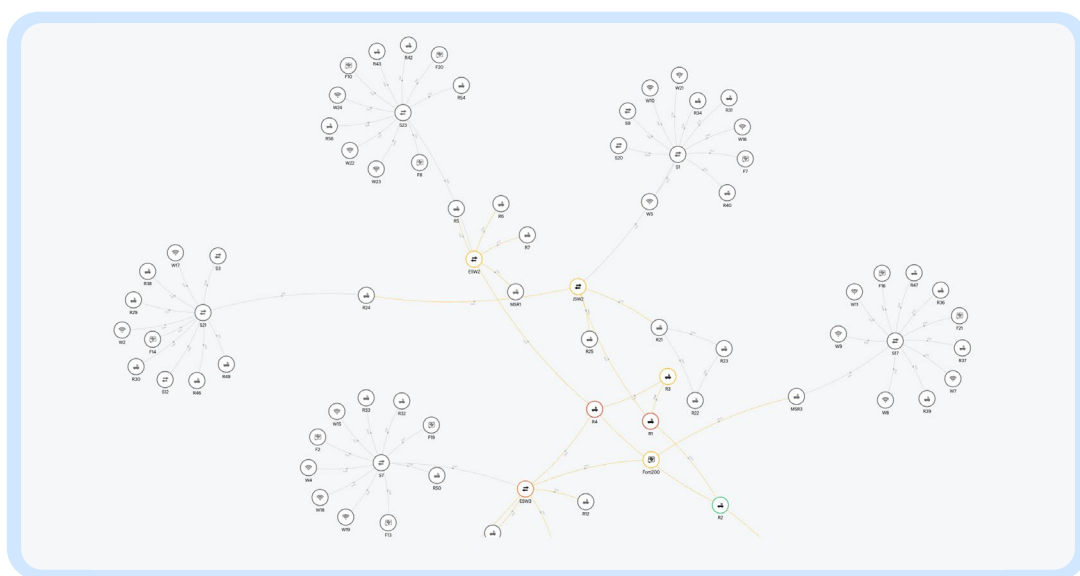


Fig: Layer 2 maps in ManageEngine Site24x7

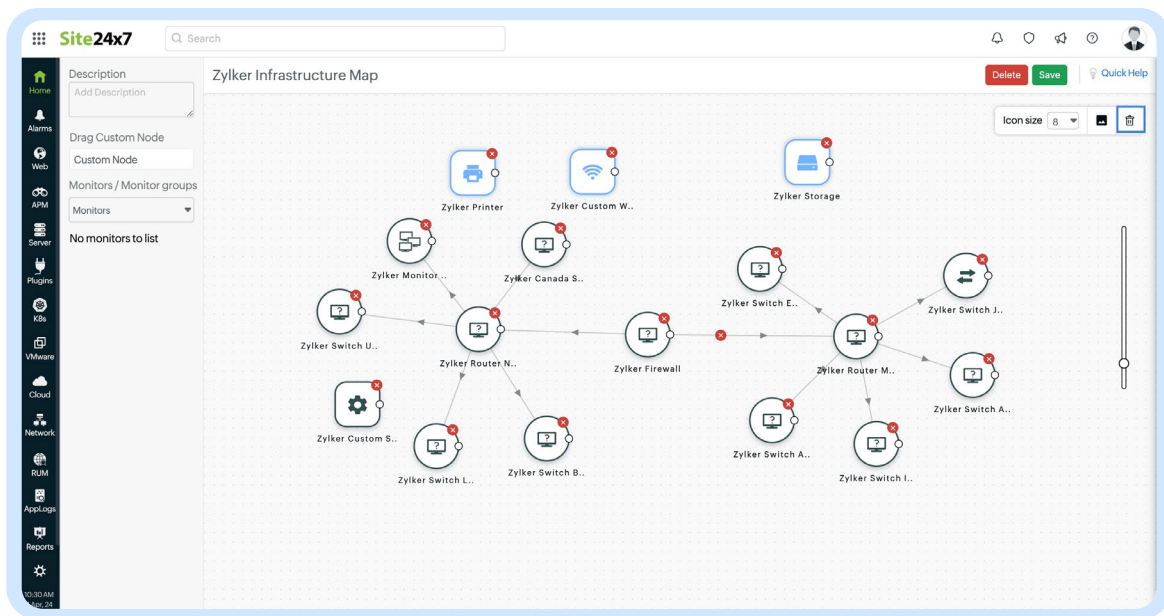


Fig: Infrastructure map in ManageEngine Site24x7

Diagnostics and deep analysis

- Provides traffic trends, utilisation baselines, dashboards, and historical performance reports for capacity planning.
- Monitors config changes, detects drift, and ensures network configurations remain compliant and stable.
- Supports SNMP traps and syslogs for real-time fault detection.
- Helps identify bandwidth bottlenecks, tunnel instability, hardware failures, and configuration drift.
- Correlates network and SD-WAN performance with application health for full-stack observability.

Monitor Name	Type	Version	Captured On	Change Type	Action
Zyker NCM First Floor Router	Running	6	Mon Sep 01 12:31:02 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Startup	2	Fri Aug 22 13:31:02 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Running	5	Thu Aug 21 19:31:00 IST 2025	Authorized	≡
Zyker NCM Tower Router	Running	5	Thu Aug 07 12:51:00 IST 2025	Authorized	≡
Zyker NCM Tower Router	Running	4	Wed Jul 30 10:51:00 IST 2025	Authorized	≡
Zyker NCM Tower Router	Running	3	Wed Jul 30 10:51:00 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	7	Tue Jul 29 11:23:01 IST 2025	Authorized	≡
Zyker NCM Tower Router	Running	2	Tue Jul 29 10:51:01 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	6	Mon Jul 28 20:22:02 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Running	4	Mon Jul 28 19:51:01 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Running	3	Fri Jul 25 14:51:01 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	5	Fri Jul 25 13:21:50 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Running	2	Fri Jul 25 12:51:01 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Startup	1	Thu Jul 24 13:51:00 IST 2025	Authorized	≡
Zyker NCM Tower Router	Running	1	Thu Jul 24 13:27:56 IST 2025	Authorized	≡
Zyker NCM Tower Router	Startup	1	Thu Jul 24 13:27:56 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	4	Wed Jul 23 17:22:05 IST 2025	Authorized	≡
Zyker NCM First Floor Router	Running	1	Fri Jul 11 16:21:00 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	3	Fri Jun 20 11:21:51 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	2	Fri Jun 13 17:31:47 IST 2025	Authorized	≡
Zyker NCM Main Device	Running	1	Thu Jun 12 22:33:08 IST 2025	Authorized	≡
Zyker NCM Main Device	Startup	1	Thu Jun 12 22:33:08 IST 2025	Authorized	≡

Network configuration in ManageEngine Site24x7

Operational benefits

- Detects network and tunnel degradation early to prevent user-impacting issues.
- Improves reliability and SLA adherence across hybrid, multi-site, and cloud-connected networks.
- Reduces troubleshooting time with unified metrics, alerts, and topology-based diagnosis.
- Supports stable delivery of applications, cloud workloads, remote workforce connectivity, and distributed services.
- Strengthens network resilience by monitoring physical, virtual, and software-defined network infrastructures from a single console.

Application Performance Monitoring (APM)

Overview

- Site24x7 APM provides deep, code-level visibility into application performance across distributed, hybrid, and cloud-native environments.
- It helps teams monitor real-time transactions, identify performance bottlenecks, and understand how back-end components, external services, databases, and infrastructure impact application experience.

Key Capabilities

- Tracks end-to-end application performance, covering requests, transactions, traces, external calls, and error patterns.
- Enables vendor-agnostic observability through OpenTelemetry across microservices, cloud-native workloads, and distributed systems with standardised instrumentation.
- Provides distributed tracing to visualise how requests flow across microservices and understand latency contributors.
- Offers code-level profiling for Java, .NET, PHP, Ruby, Node.js, and Python to pinpoint slow methods, database queries, and external calls.
- Captures exceptions, stack traces, and error rates to accelerate debugging.
- Measures throughput, response time, Apdex scores, and performance breakdowns across tiers and components.

