

ManageEngine

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How AI is reinventing your IT Management

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Digital transformation
journey

From AI-ready to AI-driven
autonomous enterprise



Enterprises are moving through 3 AI stages:



AI-curious
Experiments
and pilots



AI-ready
Tools in place.
Teams
trained.



AI-driven
Decisions and opera
become autonomou



But the **bottleneck** is no longer AI models





1,000 homes

Amount of power consumed by hyper-scale data centres

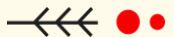
Nearly **40%** of AI data centers will be constrained by power availability by 2027 unless grids expand





The **bottlenecks** are:

- **Infrastructure reliability**
Systems failing under scale and complexity
- **Data consistency**
Multiple sources, no single version of truth
- **Operational resilience**
Fragile systems, no unified operating model
- **Power and compute constraints**
Foundations limiting speed and autonomy
- **Governance**
Varying policy control across systems
- **Security**
Risk response slower than system change



These aren't design flaws. These are symptoms of systems that weren't built to operate at today's AI scale



The AI outcomes will not be delivered by the smartest model.
They will be delivered by the most **reliable** infrastructure



Infrastructure mandates

for modern enterprises

Unified data plane

Single operational truth across systems

Shared workflows

Processes span tools, teams, domains

Cross-domain visibility

End-to-end awareness, no blind spots

Extensible intelligence

AI grows with infrastructure's maturity

Security by design

Security built into every operation

Built-in governance

Compliance without operational friction

Policy-driven control

Rules guide actions automatically



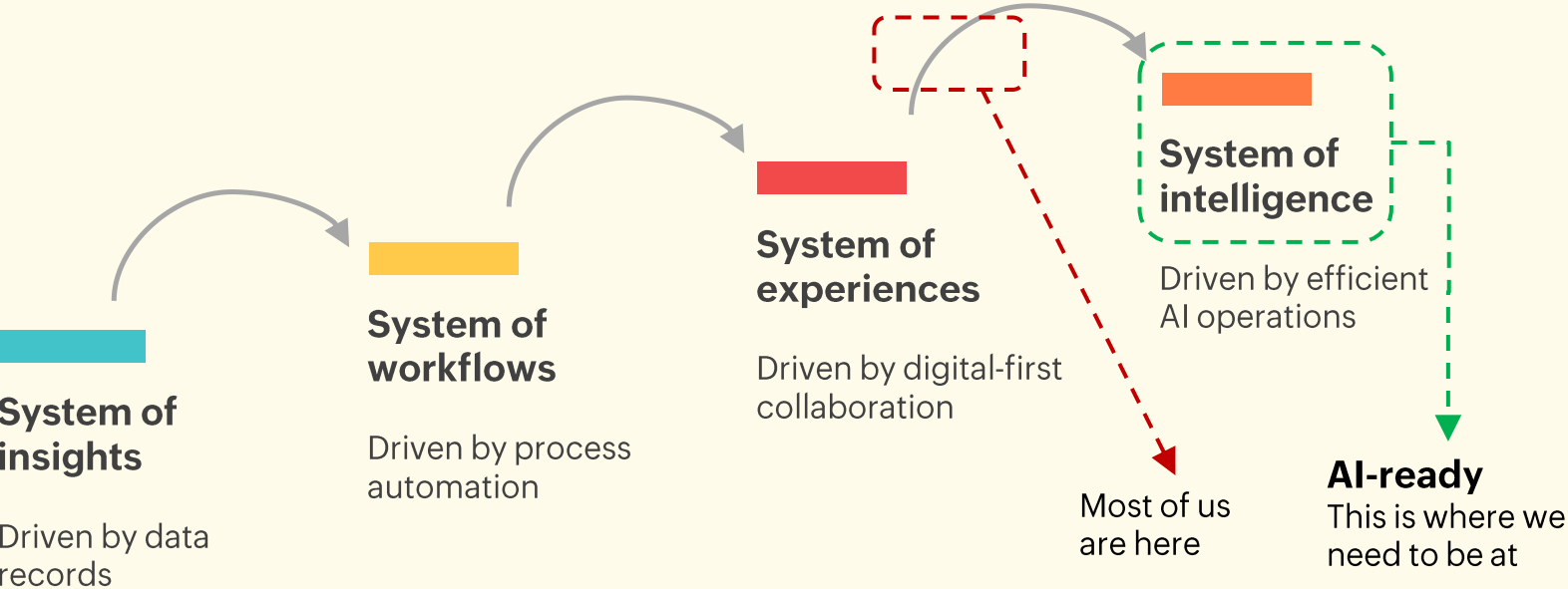
A **robust, reliable, and resilient** infrastructure is the underpinning on which the enterprise can safely drive aspirations like autonomy



