



G-Cloud 15 Service Description

ManageEngine



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1. Proposed Services Delivered

12 month to 3 year options available for:

- ManageEngine Endpoint Central
- ManageEngine Patch Manager Plus
- ManageEngine Mobile Device Manager Plus
- ManageEngine Patch Connect Plus
- ManageEngine OpManager Plus
- ManageEngine OpManager
- ManageEngine Log360
- ManageEngine ADAudit Plus
- ManageEngine ADManager Plus
- ManageEngine PAM360
- ManageEngine Password Manager Pro

2. Overview

ManageEngine / Zoho has a strong understanding of healthcare's unique IT requirements and offers a broad portfolio of advanced, healthcare-specific solutions that have been successfully deployed worldwide. ManageEngine can help the NHS;

- **Enhance Patient Care**
- **Streamline service management**
- **Ensure data privacy and safety**
- **Improve compliance management**
- **Simplify device and network management**

Benefits for the NHS?

Enhanced Security and Threat Protection

- **Protection against Ransomware:** Log360 and other security tools help defend against threats, a crucial requirement for NHS cybersecurity.
- **Real-time Auditing:** Tools like ADAudit Plus provide real-time alerts on Active Directory anomalies and changes, allowing for quick investigation of security threats.
- **Privileged Access Management (PAM):** Controls and secures access to critical systems, preventing unauthorized access to sensitive patient data.
- **Employee Behaviour Analysis:** User and Entity Behaviour Analytics (UEBA) detect abnormal behaviour to identify potential insider threats.

Compliance and Governance (DSPT/GDPR)

- **NHS DSPT Compliance:** ManageEngine AD360 simplifies compliance with the NHS Data Security and Protection Toolkit (DSPT) and ISO 27001, providing pre-built reports for auditing user changes and access.
- **Data Protection:** Tools help identify and secure electronic Protected Health Information (ePHI) across the network, ensuring compliance with HIPAA and GDPR.

Improved Operational Efficiency and Productivity

- **Automation of IT Tasks:** Automating routine tasks such as user provisioning, deprovisioning, and password resets saves significant time, freeing up IT staff to focus on patient care.
- **Centralized IT Management:** ManageEngine provides a "single pane of glass" view for managing hybrid IT environments, consolidating, for example, log auditing and USB monitoring into one tool.
- **Endpoint Management:** Solutions like Endpoint Central enable remote management, software deployment, and patching across thousands of devices.

Cost Savings and Scalability

- **Cost-Effective Licensing:** Compared to competitors, ManageEngine offers more affordable, often domain-based, licensing models.
- **Reduced Support Costs:** Self-service portals for password resets and service requests reduce the burden on help desks.
- **Scalability:** The solutions are designed to scale with the evolving needs of NHS trusts, supporting large-scale, distributed environments.

Improved Patient Care and Experience

- **Reduced Downtime:** Proactive monitoring of networks and servers ensures high availability of critical hospital systems, leading to better, uninterrupted patient services.
- **Secure Remote Access:** Enables secure remote working for staff, supporting telehealth initiatives.