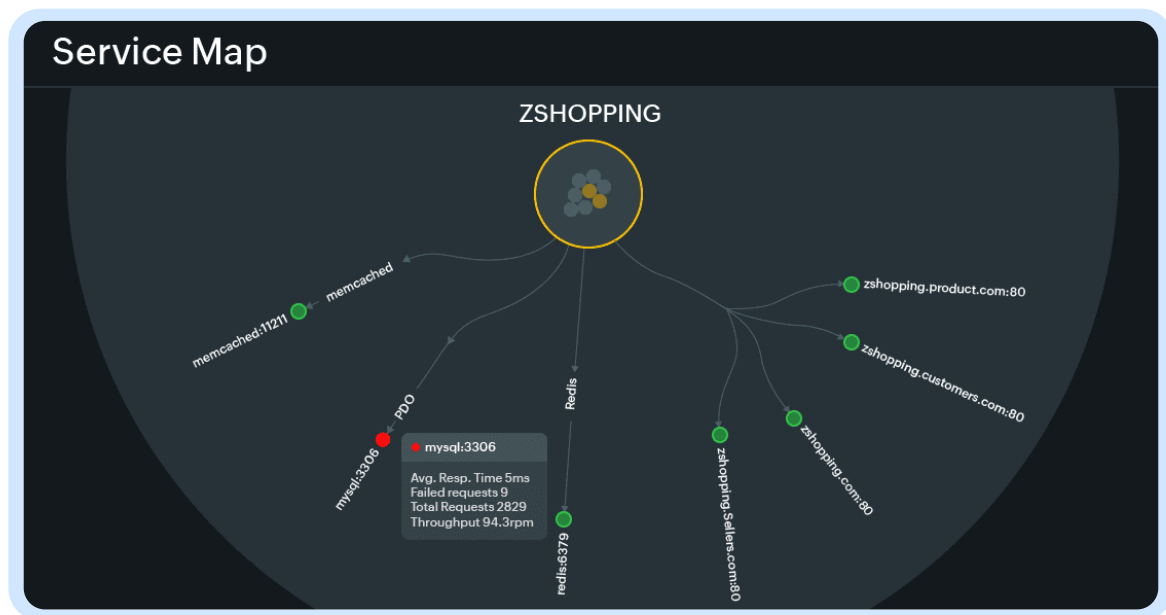


Fig: Service map in ManageEngine Site24x7

Business Transactions (Key Transactions)

- Enables teams to define and monitor mission-critical workflows such as login journeys, checkout flows, approvals, booking paths, and key API endpoints.
- Provides detailed metrics—response time, failure rate, latency contributors, and throughput—specifically for high-impact user transactions.
- Prioritises performance analysis around the workflows that matter most to organisational goals.
- Helps teams identify bottlenecks at a workflow level rather than analysing generic traffic.

Milestone Markers

- Allows teams to insert milestone markers into key transactions to measure the performance of each stage in a workflow.
- Breaks down complex business journeys into clear steps, showing which specific stage contributes most to overall latency.
- Helps evaluate the performance impact of code changes on individual workflow steps.
- Supports SLA tracking for defined transaction segments rather than entire request flows.

Database and external dependency insights

- Identifies slow queries, long-running transactions, lock events, and connection pool issues.
- Tracks performance of APIs, message queues, caches, and external services affecting the application.
- Highlights backend hotspots that influence end-user experience.

Microservices and containerised workloads

- Supports applications deployed on Kubernetes, Docker, serverless platforms, and microservice architectures.
- Links application-level metrics with pod/container health and orchestrator behaviour.
- Visualises inter-service communication patterns and latency paths.

Different APM views

- **Service View:** Performance metrics, latency patterns, errors, and throughput per service.
- **Transaction View:** Complete transaction traces, slow segments, method-level timings, and database performance.
- **Business Transaction View:** Aggregated statistics for monitored key workflows with milestone insights.
- **Component/Dependency View:** Health and performance of downstream systems.
- **Error View:** Exceptions, stack traces, frequency patterns.
- **Service Map View:** Auto-generated topology of microservices showing bottlenecks visually.

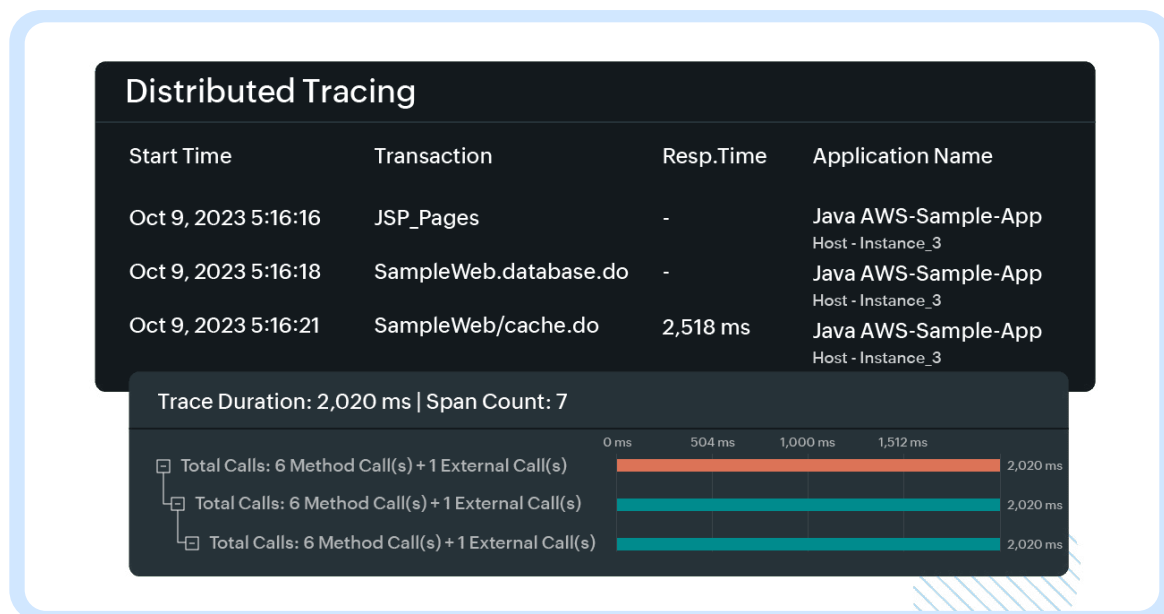


Fig: Distributed tracing in ManageEngine Site24x7

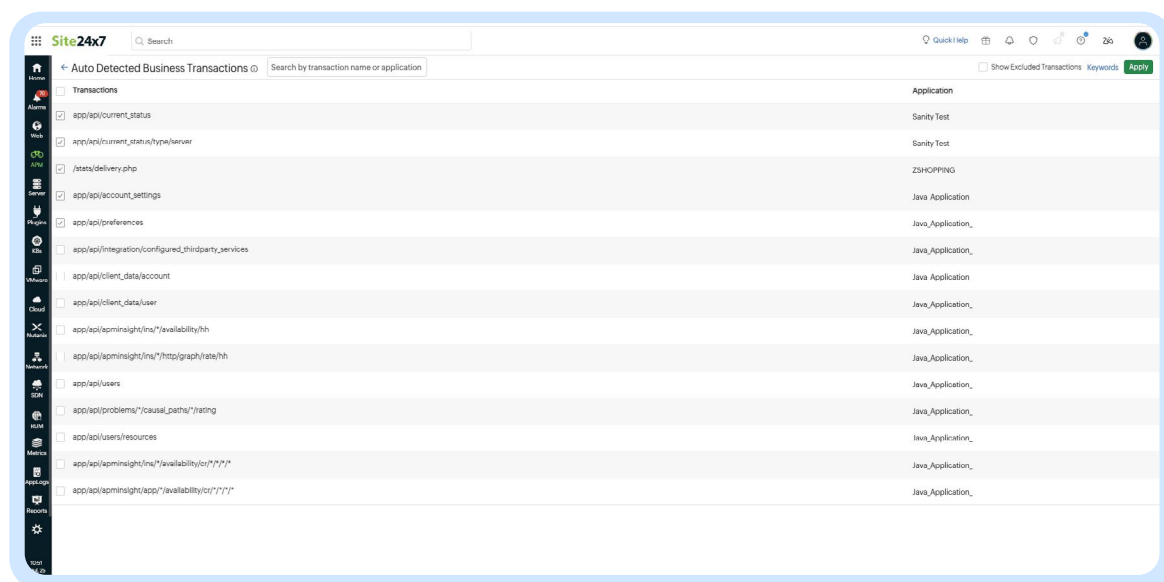


Fig: Business transactions in ManageEngine Site24x7

Diagnostics and deep analysis

- Detects memory leaks, CPU spikes, thread contention, GC pauses, and resource stress.
- Correlates application performance with infrastructure metrics, logs, and network behaviour.
- Provides historical trends for tuning application health and planning capacity.