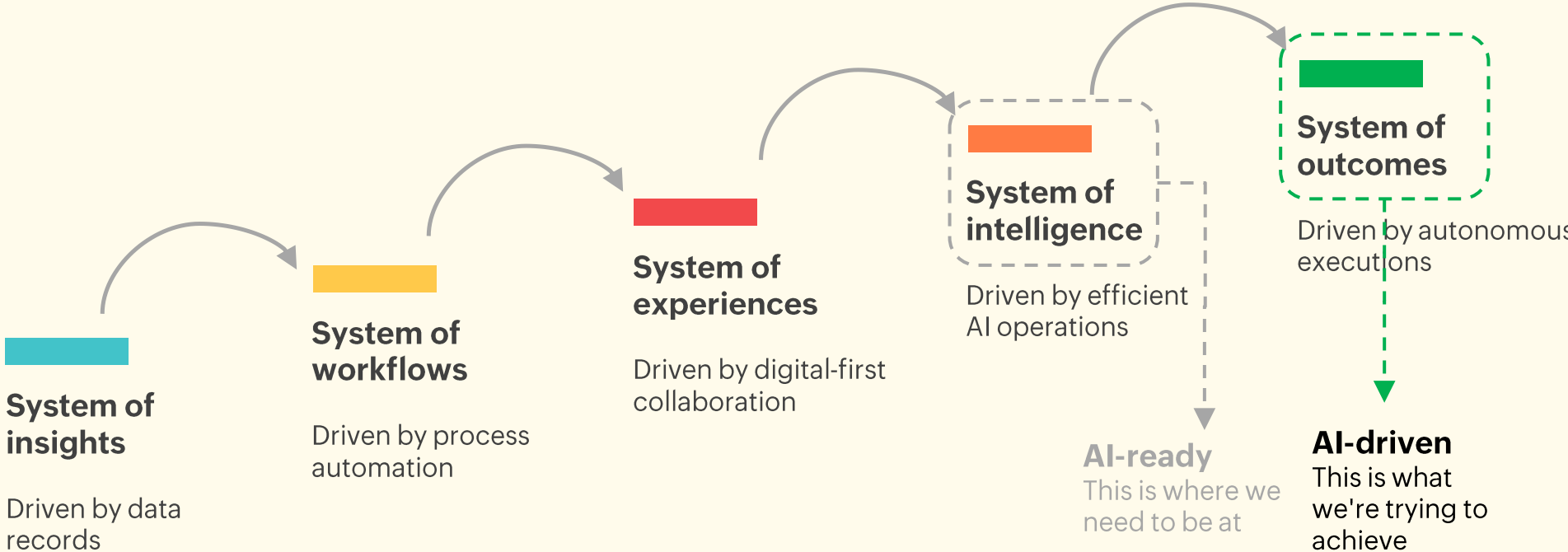
But how does infrastructure enable **what comes next?**



