



ManageEngine Analytics Plus

From real-time IT intelligence to autonomous workflows, Analytics Plus powers your transition to an agentic AI ecosystem.



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Introduction

Company Overview

History: Formerly known as AdventNet Inc., Zoho Corporation started its operations in 1996 delivering web-based network management tools for telecom service providers. In 2002, the company diversified into IT management solutions for small, medium, and large enterprises. In 2005 with cloud taking off the company forayed into business SaaS with the introduction of Zoho Writer. By 2009, as the product portfolio became vast and diverse, the company was rechristened Zoho Corporation, which now serves as the umbrella firm for four distinct divisions: ManageEngine, Zoho.com, Qntrl, and TrainerCentral.

About our Company: ManageEngine is the enterprise IT management division of Zoho Corporation. We offer comprehensive on-premises and cloud-native IT and security operations management solutions for global organisations and managed service providers. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere—better, safer, and faster.

Established and emerging enterprises organisations rely on ManageEngine's real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints and more. ManageEngine has 18 data centres, 20 offices and 200+ channel partners worldwide to help organisations tightly align their business to IT.

ManageEngine's solutions include tools for Identity and Access Management, Enterprise Service Management, Endpoint Management and Security, IT Operations Management, Security Information and Event Management, Advanced IT Analytics, and Low-code app development.

Our Global Market: ManageEngine's solutions are industry-agnostic, designed to support organisations of all sizes across diverse sectors. In the UK, our customer base spans a wide range of industries, with strong adoption across BFSI, Healthcare, Government and Public Sector, Manufacturing, Education, IT & Technology, and

Hospitality, among others. This broad presence reflects the flexibility and scalability of our portfolio in addressing varied IT management and security needs.

Our Values & Goals

Simplicity without compromise

We aim to simplify IT management without sacrificing functionality. Our solutions are designed to be intuitive, easy to deploy, and straightforward to manage—eliminating unnecessary complexity and reliance on third-party services.

Customer-led innovation

Customer needs drive our product strategy. Backed by a strong in-house R&D team, we continuously develop solutions that address real-world IT challenges, guided by direct feedback and hands-on usage.

Transparency and long-term value

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

Empowering business-aligned IT

We focus on enabling strong alignment between IT and business objectives through continuous innovation, contextual integrations, and forward-looking solutions that support long-term growth.

Product Introduction

Overview of the G-cloud service:

ManageEngine Analytics Plus is a powerful AI-powered IT analytics and decision intelligence platform that transforms complex IT data into real-time, actionable insights. Designed for modern enterprises, it delivers unified visibility, correlations, predictive intelligence, and strategic decision-making across every layer of IT.

Powered by agentic AI, decision intelligence, and GenAI, Analytics Plus enables teams to automate workflows, predict issues before they occur, and implement corrective actions all without code.

From monitoring network performance and application availability to evaluating technician productivity and detecting security anomalies, Analytics Plus elevates IT operations into a strategic advantage, driving IT at 10x efficiency with faster, data-driven decisions.

It integrates with 250+ IT and business applications, including the ManageEngine suite. These integrations can be configured in minutes, delivering 800+ prebuilt reports and dashboards empowering organisations make data-driven decisions that enhance operational efficiency and drive business success.

How it helps:

Modern IT ecosystems are more complex than ever, data is scattered, insights are buried, and decisions are delayed. Analytics Plus cuts through this chaos by bringing all your IT and business data together into one powerful analytics platform. With built-in AI, ML, and GenAI capabilities, Analytics Plus doesn't just help you analyse data, it helps you act on it.