Operational Benefits

- Ensures consistent application responsiveness by detecting issues early.
 - Reduces MTTR through deep traces, workflow-level diagnostics, and code insights.
 - Improves user experience by exposing critical transaction slowdowns and workflow bottlenecks.
 - Supports reliable deployments with before/after performance comparisons.
 - Enables full-stack observability across applications, services, infrastructure, and networks.
-

End-User Experience

Overview

Site24x7 provides a comprehensive suite of capabilities to monitor digital experience, website health, global network performance, and API availability. These features help organisations ensure their applications are fast, secure, reliable, and accessible to end users across diverse environments and geographies.

Real User Monitoring (RUM)

- Tracks actual user interactions across browsers, devices, and geographies, offering insights into page load times, frontend performance, Core Web Vitals, and user behaviour.
 - Captures performance breakdowns for network, server, rendering, and client-side execution stages.
 - Helps teams understand how real-world conditions- ISP quality, device capability, location-impact user experience.
 - Assists in optimising UI responsiveness and resolving region-specific or browser-specific latency issues.
 - Captures anonymised visual replays of real user sessions to help teams understand how users interact with pages, forms, and UI elements.
 - Reveals UX friction areas such as rage clicks, abandoned forms, broken interactions, and rendering delays.
-

- Allows teams to define and track conversion funnels such as signup journeys, checkout flows, onboarding steps, or multi-page processes.



Fig: Session replay in ManageEngine Site24x7

Synthetic Monitoring

- Continuously tests websites and applications from 130+ global monitoring locations to detect issues before users are affected.
- Simulates key workflows such as login, search, checkout, and multi-step transactions using browser automation.
- Tracks availability, load time, SSL validity, DNS resolution, redirections, and HTTP performance.
- Helps validate post-deployment performance and ensures business-critical workflows remain uninterrupted.
- Provides prebuilt synthetic monitoring templates for popular SaaS applications such as **Microsoft 365, Salesforce, Zoom, Google Workspace, Slack**, and others.

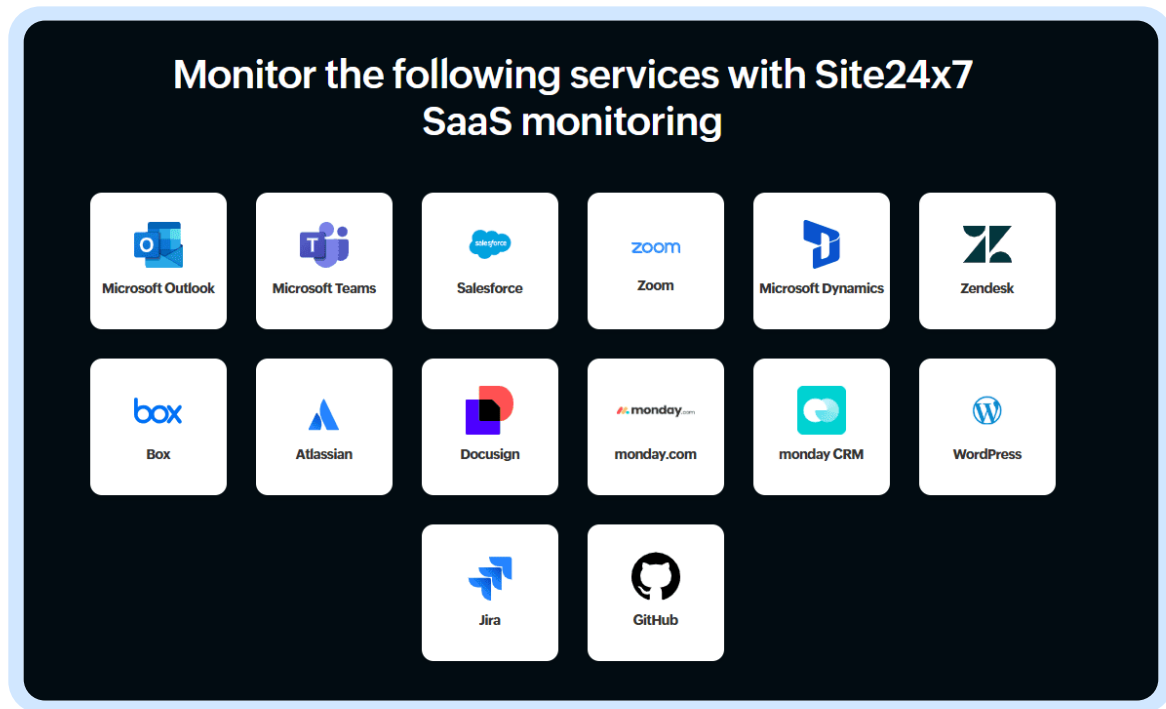


Fig: SaaS monitoring in ManageEngine Site24x7

Website security monitoring

- Monitors SSL/TLS certificate validity, expiry, chain of trust, and encryption strength.
- Alerts teams to certificate misconfigurations, weak ciphers, and protocol vulnerabilities that may expose websites to security risks.
- Detects unauthorised content changes, malicious injections, or tampering by validating website integrity.
- Helps organisations maintain trust by identifying suspicious modifications early.
- Scans public blacklists to ensure the website is not listed for malware, phishing, or spam activity.
- Supports mitigation efforts by notifying teams immediately if reputation issues arise.

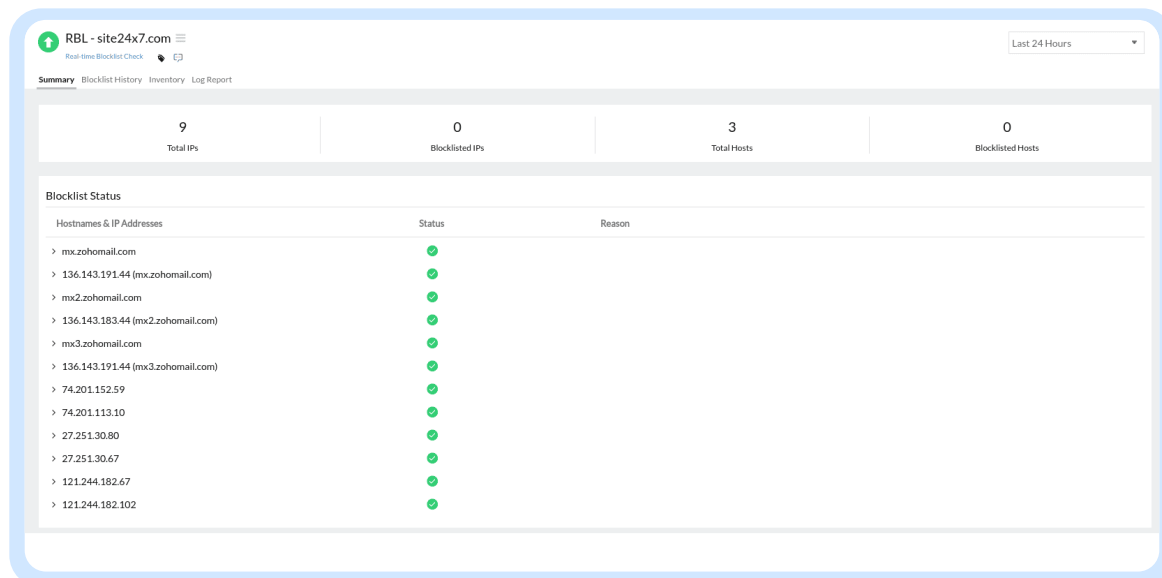


Fig: Blocklist monitoring in ManageEngine Site24x7

Internet performance monitoring

- Measures latency, packet loss, routing quality, and DNS resolution across global vantage points.
- Helps teams understand how internet conditions, ISP behaviour, or backbone routing influence user performance.
- Tracks DNS lookup times, CDN edge responsiveness, geographic latency variations, and network hops.
- Identifies slow regions, ISP-specific issues, and network-induced performance bottlenecks,
- Tracks your inbound and outbound mail servers by verifying delivery to both internal and external mailboxes.
- Analyses the availability and response time of your FTP servers.
- Automatically detects route changes, congestion points, and network slowdowns along the delivery path.
- Provides insight into underlay network behaviour that affects application performance.

API Monitoring

- Monitors REST endpoints for availability, response codes, payload validation, timeouts, and latency patterns.
- Supports GET, POST, PUT, DELETE methods with configurable headers, authentication, and request bodies.
- Captures multi-step API sequences to simulate real integration flows.
- Validates API responses using JSONPath, response size, schema checks, and keyword scans.
- Ensures API correctness and early detection of malformed responses.
- Tracks performance of backend services powering APIs, enabling teams to identify bottlenecks in upstream systems.
- Helps teams enforce API SLAs and ensure smooth integration with partners and internal applications.
- Tracks the availability and performance of your SOAP-based web services.
- Runs health checks to ensure the availability of your gRPC services and the functionality of all related services.
- Monitors your WebSocket endpoints to identify service interruptions.