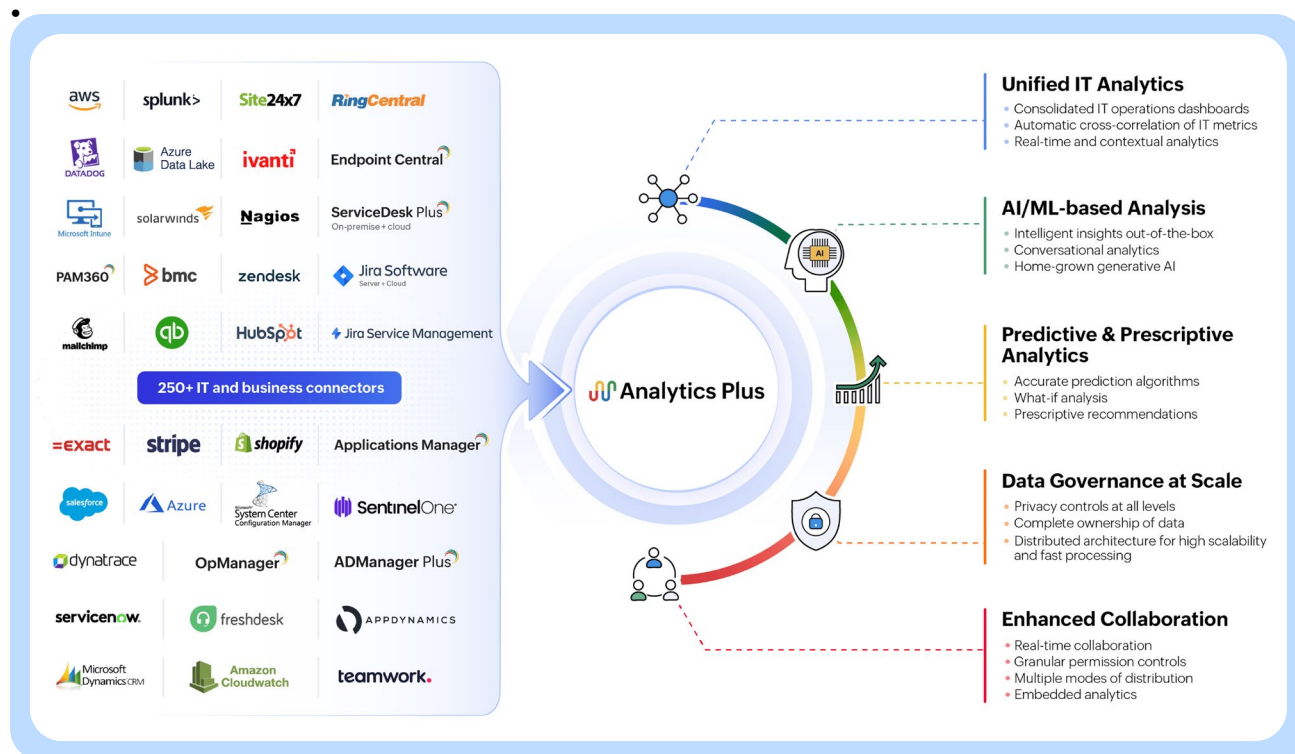
It strengthens decision-making by providing clear context around what's happening, why it's happening, and how to respond. Teams can identify issues earlier, eliminate bottlenecks, and resolve problems with greater confidence leading to faster resolutions and more enhanced service delivery.

At a strategic level, Analytics Plus helps leaders anticipate future needs, plan with precision, and ensure technology investments directly support business goals. The result is an IT organisation that operates with higher efficiency, and stronger governance, turning everyday operations into a long-term competitive advantage.

Who might benefit:

Analytics Plus benefits a broad set of stakeholders across the organisation:

- **Executive Leadership (CIOs, CTOs, Digital Transformation Officers)**
Gain a unified, business-aligned view of IT performance, helping them make confident, data-driven decisions and maximise ROI from technology investments.
- **IT Operations & NOC Teams**
Monitor infrastructure, applications, and services holistically, enabling faster detection of issues, improved service reliability, and smoother operations.
- **Security Leaders & SOC Teams**
Strengthen security posture with visibility into anomalous behaviour, risk patterns, and potential vulnerabilities across the IT landscape.
- **Service Desk Managers & Support Teams**
Understand workloads, SLA trends, ticket bottlenecks, and technician performance to deliver faster, more consistent service experiences.
- **Business Managers & Department Heads**
Access clear, reliable insights to track KPIs, optimise processes, and make informed decisions without relying extensively on data specialists.
- **Data Analysts & Citizen Data Users**
Use self-service analytics, natural language queries, and automated visualisations to explore data independently and communicate insights effectively.



Alt text: Analytics Plus overview

Benefits

1. Unified insights

Break down data silos with 250+ robust out-of-the-box integrations. These integrations can be configured in minutes, delivering 800+ prebuilt reports and dashboards. Correlate data across files, databases, applications, and cloud services to get a single-pane-of-glass view.

2. Supercharge IT Intelligence:

Empower your IT ecosystem with LLM-powered intelligence to import data, perform complex analyses, and extract actionable insights and recommendations. Integrate your preferred LLM for automated analysis, real-time insight interpretation, and intelligent workflow automation, turning IT data into a dynamic, strategic asset that enables faster, smarter operations.

3. Orchestrate agentic AI workflows:

Transform real-time IT metrics into intelligent, actionable triggers powered by AI orchestration. AI automatically initiates workflows such as scaling infrastructure, reallocating resources, or adjusting configurations when dynamic thresholds are met, enabling next-generation IT automation that adapts instantly to changing conditions and enhances speed, efficiency, and reliability across operations.

4. Accelerate decision-making with decision intelligence:

Leverage contextual, AI-driven strategies to tackle operational bottlenecks and prioritise high-impact fixes. The AI-powered decision intelligence platform streamlines decision-making, minimizes monitoring effort, prevents service disruptions, boosts operational

5. Get powerful, code-free insights with Zia's conversational GenAI:

Ask questions and get instant insights with Zia, the GenAI-powered analytics assistant. Use simple voice or text commands to build complex reports and dashboards, decode analyses, uncover root causes, predict outcomes, turn insights into actions, and gain contextual intelligence across your IT environment.

6. Experience contextual intelligence:

Zia adapts seamlessly across IT applications, providing context-aware insights that unify data and drive AI-powered decision-making across the IT stack. This enables smarter, connected ITOps, offering a holistic view of system health, performance, and improvement opportunities.

7. Run complex, tailored computations with no-code ML

Create custom IT analyses effortlessly with a no-code ML builder. Tailor models to your environment to run complex computations such as outage prediction and escalation probability, generating precise, actionable insights.

8. Expedite root cause analysis

Pinpoint key trends driving inefficiencies such as SLA violations, unexpected costs, and resource constraints, and get real-time data-driven remediation strategies that accelerate remediation and restore optimal performance in seconds.