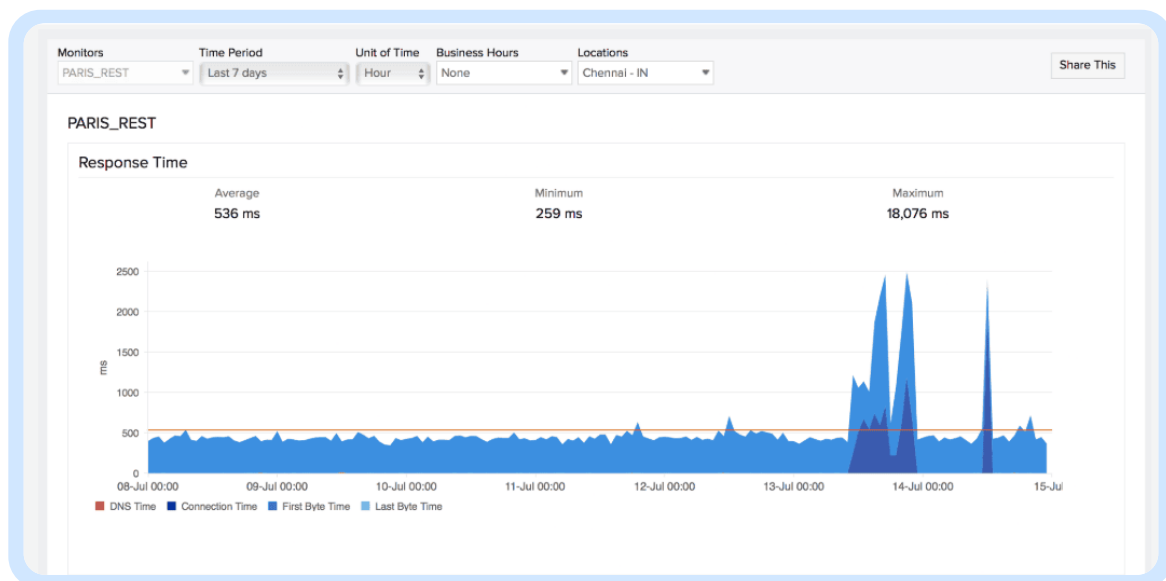


Fig:API monitoring in ManageEngine Site24x7

Operational benefits

- Delivers a unified view of user experience, website health, internet routing, and API reliability.
- Helps organisations detect issues early through proactive synthetic tests and global performance checks.
- Strengthens security posture by monitoring certificates, defacement attempts, malware risks, and reputation status.
- Reduces MTTR with end-to-end visibility across digital workflows, network paths, and API responses.
- Ensures high-quality digital experiences across websites, applications, mobile platforms, and services.

Unified log management

Overview

Site24x7 Unified Log Analytics provides centralised log collection, indexing, search, and analysis across applications, servers, containers, cloud services, and network devices. It helps teams troubleshoot faster by correlating logs with metrics, traces, events, and application performance data—all within a single observability platform.

Key capabilities

- Supports ingestion and parsing of **100+ log types** across applications, servers, databases, containers, firewalls, proxies, cloud services, and network devices.
- Supports **log agents, agentless log collection, cloud-native log ingestion, and custom log formats**.
- Collects logs from remote servers and devices over secure channels without requiring local storage or manual transfers.
- Supports lightweight log shippers that forward application, server, and container logs in real time for centralised analysis.
- Automatically parses logs using pre-built templates for common technologies (Apache, NGINX, MySQL, Windows Event, IIS, Kubernetes logs, application logs, etc.).

- Converts unstructured logs into structured fields for easy search and analysis.

Centralised log collection and processing

- Unified ingestion pipeline for text logs, JSON logs, application logs, and cloud logs.
- Offers near real-time log streaming and long-term storage options.
- Automatically identifies patterns, anomalies, spikes, and error clusters.
- Applies retention policies based on organisational requirements.
- Allows teams to assign tags to logs (e.g., application, service, environment, team, region) for improved organisation and filtering.

Powerful search and query engine

- Provides advanced search using keywords, Boolean expressions, field-based filters, and time-range queries.
- Supports tailing logs in real-time for on-the-fly debugging.
- Enables grouping, aggregation, sorting, and visualisation of log data for deeper insights.
- Allows building saved searches, default out of box dashboards for every log type, and custom alerts.

Correlation with metrics, APM and events

- Correlates logs with **application traces, infrastructure metrics, events, and APM data** for full-context troubleshooting.
- Helps teams quickly understand whether an issue originates from code changes, configuration drift, infrastructure faults, or external dependencies.
- Allows jumping directly from an application error trace to the exact log entry that caused the issue.

Kubernetes and container log analytics

- Collects Kubernetes pod logs, container stdout/stderr logs, and cluster-wide logs from nodes and services.
- Provides context by linking container logs to pod health, node metrics, and orchestrator events.

Cloud log integration

Supports ingesting logs from:

- **AWS CloudWatch Logs**
- **Azure Monitor Logs**
- **GCP Cloud Logging**
- **OCI Logging**

Allows teams to unify multi-cloud logs under a single pane of glass.

Alerts and automation

- Alerts on specific log patterns, keywords, error codes, or frequency thresholds.
- Detects sudden increases in warnings, exceptions, or failure logs.
- Supports automated remediation workflows and webhook integrations.

Operational Benefits

- Accelerates root-cause analysis with centralised, correlated log visibility.
- Reduces time spent switching between tools and dashboards.
- Helps detect issues early by monitoring abnormal log patterns and spikes.
- Supports compliance, audit readiness, and security investigations.
- Enables teams to manage logs at scale across hybrid, multi-cloud, and distributed systems.

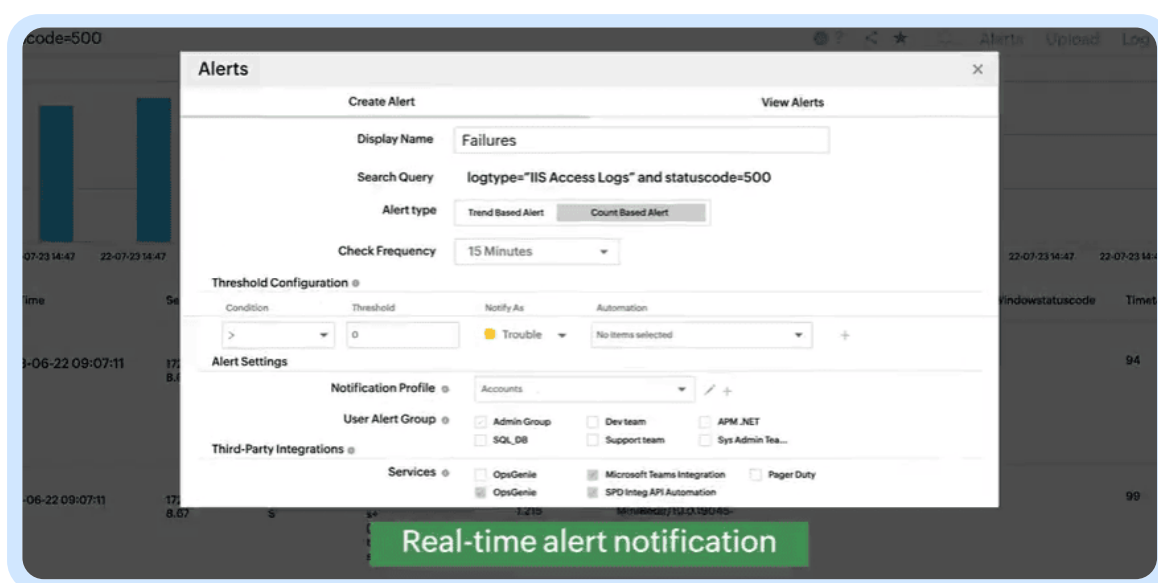


Fig: Alert configuration in ManageEngine Site24x7

AIOps

Overview

Site24x7 AIOps delivers intelligent automation and analytics to help teams detect anomalies early, predict future risks, and identify root causes quickly across applications, infrastructure, networks, and cloud environments. By combining machine-learning models, predictive algorithms, and domain-aware correlation, Site24x7 reduces alert noise, shortens diagnosis time, and improves operational resilience.

Anomaly detection

- Uses **Matrix Sketching** and **Robust Principal Component Analysis (RPCA)** to model normal behaviour across performance metrics, logs, and service telemetry.
- The ML engine is trained using the **most recent two weeks of data**, ensuring adaptation to seasonal patterns, traffic surges, and current load characteristics.
- Automatically detects deviations such as sudden latency spikes, throughput drops, resource saturation, API anomalies, and response-time irregularities.
- Each detected anomaly is classified into **Information**, **Likely**, or **Confirmed**, helping teams distinguish between benign fluctuations and genuine issues requiring immediate action.

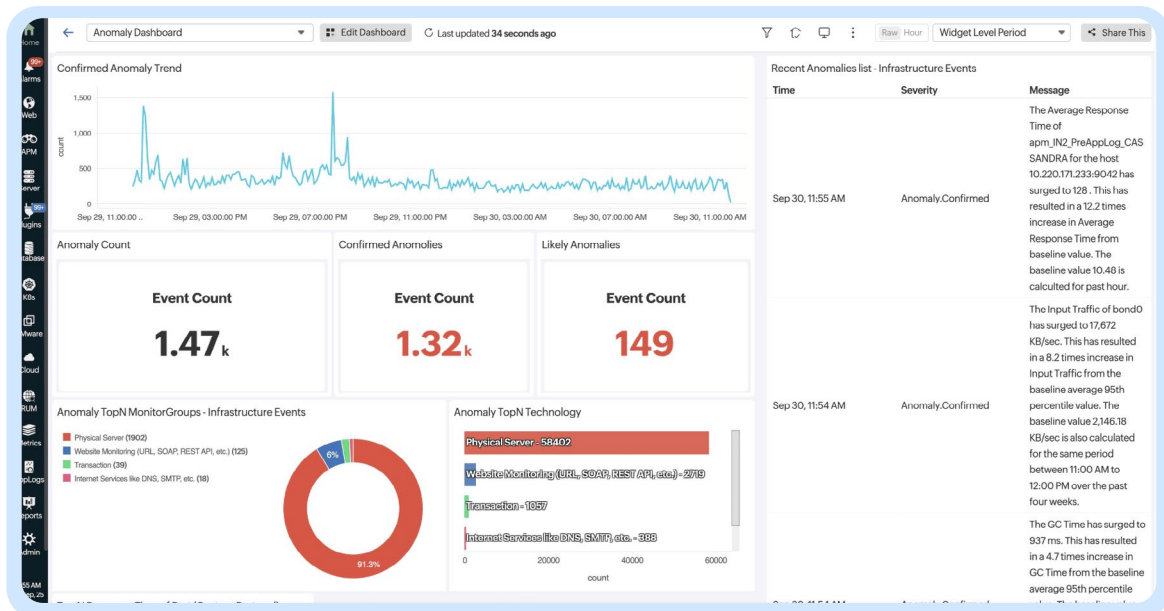


Fig: ML based anomaly detection in ManageEngine Site24x7

Forecasting

- Uses **Exponential Smoothing** algorithms to predict future values for key performance and resource-usage metrics.
- Generates highly responsive predictions using **two weeks of historical data**, providing accurate short-term insights without requiring long baselines.
- Predicts thresholds, utilisation trends, saturation risks, and scaling requirements for servers, networks, databases, and cloud resources.
- Helps teams plan proactively for traffic peaks, capacity shortages, infrastructure expansion, and autoscaling strategies.

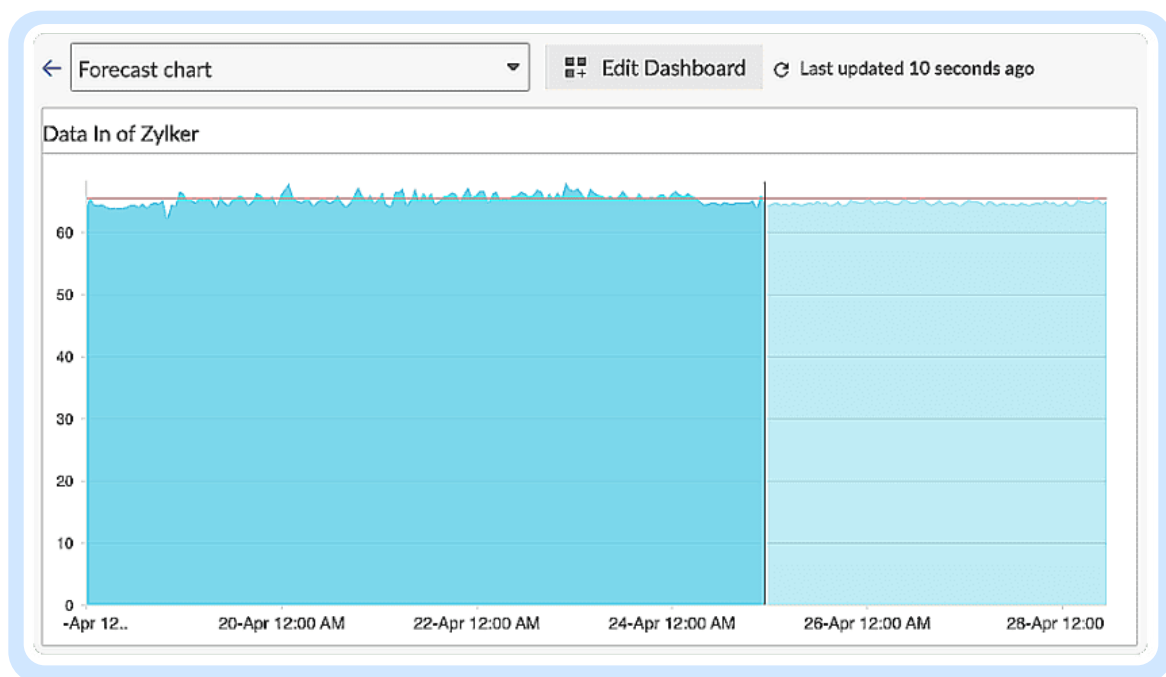


Fig: ML-based forecasting in ManageEngine Site24x7

Event correlation

- Employs Domain-Aware Event Correlation to understand relationships among applications, services, servers, cloud components, containers, and network devices.
- Uses ML-based correlation to detect frequent event co-occurrences and correlation patterns across distributed environments.
- Automatically groups related alerts and events into aggregated “Problems,” preventing alert storms and simplifying triage.
- Highlights patterns based on topology, dependencies, timing, and past incident structure to refine correlation accuracy.

Causal analysis

- Uses a combination of **domain-aware dependency mapping** and **AI-based inference** to identify the probable root cause within each correlated Problem.
- Evaluates timing, resource stress, upstream/downstream dependencies, and service topology to determine the initiating component.
- For application-related issues, integrates **distributed tracing** to pinpoint the exact service, method, or downstream call responsible for the disruption.
- Helps teams quickly isolate whether an incident originated from code changes, configuration drift, infrastructure degradation, network latency, or external dependencies.

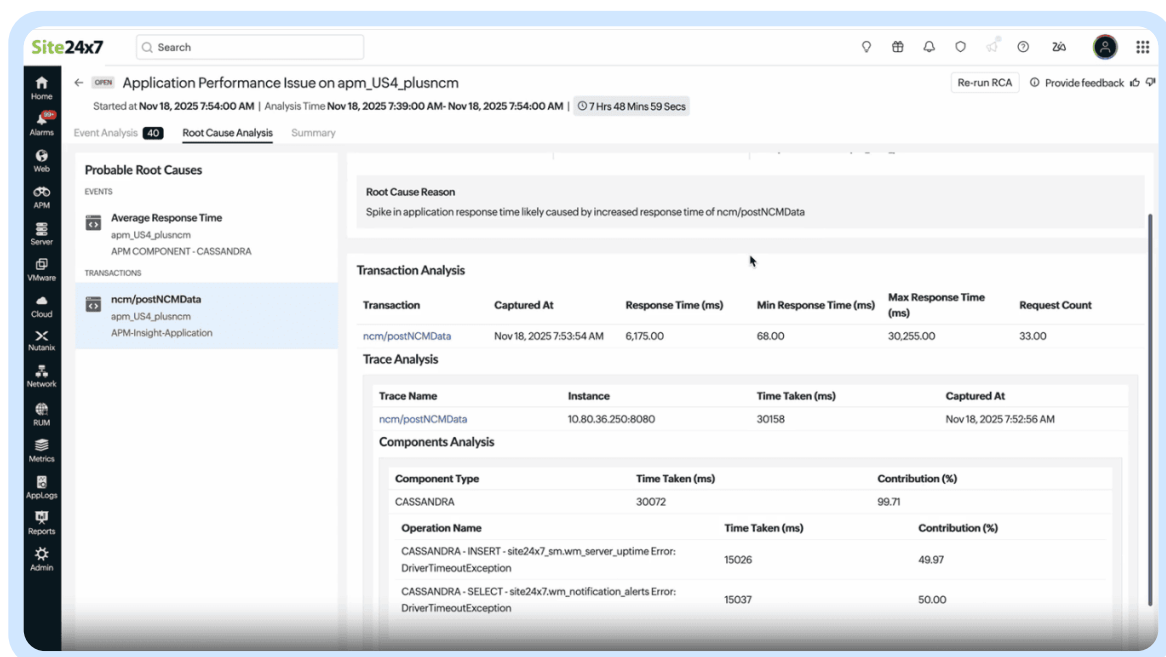


Fig: AI-based event correlation in ManageEngine Site24x7

Operational benefits

- Detects service degradation early by identifying anomalies before users are affected.
- Reduces MTTR with automated event grouping and AI-driven causal insights.
- Minimises noise by consolidating related alerts into clear, actionable Problems.
- Strengthens capacity planning and operational predictability through accurate forecasting.
- Improves reliability of complex, distributed, and cloud-native systems with continuous intelligence across logs, metrics, events, and traces.