9. Uncover inefficiencies faster with ML-based clustering

Leverage ML algorithms to automatically segment IT resources by shared characteristics, such as frequent downtime or high resolution times, to quickly spot recurring issues and accelerate resolution. Turn these insights into targeted actions that address each segment's unique challenges.

10. Predict trends with precision

Go beyond historical trend forecasting by incorporating real-time factors such as traffic variations, application load, and incident volume to elevate prediction accuracy, optimise resource allocation, and prevent bottlenecks before they impact performance.

11. Detect anomalies early

Automatically flag anomalous activities and trigger alerts only when true risk thresholds are breached. Detect early warning signs, reduce false positives with AI-powered anomaly detection, and empower your team to act fast, implement timely strategies, and overcome operational inefficiencies.

Associated Services

1. Improved Decision-Making: AI-driven insights help teams interpret complex IT data, prioritise actions, and make faster, more informed decisions.

2. Enhanced Productivity: Streamlined data analysis and automated insight generation reduce manual effort, allowing IT teams to focus on strategic tasks.

3. Operational Efficiency: Real-time visibility into performance, availability, and service health enables faster issue detection, quicker resolutions, and more reliable IT service delivery.

4. Cost Optimisation: Advanced analysis helps identify inefficiencies, unused resources, and potential risks early leading to significant savings in IT operations.

5. Enhanced Security Posture: Insights into anomalies, access patterns, and operational risks help strengthen security monitoring and governance.

6. Flexible Deployment & Scalability: Organisations can choose the deployment model (cloud, on-premises, private cloud) that best fits their security, compliance, and growth requirements.

Product Features

Agentic AI

Elevate your IT operations with autonomous decision-making. Agentic AI analyses, acts, and orchestrates responses automatically, helping your team stay ahead with proactive remediation.

[Explore agentic AI capabilities](#)

i. Supercharge IT intelligence:

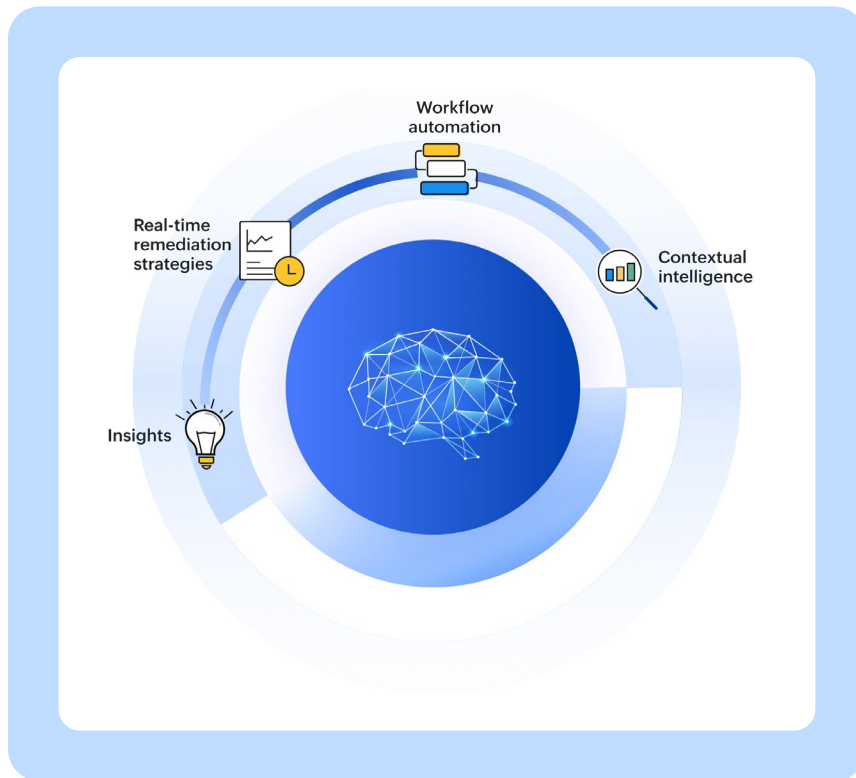
Enable perform complex analyses, and extract actionable insights and recommendations. This makes real-time IT intelligence a central part of workflow orchestrations.

ii. Orchestrate agentic AI workflows:

Transform real-time IT metrics into intelligent, actionable triggers. Automatically initiate workflows based on dynamic thresholds for next-gen IT automation with model context protocol (MCP) support.

iii. Flexible LLM integration:

Integrate the desired LLM for automated analysis, real-time insight interpretation and intelligent workflow automation, making Analytics Plus the central engine of your agentic AI ecosystem



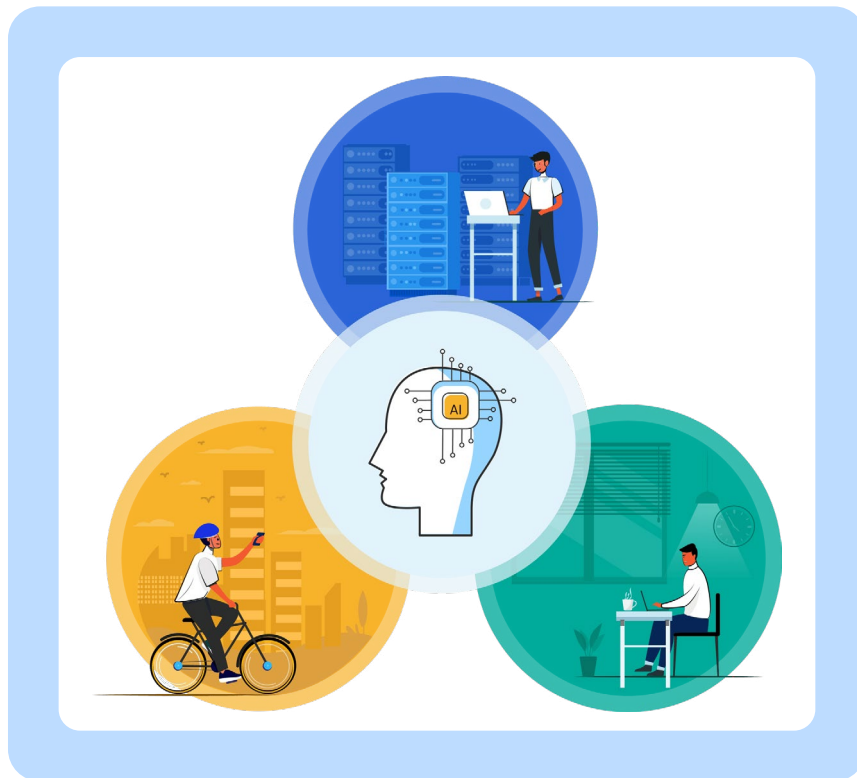
Alt text: Agentic AI

Artificial intelligence

Unlock faster, smarter IT insights with GenAI-powered analytics. Automate complex analyses, uncover hidden patterns, and generate predictive insights. From Zia-powered interactive queries to advanced forecasting, empower IT teams to focus on strategic initiatives and accelerate decision-making.

i. Conversational AI

Ask questions and get instant answers using simple voice or text commands. Zia, our built-in AI assistant, summarises dashboard findings into contextual insights, uncovers root causes, and transforms insights into compelling visuals. No technical expertise required.



Alt text: AI-powered analytics

ii. No-code ML

Create custom IT analyses effortlessly with a no-code builder. Run complex computations, such as outage prediction and escalation probability, using custom ML models that learn how your IT infrastructure operates.



Alt text: Deeper insights with ML models

iii. Cluster analysis

Powered by machine learning algorithms, cluster analysis empowers organisations to group IT entities, such as network devices, into affinity groups, expediting the identification of common inefficiencies.

iv. ML-based dynamic forecasting

Analytics Plus evaluates multiple influencing variables simultaneously to create forecasts that reflect real-world complexity. It accounts for changing trends, seasonal shifts, and usage variations, helping you manage resources, mitigate risks, and stay ahead of demand fluctuations.

Spotlight

Transform IT decision-making with AI-powered intelligence from Spotlight. Gain contextual strategies to address operational bottlenecks and inefficiencies, even those that are often difficult to discern. Prioritise remediation efforts for maximum efficiency.

[Explore spotlight in action](#)



Alt text: Experience Spotlight, the contextual decision intelligence platform

Multi-source data import

Don't let data silos prevent you from getting insights. Analytics Plus imports data from a variety of local files, cloud sources, and databases to help you get a unified view of your IT ecosystem.

i. Integration with 250+ IT and business apps

Eliminate blind spots and gain 360-degree visibility into your IT.

[Explore the full stack of integrations](#)



Alt text: Out-of-the-box integrations

ii. Marketplace app integrations

Analytics Plus is the trusted marketplace partner for popular IT applications.

[Learn more](#)



Alt text: Multi-source data import

Predictive analysis

Still relying on gut instincts to make decisions? With Analytics Plus predictive capabilities, you can easily determine whether you need to increase or decrease your IT budget in line with expected changes in resource and asset requirements.

[Explore more on predictive analysis](#)

i. Forecast resource requirements

Accurately predict and plan resource requirements based on technological trends, organisation growth, attrition rates, and user requirements.

ii. Plan IT asset expenditure

Confidently plan your IT budget by predicting changes in headcount, the total useful life of assets, and upcoming technology changes that might require massive organisation-wide changes.

iii. Orchestrate security updates

Spot potential areas of vulnerability in your systems, and plan security patches to cut down reaction time to threats.

iv. Optimise service processes for CSI

Unearth insights into process gaps, predict technician behaviour, and tailor your processes for continuous service improvement.

Advanced IT analytics

Transform data chaos into clarity with tailored analytics. Break through alert storms, anticipate risks, and keep IT operations resilient. Accelerate investigations and generate reports effortlessly saving them time and effort.

[Explore more](#)

i. Automated anomaly detection

Automatically flag anomalous activities such as unexpected usage spikes or security threats and configure anomaly-based alerts to catch deviations from perceived norms immediately.

ii. Scenario analysis

Perform what-if analysis to simulate all possible operational outcomes by adjusting key variables to drive strategic decisions

iii. Data alerts

Configure threshold-based alerts and execute corrective action anytime a set of predefined conditions are met. E.g., when SLA compliance falls below 95%.

iv. Data snapshots

Capture each transition in your data as a snapshot for future analysis and remediation. Reach back in time and trace the history of incidents and service requests.

v. Reuse reporting logic

Copy the reporting logic used in a report and apply it to a new dataset in just a click. No need to create reports from scratch!