Zia – GenAI-Powered Virtual Assistant

Agent Zia is Site24x7's GenAI-powered virtual assistant designed to simplify troubleshooting, accelerate analysis, and automate day-to-day monitoring tasks. It transforms raw observability data into actionable intelligence, helping teams work faster and more efficiently.

Key Capabilities

- **AI-generated report summaries** provide quick insights by interpreting performance trends, anomalies, and behavioural patterns across your monitoring data.
- **Trend and pattern identification** enables rapid understanding of long-term performance behaviours and emerging issues.
- **Contextual help and knowledge** retrieval delivers instant access to Site24x7 help documents, configuration guides, and knowledge-base snippets directly within the console.
- **NLP-powered chatbot responses** allow users to ask natural-language questions and receive immediate, meaningful answers without navigating multiple dashboards.
- **Prompt-based automation** lets teams request insights and instantly generate configurations like Terraform files or plugin scripts using plain language.
- **AI-generated log patterns** allow Zia to analyse logs and automatically produce reusable patterns for classifying and identifying log types in future investigations.

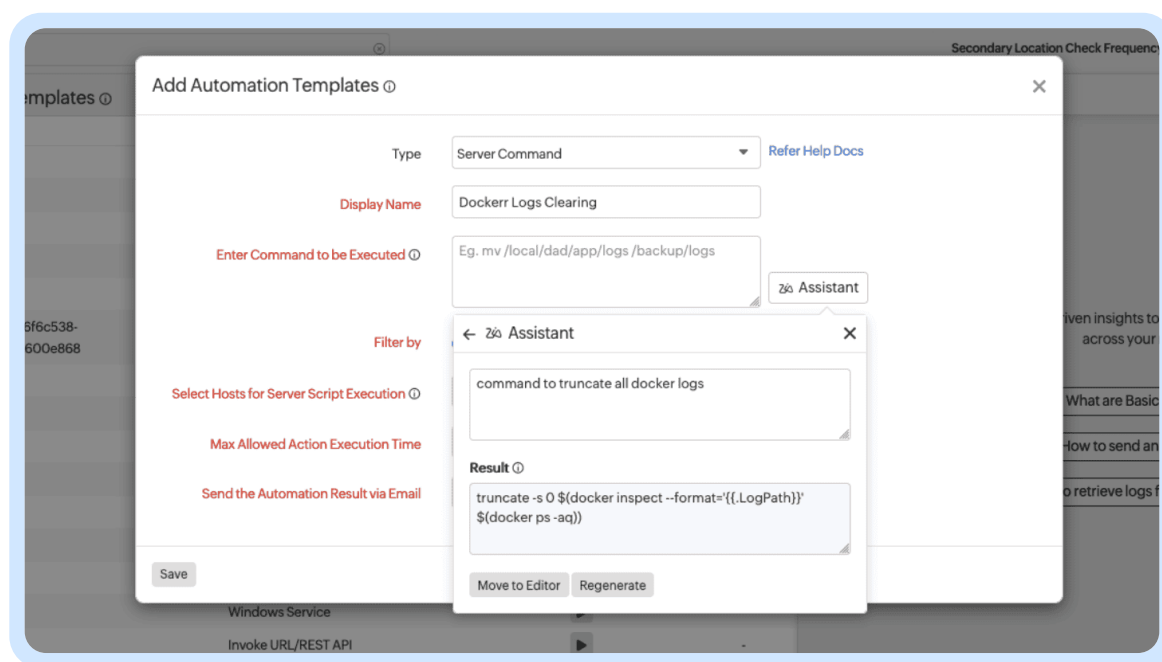


Fig: Zia generating docker commands for IT automation

Platform features

User and alert management

Manage user roles, set up alerts, and organise users into groups for monitoring and notifications. Alerts can be sent via email, SMS, or phone call. Users are assigned roles based on their responsibilities and can be managed by going to **Admin > User and Alert Management**.

Roles overview:

- **Super Admin:** Full control over the account.
- **Admin:** Similar to Super Admin but with limited billing and On-Premise Poller access.
- **Operator:** Read-only access but can manage maintenance windows and create reports.
- **Spokesperson:** Read-only access to most modules and reports.
- **Billing Contact:** Access to subscription settings only.
- **Hosting Provider:** Can only schedule maintenance.
- **Read-Only:** View-only access with some actions like exporting reports.

These roles ensure appropriate access and management based on user needs.

Monitor groups and tags

- **Monitor Groups:** Organise resources by business application, geography, or type, with nested Subgroups and Business Views for better management and reporting.
- **Capacity Planning:** Analyze monitor group data to determine the resources needed for optimised operation and future planning.
- **Health Checks:** Monitor the availability and health of resources, with alerts and detailed RCAs to reduce alert noise.
- **Tags:** Classify and manage resources using customisable key-value metadata for better sorting and reporting.

Configuration profiles

- **Location Profiles:** Set consistent monitoring locations across various monitor types, with 130+ global locations and On-Premise Pollers.

- **Threshold and Availability Profiles:** Configure alert conditions based on resource performance, with custom thresholds and advanced settings for reducing false alerts.
- **Notification Profile:** Configure alert frequency, delays, and escalation settings for Down, Trouble, or Critical status changes via multiple notification mediums.
- **Credential Profile:** Securely store and manage sensitive credentials for easy association with monitored resources.
- **Email Templates:** Customise alert email content and associate templates with notification profiles.
- **Global Parameters:** Define custom name-value pairs for global configuration, which can be embedded into monitoring forms and text fields.
- **OAuth Providers:** Set up OAuth 2.0 providers for secure API monitoring, generating access tokens for authentication.
- **Web Tokens:** Use JSON Web Tokens (JWT) for secure, delegated access to protected resources during monitoring.
- **Device Key:** A unique key for securely collecting and transferring performance data via Site24x7 agents, with access restricted to Super Admins and Admins.

Bulk actions

Manage multiple monitors at once, including activation, deletion, and modifications. Supports bulk importing and exporting via CSV, JSON, or HAR (up to 10,000 monitors).

Configuration rules

Automate monitor configurations and track changes with custom rules to streamline tasks like adding tags or modifying groups.

Alerts

Set alert thresholds for performance issues, with options for alerts via SMS, calls, and integrated third-party tools. Advanced settings help avoid alert overload.

Anomaly dashboard

AI detects performance spikes and irregularities, sending early warnings to prevent failures, with options to share anomalies via email or export the data as a CSV or PDF.

IT automation

Automate tasks like server scripts, service management, and cloud actions to reduce downtime. Requires monitoring agents and supports up to 100 automations per account.

Alarm management

View and prioritise alarms by severity, assign them to technicians, and mute alerts when needed. Alarms can be shared as CSV or PDF.

Dashboards

- **System Dashboards:** Auto-generated dashboards such as Operational, NOC, and Anomaly Dashboards based on monitor data.
- **User-Defined Dashboards:** Custom Dashboards, Business Views, and Infrastructure Maps allow personalised views but require a paid plan.
- **Custom Dashboards:** Create tailored views with up to 100 dynamic widgets, auto-refreshing every minute.