IT correlations

Easily establish relationships between data from various sources and applications. Perform cross-functional analytics by combining data from IT operations, help desks, endpoint management applications, and more.

[Explore correlations in detail](#)

i. Unified IT analytics

Blend data from several IT applications into a single console for unified reporting and analysis.

ii. Centralized metrics library

Access a unified repository for every KPI to ensure consistency and ease of access while analysing IT operations. Users can define, edit, or customise metrics to align with goals, facilitating collaboration and standardised reporting.

iii. Relational data modelling

Apply correlation logic to join tables with common columns and get a coordinated view of two or more tables.

iv. High-octane formula engine

Borrow from a rich library of mathematical, statistical, and logical functions to build calculated metrics and KPIs.

Visual analysis

Get answers to your questions faster. From simple pie charts to heat maps and geo charts, create engaging visualisations that reveal hidden insights on your data. Interact with your visuals, and drill deeper into trends, anomalies, and outliers.

[Explore more about visual analysis](#)

i. Drag-and-drop UI

Creating visualisations just got simpler! Just drag and drop fields into the report builder, and watch Analytics Plus build your visuals for you.

ii. Smart interactions

Give life to your reports with powerful interactions. View underlying data, drill down to view specifics, and get the insights you need without creating multiple reports.

iii. Variety of visualisations

Choose from over 40 visualisation types to represent your data.

iv. Customisable dashboards

Do away with slides. Present compelling data stories using layout-free dashboards. Add charts, pivots, and widgets; insert images; add text; and more.

Sharing and collaboration

Change the way you connect with your team. Share performance updates, tag other users, and alert them of exposed security vulnerabilities. Mail reports as PDFs or images, create slide shares, and engage in meaningful conversations with your team regardless of where they are.

[Explore more sharing options](#)

i. Report commenting

Collaboration just got a whole lot easier with Analytics Plus. Tag DRIs to inquire about trends or anomalies, and have contextual conversations about burning problems.

ii. Fine-grained access control

Maintain control over who sees what with access permission ranging from read-only, read-write, report authoring, drill-down, export, and full ownership rights.

iii. Embedded analytics

Unlock the gateway to insights. Embed reports and dashboards in other applications, intranet portals, forums, and websites, and share insights with end users, partners, vendors, or customers.

iv. Email schedules

Schedule reports and dashboards to reach your inbox directly. Create groups by designation, zone, or access levels, and schedule periodic updates to their inboxes.

v. Other sharing options

Print out reports or dashboards for a good old-fashioned drawing board discussion. Create slide shows, and impress your audience with persuasive stories.

Data Protection

Information Assurance

ManageEngine adheres to industry-leading security standards and has implemented robust security measures to protect sensitive information. ManageEngine follows best practices and complies with relevant policies and standards. ManageEngine has a strong commitment to information security and employs processes and facilities to safely manage data. The service prioritises data protection, confidentiality, and integrity, ensuring that organisations can trust their identity management processes. By implementing ManageEngine solution, organisations can have confidence in the security of their identity-related information and mitigate the risk of unauthorised access or data breaches.

As part of the development team's training, they are briefed about the various networking protocols that are used in the product and are encouraged to use only secure communication protocols such as HTTPS and TLS in their code.

- To ensure access to critical information by the development team, measures such as strong passwords, controlled access to test machines, and network segmentation are implemented.
- All the data collected through online forms has a field to obtain consent for collecting and processing data from the prospect.
- Marketing team members are strictly asked to check if a prospect has given consent to receive marketing communications before sending marketing emails.
- Support and pre-sales engineers who communicate directly with customers are trained to maintain privacy of customer information.
- Dedicated guidelines on handling customer data has been given to the members of the team in light of regulations such as GDPR.
- The customer data is stored in databases that can be accessed only by authorised employees.

Data Backup, Data Restoration and Disaster Recovery

ManageEngine runs incremental backups everyday and weekly full backups of our databases using Zoho Admin Console (ZAC) for ManageEngine's Data Centres (DC). Backup data in the DC is stored in the same location and encrypted using AES-256 bit algorithm. We store them in tar.gz format. All backed up data are retained for a period of three months. If a customer requests for data recovery within the retention period, we will restore their data and provide secure access to it. The timeline for data restoration depends on the size of the data and the complexity involved.

To ensure the safety of the backed-up data, we use a redundant array of independent disks (RAID) in the backup servers. All backups are scheduled and tracked regularly. In case of a failure, a re-run is initiated and is fixed immediately. The integrity and validation checks of the full backups are done automatically by the ZAC tool.

From your end, we strongly recommend scheduling regular backups of your data by exporting them from the respective Zoho services and storing it locally in your infrastructure.

Business continuity statement/plan

Application data is stored on resilient storage that is replicated across data centres. Data in the primary DC is replicated in the secondary in near real time. In case of failure of the primary DC, the secondary DC takes over and the operations are carried on smoothly with minimal or no loss of time. Both the centres are equipped with multiple ISPs.