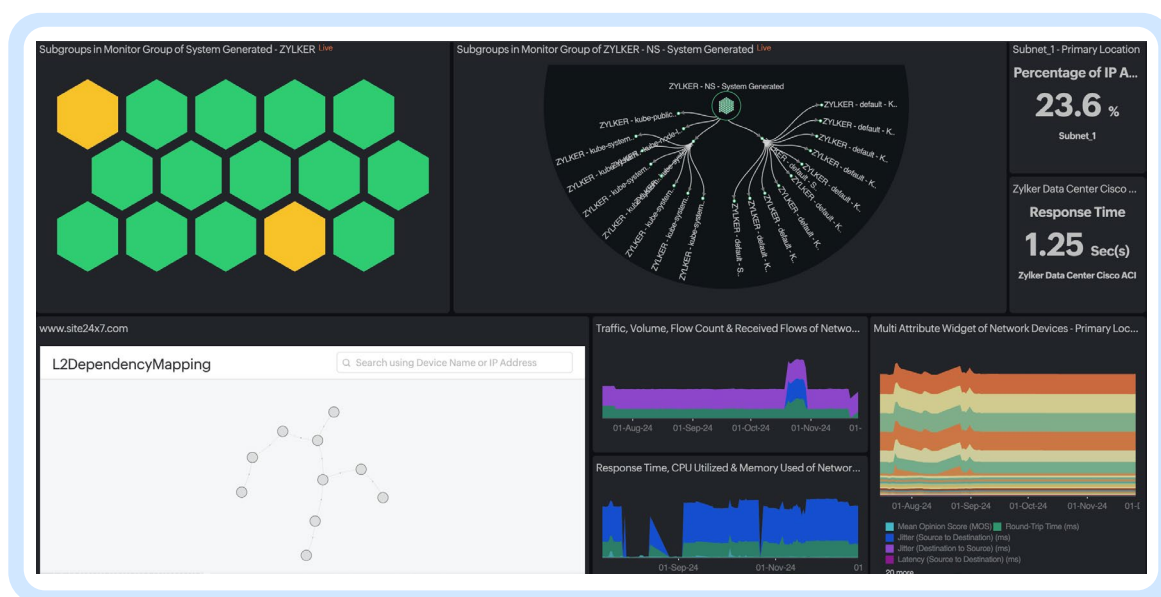


Fig: ManageEngine Site24x7 dashboards

- **Infrastructure Maps:** Manually map network topology to visualise device statuses and troubleshoot issues quickly.
- **Business Views:** Filter and view the availability of monitors, groups, and subgroups, using system-generated or default templates.

Reports

Site24x7 provides detailed reports on availability, performance, and security metrics.

Key reports include:

- Summary, Availability Summary, and Busy Hours
- Health Trend, Performance, and Top N/Bottom N
- Global Benchmark, Custom, Outages, and Security
- SSL/TLS Grade, Brand Reputation, and Real-time Blocklist
- Poll Now and Forecast

You can schedule reports daily, weekly, monthly, or quarterly via Admin > Report Settings in Site24x7.

Teams management

Organise IT monitoring across teams or business units by grouping resources based on application, geography, or ownership. Benefits include:

- Optimised account management and resource segregation.
- Centralised billing and subscription management.
- Scalable model for managing multiple business units efficiently.

Scheduled maintenance

Schedule maintenance windows to suppress alerts during planned downtime. You can enable monitoring during maintenance to track real-time statuses. Customise the maintenance period and apply automation to avoid unnecessary alerts, ensuring no false alerts during activities like log backups or application reboots.

Mobile, TV, and tablet apps

Site24x7's mobile apps for Android and iOS provide real-time monitoring of websites, servers, applications, and cloud resources, enabling seamless IT management on the go. You can get instant alerts, analyse the root cause of issues, assign technicians, and resolve issues quickly to reduce MTTR.

Collaborate efficiently with Zoho Cliq integration, share RCA and outage reports as PDFs, and access visual KPIs through intuitive dashboards. Features like the NOC View,

Siri Shortcuts, widgets, and customizable themes enhance usability and efficiency. You can also track SLA compliance and outage history. Additionally, you can view critical issues on Android and Apple TV when away from your devices.

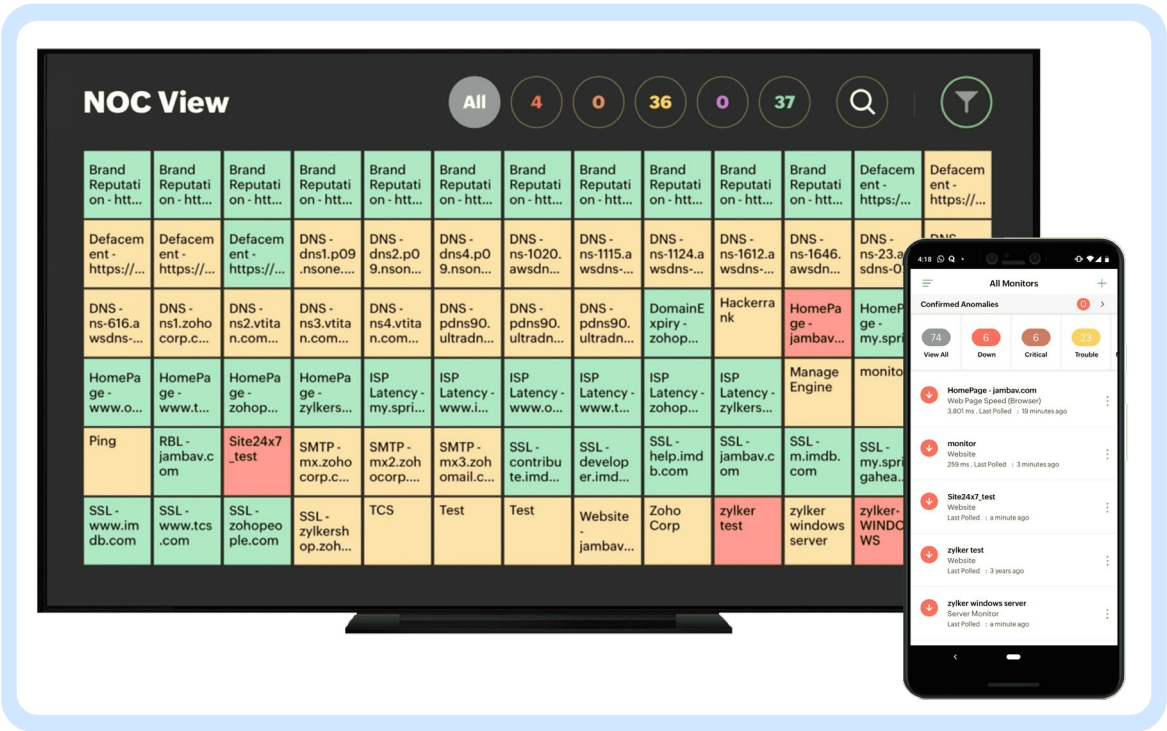


Fig: ManageEngine Site24x7 TV and mobile apps

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 check 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

Site24x7 offers multiple plan categories—each designed to support different operational and scaling needs.

Each subscription plan includes a defined allocation of **Basic Monitors, Host Monitors, Advanced Monitors, RUM page views, and Network Components**. Customers can select the plan that best aligns with their operational needs and scale further by purchasing additional add-ons at any time.

You can upgrade or switch between plans at any point during your active subscription cycle. Site24x7 supports payments via **Credit Card, PayPal, and Purchase Orders**. Credit Card and PayPal subscriptions renew automatically based on your chosen billing period.

Add-ons allow you to expand your existing subscription without changing your plan. You can add or reduce monitors, page views, log ingestion, network components, or other resource types depending on your requirements. Add-ons can be purchased in any quantity supported by the chosen plan. For detailed information on add-on pricing and licensing rules, please refer to the [Site24x7 pricing page](#).

Availability of Trial Service

ManageEngine Site24x7 offers a [30 day Free Trial](#) wherein you can try the product full-fledged. If you register for a free trial of the Service, Zoho will make the Service available to you on a trial basis free of charge until the earlier of (i) the end of the free trial period of the Service (unless terminated earlier by you), (ii) the start date of the paid subscription period for the Service, or (iii) termination by Zoho in its sole discretion. We reserve the right to terminate your trial account unless you (i) purchase the corresponding paid subscription plan for the account, (ii) purchase applicable Service upgrades, or (iii) export such data before the end of the trial period. In the event of such termination, any data that you enter into the Service, and any customisations made to the Service during the free trial will be permanently lost. Notwithstanding anything contained in this section, Service is offered as-is during the free trial, without any warranty, covenant, support or liability whatsoever, to the extent permitted by law.