We have power back-up, temperature control systems, and fire-prevention systems as physical measures to ensure business continuity. These measures help us achieve resilience.

In addition to the redundancy of data, we have a business continuity plan for our major operations, such as support and infrastructure management.

Privacy by Design

Every change and new feature is governed by a change management policy to ensure all application changes are authorised before implementation into production. Our Software

Development Life Cycle (SDLC) mandates adherence to secure coding guidelines, as well as screening of code changes for potential security issues with our code analyser tools, vulnerability scanners, and manual review processes.

Our robust security framework based on OWASP standards, implemented in the application layer, provides functionalities to mitigate threats such as SQL injection, cross site scripting and application layer DOS attacks.

Our privacy commitment: Zoho has never sold your information to someone else for advertising, or made money by showing you other people's ads, and we never will. This has been our approach for almost 25 years, and we remain committed to it. This policy tells you what information we collect from you, what we do with it, who can access it, and what you can do about it.

More information on our privacy policy can be found at

<https://www.manageengine.com/privacy.html>

Using the service

Ordering and Invoicing

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

Pricing Overview

Edition:

Components	Personal (Free edition)	Professional	Enterprise
ESSENTIALS			
Users	1 user	2 users	10 users
Viewers	✗	3 viewers	25 viewers
Rows	10K	10M	25M
Workspaces	5	Unlimited	Unlimited
Customisable user roles	✗	✓	✓
DATA INTEGRATION			
Files, feeds, databases	✓	✓	✓
IT apps integrations	✗	All	All
Business apps integrations	✗	All	All
Import schedule	3	Unlimited	Unlimited
Refresh rate	Daily frequency	1 Hour frequency*	1 Hour frequency*
Live connect	✗	✗	✓
Query tables**	3	10(3 level query)	50(5 level query)
Formula engines	✓	✓	✓
Data snapshots	✗	✓	✓
AUGMENTED ANALYTICS			
Predictive analytics	✓	✓	✓
What-if analytics	✓	✓	✓
Auto analysis	✓	✓	✓
Conversational analytics	✓	✓	✓
Zia insights	✗	✗	✓
Zia visual insights	✗	✗	✓
Data alerts	✗	20	30
ChatGPT integration (Beta)	✗	✗	✓
Spotlight	✗	✗	✓

Root Cause Analysis	×	×	✓
Cluster analysis	×	×	✓
Anomaly Detection	×	✓	✓
Code Studio	×	×	✓
AutoML	×	×	✓
Multivariate forecasting	×	×	✓
SHARING AND COLLABORATION			
Publish Views	×	Add-on	Available
Scheduled emails	×	20	30
Commenting	×	✓	✓
Create slide shows	×	✓	✓
GOVERNANCE AND ADMINISTRATION			
Data backup	×	✓	✓
Audit logging	×	×	✓
Sync history	×	✓	✓
Audit history	×	×	✓
Rollback imported data	×	×	✓
Workspace level IP restriction	×	×	✓
Organisation administration	×	×	✓
SUPPORT			
Live chat support	×	×	✓

* 1 Hour frequency may not apply to all integrations

** This excludes the pre-built query tables created from out-of-the box integrations.

Licensing Components:

Bill of Materials	Description
User	A user can connect to data, create reports/dashboards and share them to others, based on the assigned roles and permissions. A User is identified by their unique email address with which their Analytics Plus account was created/registered.
Viewer	A viewer is a named user with a unique login who can securely access and explore the reports and dashboards shared with them. Viewers can interact with the shared data but cannot create, edit, or share any content. This ensures controlled and secure data access.
Email Schedules	Email schedules allow users to email reports and dashboards periodically to distribution lists or their colleagues who don't have a login account in Analytics Plus. Following are the recipient limits for each email schedule: 1. Each email schedule can include a maximum of 100 recipient email addresses when no share filter criteria or user filter criteria are included in the schedule. 2. When a share filter criteria is included in an email schedule, a maximum of 25 recipient email addresses can be included. 3. When a user filter criteria is included in an email schedule, a maximum of 5 recipient email addresses can be included.
Data Alerts	Users can create threshold-and-anomaly based data alerts to notify themselves or other users of changes in key metrics. Data alerts are sent via in-app and email notifications. A maximum of 25 email recipients can be included in each data alert.
What is the Publish view add-on, and how is it different from the viewer license component?	The Publish view add-on allows users to publish reports and dashboards without a secure login. However, with the viewer license component, shared views can be accessed through a secure login, providing finer control and security over your organisation's data.
Workspace	A workspace is a collection of data tables, reports and dashboards. The workspace also contains structural information on how the tables are related to each other.