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

The on-boarding process for ManageEngine Site24x7 involves several steps to help users start using the service effectively. This may include a kick-off meeting with key team members to understand your specific requirements and goals. We assign a dedicated point of contact, such as a Sales Manager or Customer Success Manager(CSM), who will provide assistance and guidance throughout the on-boarding process. We provide comprehensive documentation and training resources to help you set up and configure the service according to your needs. Additionally, we offer on-site visits and set-up assistance if required. Furthermore, our [Learning Management System \(LMS\)](#) portal offers a structured approach to learning, with curated tutorials and resources to enhance user understanding. In addition to these resources, we proactively engage users through a series of informative mailers designed to provide tips, tricks, and best practices for utilising the product. This ongoing communication ensures that users stay informed and empowered throughout their journey with our service. Overall, our comprehensive approach to user support aims to facilitate a smooth and successful onboarding experience, allowing users to realise the benefits of our product quickly. Please note that the level of assistance provided may vary depending on the specific service plan and any applicable terms and conditions.

When it comes to off-boarding, we ensure a smooth transition for users who stop using the service. Our team will work closely with you to understand the reasons for discontinuing the service and provide any necessary support during the off-boarding process. We will provide data export options to migrate data and configurations to other tools.

Our goal is to ensure that you have a positive experience both when starting to use our service and when you decide to stop using it. Our support materials include a detailed user guide, a troubleshooting guide, and video tutorials that offer step-by-step instructions on using the service effectively. Users can also access a comprehensive demo account to gain hands-on experience and explore various features in a simulated environment. Our team is committed to providing excellent customer service and will work closely with you to meet your on-boarding and off-boarding needs.

Training

ManageEngine Site24x7 provides various training facilities to help users effectively utilise the service. We offer online help and assistance, including comprehensive documentation and on-demand tutorials, to guide users through the features and functionalities of the platform. Additionally, we provide quarterly online free-training, introductory and on-boarding services to facilitate orientation for new users. These services include personalised onboarding sessions, training webinars, and access to our customer support team for any questions or assistance needed during the initial stages of using the service. Our goal is to ensure that users have the necessary resources and support to maximise the benefits of ManageEngine Site24x7.

Implementation Plan

A detailed implementation plan can be provided to the buyer on request and we offer both paid online and onsite implementation services. ManageEngine Site24x7 offers an all-in-one monitoring solution that covers various aspects such as website monitoring, server monitoring, cloud monitoring, network monitoring, plugin integrations, APM insight, real user monitoring (RUM), log management, status pages, digital risk analysis, and remote infrastructure monitoring for MSPs. Our implementation plan will outline the steps and processes involved in setting up and configuring the monitoring services based on your specific requirements.

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. We respond to the security or privacy incidents you report to us through incidents@zohocorp.com, with high priority. For general incidents, we will notify users through our blogs, forums, and social media. For incidents specific to an individual user or an organisation, we will notify the concerned party through email (using their primary email address of the Organisation administrator registered with us)

Service Constraints

Site24x7 has certain constraints that may apply based on the specific features and functionalities of the service. These constraints could include performance limitations, availability and support hours, maintenance windows, level of customisation permitted, and the schedule for deprecation of functionality/features. To obtain detailed information about any service constraints that may be applicable to your specific requirements, we recommend contacting the ManageEngine Site24x7 team directly. They will be able to provide you with specific details and address any concerns you may have regarding service constraints. There are no constraints with this service being delivered by Site24x7 as they align with industry standards and regulatory frameworks relevant to the operations. We have disaster recovery data centres that ensure high availability and seamless access to monitoring data. Also, since there are multiple data centres, the chances of latency are very minimal. With annual planned maintenance drills for both primary and secondary data centres, we ensure the proper functioning of both primary and secondary data centres. Adjust firewall policies to allow the necessary domains and IPs for uninterrupted access to the data centres, seamless communication, and real-time monitoring.

Service Levels

ManageEngine Site24x7 offers a range of service levels to ensure optimal performance, availability, and support for our customers. Our service levels include performance monitoring, uptime tracking, and real-time insights into the health of your website, servers, cloud resources, network devices, and applications. We provide comprehensive plugin integrations, APM insight for troubleshooting performance issues, real user monitoring (RUM) to manage digital experience, log management for monitoring and troubleshooting, and hosted status pages for incident communication. While specific service level agreements may vary based on your requirements, we are committed to delivering high-quality service and meeting agreed-upon performance and availability targets. Our support hours are designed to provide timely assistance, and we offer different severity definitions to prioritise and address issues effectively. To ensure a mutually agreed service level, we encourage discussing and finalising the service levels prior to placing an order. This allows us to document the agreed-upon service levels in the Order Form, ensuring clarity and alignment between both parties. Please note that the specific service levels and agreements may be further discussed and customised based on your specific needs and requirements. Our team

is dedicated to working closely with you to ensure that the service levels meet your expectations and deliver the desired outcomes.

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.
- Ensure that you upgrade to the latest agent versions and On-Premise Pollers for seamless usage.
- 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

As a customer using ManageEngine Site24x7, there are certain responsibilities and contributions that you may need to be aware of. These include providing access to personnel or IT systems that are necessary for the success of the project. In terms of obligations, it is important to note that ManageEngine Site24x7 offers an all-in-one monitoring solution that covers various aspects such as website uptime tracking, server workload monitoring, cloud resource insights, network device health monitoring, plugin integrations, application performance troubleshooting, real user monitoring, log management, hosted status pages for incident communication, digital risk assessment, and remote infrastructure monitoring for MSPs. To ensure the smooth implementation and operation of ManageEngine Site24x7, your active participation and cooperation

may be required in terms of providing necessary access and information related to your personnel and IT systems. Please note that the specific customer responsibilities may vary based on your specific requirements and the agreed-upon terms and conditions. It is recommended to discuss and clarify these responsibilities with the ManageEngine Site24x7 team to ensure a clear understanding and alignment between both parties

Technical Requirements and Client-Side Requirements

ManageEngine Site24x7 has specific technical requirements and client-side requirements to ensure the successful implementation and operation of the service. In terms of technical requirements, ManageEngine Site24x7 is an all-in-one monitoring solution that covers various aspects such as website uptime tracking, server workload monitoring, cloud resource insights, network device health monitoring, plugin integrations, application performance troubleshooting, real user monitoring, log management, hosted status pages for incident communication, digital risk assessment, and remote infrastructure monitoring for MSPs.

Client-side requirements may include providing necessary resources such as personnel or time to support the implementation and ongoing use of ManageEngine Site24x7. They are also expected to meet the system requirements for installing our agents and On-Premise Pollers. These requirements can be discussed and agreed upon prior to placing an order, and they should be documented in the Order Form to ensure clarity and alignment between both parties

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 licence 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.

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

How UniServity ensured global learning reliability with Site24x7

UniServity, a global Web 2.0 learning platform provider, delivers virtual learning environments that enable schools and students worldwide to collaborate and create their own websites with granular access controls. With a rapidly expanding global user base, UniServity needed to ensure high availability, consistent performance, and a reliable end-user experience across all regions.

To meet this need, UniServity adopted Site24x7 for comprehensive website and end-user experience monitoring. Their global platforms hosted in the UK, US, Hong Kong, China, and Singapore are monitored using Site24x7's worldwide monitoring locations. Multi-step synthetic tests help validate complete workflow performance.

According to Brian from UniServity, the service offered easy onboarding, strong customisation capabilities, and global reach that aligned with their customer footprint. The team uses instant alerts for rapid issue triage and resolution, quickly distinguishing application issues from regional network problems. External monitoring also allows them to test user journeys, manage maintenance windows, and support SLA-driven reporting with clear indicators for downtime and maintenance periods.

UniServity reports significant operational benefits: faster problem resolution, reduced performance-related helpdesk calls, clearer root-cause identification, and improved customer trust. SLA insights now help them demonstrate service reliability and deliver on promised performance standards.

Effortless Monitoring for Every Environment: tecRacer's Journey

tecRacer, an AWS Premier Consulting Partner, struggled with overly complex monitoring tools that produced overwhelming and irrelevant data, making troubleshooting inefficient. Seeking a simple, unified solution for monitoring and alerting across diverse customer environments, the team adopted Site24x7 in 2017.

With Site24x7, tecRacer gained **centralised monitoring across AWS, hybrid, and on-premises environments**, enabling complete visibility from high-level status down to individual monitors. This helped them meet strict customer SLAs by providing a reliable control mechanism for tracking alarms, validating CloudWatch alerts, and ensuring consistent service delivery.

Site24x7's stability and flexibility strengthened tecRacer's internal ITO processes, improving incident and change management, and significantly enhancing customer service. Onboarding new customers became quick and effortless, with setup taking less than half a day far simpler than previous tools.

Continuous feature updates and strong adaptability made Site24x7 a natural fit for tecRacer's fast-evolving AWS ecosystem. The platform now enables tecRacer to provide dependable monitoring, faster issue resolution, and clear SLA reporting, helping them deliver superior managed services across industries.

For more case studies, visit [this page](#).

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