How is the number of rows calculated?	The number of rows (records) is the sum of records stored across workspaces in your Analytics Plus application. For example, if you have 2 workspaces with 3 tables, and each table contains 100,000 rows then the total number of rows (records) stored is 600,000.
Data source	A data source is any location from where you wish to pull data and use it for analysis. This includes files, feeds, local and cloud databases, cloud drives, as well as app integrations such as ServiceDesk Plus, ServiceDesk Plus MSP, SupportCenter Plus, Endpoint Central, Jira Software, ServiceNow, Mobile Device Manager Plus, QuickBooks, Microsoft Dynamics CRM etc.
AutoML and Code Studio credits, and how are they calculated?	Users require credits to run ML models in Analytics Plus. These are based on the processing power chosen to run the model. For instance, a 1GB configuration consumes one credit per minute, while a 4GB configuration consumes four credits per minute. Note: 1. Enterprise customers will receive 500 complimentary credits for AutoML and Code Studio. Additional credits should be purchased for further use. 2. AutoML and Code Studio are available to our customers using EU, US and India data centres. It will be available in our other data centres soon.

Availability of Trial Service

Analytics Plus provides a 15-day free trial that lets users explore the platform before committing. During the trial, users can experience AI-powered analytics, 250+ IT and business app integrations. The trial service is available for free for Personal, Professional, and Enterprise editions. Analytics Plus can be deployed on public cloud platforms such as AWS, Azure, and Google Cloud, offering flexibility and scalability.

At the end of the 15-day trial, if a subscription is not purchased, your data will be retained for 45 days, allowing you to subscribe and retain all trial data. After 45 days, any remaining data is permanently deleted. If you discontinue Analytics Plus during the 15 day trial, your data moves to the trash and will also be retained for 45 days before permanent deletion.

Users can [sign up for a trial at our page](#) and can contact our team to learn more about the trial service and its conditions.

Onboarding, Offboarding, and Service Migration

- **Onboarding Process:** After purchase, the Analytics Plus onboarding team engages customers to ensure a thorough understanding and effective utilisation of the product's features.
- **Partner/resellers Onboarding:** UK-based customers purchasing through resellers or partners receive onboarding support directly from the respective partner.
- **Customer Types:**
 - **POC-Experienced Customers:** Those who completed a Proof of Concept during evaluation receive a lighter onboarding, focused on enabling broader user familiarity
 - **Direct-Purchase Customers:** Customers without a POC undergo a full demo during onboarding, tailored to their key objectives and use cases.
- **Timing and Transition:** Onboarding typically completes within the first 60 days post-purchase. After onboarding, customers transition to the Customer Success team for ongoing guidance and support.
- **Offboarding Process:** We adopt a self-service approach for offboarding, allowing customers opting out to delete their accounts, including integrations and data, without extensive involvement from our end.
 - **Service Migration:** While onboarding and offboarding are streamlined, customers can also migrate their workspace and data between environments or plans under guidance from the Customer Success team, ensuring continuity and minimal disruption

Training

We provide comprehensive training resources to help our users get the most out of the platform.

- **Online Help & Documentation:** We offer user guides, tutorials, and knowledge base articles for step-by-step guidance.

- **Onboarding & Orientation:** We conduct personalised onboarding sessions to walk users through key features and platform functionalities.
- **Ongoing Support & Training:** We provide continuous access to training materials to help users develop the skills needed to leverage Analytics Plus fully.

Through these initiatives, we empower our users with the knowledge and tools to make data-driven IT decisions efficiently and effectively.

Implementation Plan

We offer a paid implementation service designed to help customers get started with Analytics Plus efficiently and effectively.

- **Scope Definition:** Our presales team collaborates with customers to define the scope of work, including identifying data sources for integration and specifying the reports and dashboards to be developed.
- **Effort Estimation:** Based on the scope, we estimate the consultant working days required for successful implementation.
- **Flexible Implementation Formats:** We provide both online and in-person implementation options, tailored to customer preferences and project complexity.
- **Completion:** Upon completion, we obtain user sign-off and seamlessly transition customers to our regular support services for ongoing assistance.

Service Management

Analytics Plus manages its Cloud Support service using a combination of people, processes, and technology. We adhere to industry best practices and standards in IT Service Management (ITSM). While we do not have specific certifications, we follow ITIL (Information Technology Infrastructure Library) principles to design, plan, deliver, operate, and control our IT services.

1. **Continual Improvement:** We regularly assess and enhance our processes and technologies to ensure highest level of service quality and customer satisfaction.
2. **Service Desk & Support:** We provide a dedicated service desk and a single point of contact for customers to seek support and make requests. Our service desk

coordinates consultant teams onsite and ensures customer needs are addressed effectively.

3. **Progress Reporting:** We keep customers informed through regular communication channels, including status updates, progress meetings, and performance reports, providing transparent and timely communication.

Overall, we focus on delivering exceptional support and a seamless experience, ensuring Analytics Plus users get consistent, high-quality service.

Service Constraints

Analytics Plus has the following constraints:

1. **Performance:** Analytics Plus is designed for high-performance analytics. However, the actual performance may vary depending on factors such as the data size and complexity, network conditions, and system resources.
2. **Maintenance Windows:** We schedule regular maintenance windows to ensure the smooth operation and security of Analytics Plus. During these maintenance windows, there may be temporary interruptions in service availability. We strive to minimise any impact on users and provide advance notice for scheduled maintenance.
3. **Level of Customisation:** Analytics Plus offers a high level of customisation to meet the unique needs of each user. Users can configure dashboards, reports, and visualisations to meet their needs. However, there may be certain limitations to maintain platform integrity and security.
4. **Deprecation of Features:** As part of our continuous improvement, we may deprecate certain features or functionality. We provide notice and guidance to help users transition to updated versions or alternative solutions.

Please note these service constraints are subject to change, and we notify users of any updates that may affect their usage of Analytics Plus.

Service Levels

At Analytics Plus, we provide a range of service levels to ensure optimal performance, availability, and support for our users.

1. **Performance:** Analytics Plus is designed to deliver fast and efficient analytics. Our platform is continuously monitored and optimised to provide the best possible performance for all users.
2. **Availability:** Analytics Plus is available 24/7, allowing users to access the analytics platform at any time. We maintain robust infrastructure and redundancy measures to ensure high availability and minimise downtime.
3. **Support Hours:** Our support team is available during business hours to assist with any queries or issues. We strive to provide timely and effective support to ensure a seamless user experience.
4. **Severity Definitions:** We classify issues into severity levels to prioritise responses based on impact and urgency. This ensures that critical issues are addressed promptly.
5. **Agreed Service Levels:** We are open to discussing and agreeing on appropriate service levels with customers prior to purchase. These service levels can be documented in the Order Form to ensure mutual agreement and clarity.

Please note these service constraints are subject to change, and we notify users of any updates that may affect their usage of Analytics Plus.

Provision of the service

Customer Responsibilities

- Choose a unique, strong password and protect login credentials.
- Enable and use multi-factor authentication (MFA) for added account security.
- Use the latest browser versions, mobile OS, and updated mobile applications to ensure they are patched against vulnerabilities and to use latest features.
- Exercise reasonable precautions when sharing data from the Analytics Plus cloud environment.
- Classify information appropriately as personal or sensitive to ensure proper handling.

- Monitor devices linked to your account, active sessions, and third-party access; manage roles and privileges proactively.
- Stay vigilant against phishing and malware by identifying unfamiliar emails, websites, or links that may attempt to compromise sensitive information by impersonating Zoho or other services you trust. Classify your information as personal or sensitive and label it accordingly.
- Monitor devices linked to your account, active web sessions, and third-party access to detect any unusual activity. Manage roles and privileges carefully to maintain control over your account.
- Stay alert to phishing and malware threats by watching for unfamiliar emails, websites, and links that may attempt to exploit your sensitive information by impersonating Zoho or other trusted services.

Technical Requirements and Client-Side Requirements

1. System Requirements

To access Analytics Plus effectively, we recommend using the following browsers:

- Google Chrome: Latest 3 versions
- Mozilla Firefox: Latest 3 versions
- Safari: Latest 3 versions
- Microsoft Edge: Latest version

Using up-to-date browsers ensures full compatibility, optimal performance, and access to all Analytics Plus features.

2. Provision of Resources

Customers may need to provide certain resources to enable successful implementation and usage of Analytics Plus, including:

- Key stakeholders or staff who can provide information and collaborate with the Analytics Plus team.
- Access to IT systems, data sources, and APIs necessary for data integration, analysis, and reporting.

These requirements should be discussed and agreed upon prior to order placement.

After-sales Account Management

- We offer support via email and chat to address queries, troubleshoot issues, and provide guidance.
- Customers are kept informed about the latest product updates, new features, enhancements, and any planned maintenance or downtime.
- We manage license renewals, communicate upcoming renewal dates, and provide information on licensing options, upgrades, promotions, or discounts.
- We gather customer feedback to understand their satisfaction using surveys and feedback mechanisms to identify areas for improvement and address customer concerns.
- Customers are informed about other complementary products that can enhance IT management capabilities.
- We maintain regular communications 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 Analytics Plus product, addressing any challenges or opportunities for improvement and providing actionable recommendations via health checks.
- We also implement customer success programs to engage with customers proactively, ensuring customers achieve their goals, with best practices, use cases, and success stories to inspire effective utilization of Analytics Plus.

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 of 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 organisation 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 that 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

Customer Success Stories with Analytics Plus

- **ERM:** Delivered faster support resolutions, enhancing customer satisfaction to 97%.
- **F4 IT Services:** Gained actionable insights into service desk operations.
- **Lebara:** Identified process bottlenecks and accelerated incident resolution.
- **Vizstone:** Increased SLA compliance by 70% using Analytics Plus.
- **Home Partners of America:** Scaled IT operations by 30% with Analytics Plus.
- **Toyota Boshoku America:** Optimized IT ticketing and improved service efficiency.
- **NHS Group (F4 IT Services):** Gained actionable insights into service desk operations.
- **Happiest Minds Technologies:** Accelerated IT operations and achieved zero SLA breaches.
- **ThinkOn:** Boosted efficiency and customer satisfaction, reducing ticket backlogs by 65%.

For detailed case studies and insights, [visit: Analytics Plus customer stories](#)

Customers:

- City of Westminster
- NHS
- ERM
- F4 IT Services
- Lebara
- Vizstone
- Home Partners of America
- ThinkOn
- Panasonic
- Capgemini
- Atlantic Health System
- Fly Dubai
- Nab
- Toyota
- Hume Bank
- Emirate Steel
- Abu Dhabi ports
- Happiest Minds
- DAP Health
- WAISL
- Contrans
- Atlantis
- West Med Medical Group
- Toyota Boshoku
- Sony
- EGA

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