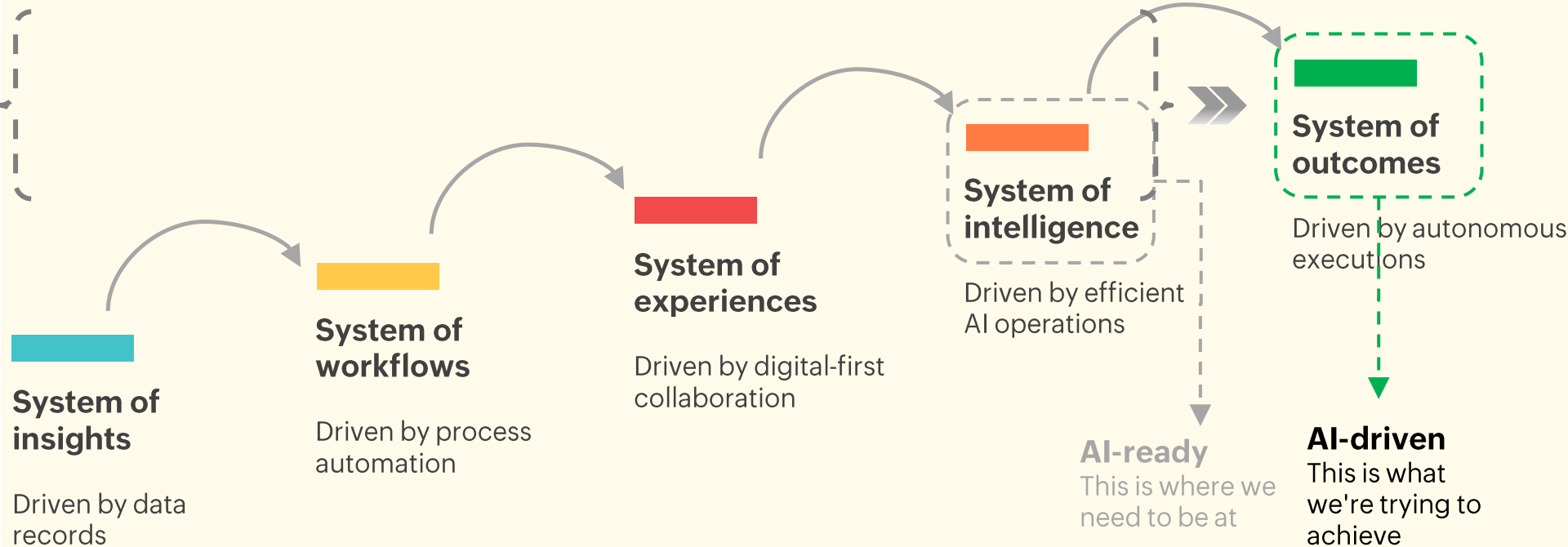
Evolution of digital infrastructure



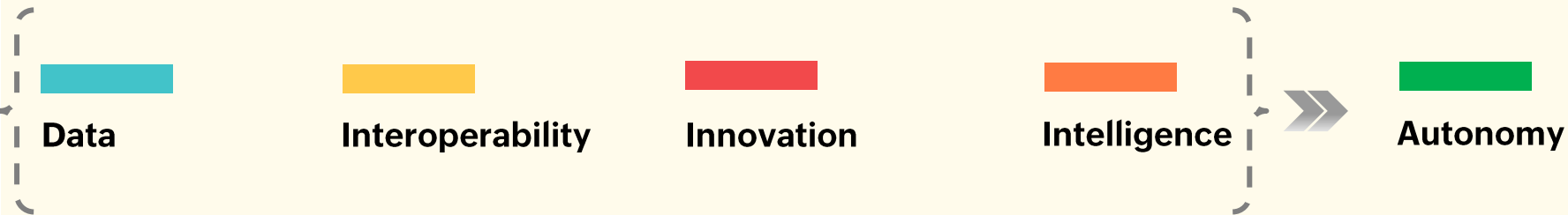
Evolution of digital infrastructure



Evolution of digital infrastructure



Evolution of digital infrastructure



System of experiences

Evolution of digital infrastructure

- Mobile apps
- Availability
- Self service
- Employee experience
- Customer experience
- Contextual recommendations

System of intelligence

- Data
 - Interoperability
 - Innovation
 - Intelligence
- Personalization
 - Dashboards
 - Predictions
 - AI agents (bound by policy)
 - RTIM
 - Anomaly detection

Autonomy

System of workflows

(Orchestration, automation, integration, and governance)

System of records

- Identities
- Incident records
- EHR
- SIS
- Assets
- CMDB
- HRMS



System of experiences

Mobile apps

Availability

Self service

Employee experience

Customer experience

Contextual recommendations

System of intelligence

Personalization

Dashboards

Predictions

AI agents
(bound by policy)

RTIM

Anomaly detection

System of workflows

(Orchestration, automation, integration, and governance)

System of records

Identities

Incident records

EHR

SIS

Assets

CMDB

HRMS



Reliability layer
(Operational trust)



System of experiences

Mobile apps

Availability

Self service

Employee experience

Customer experience

Contextual recommendations

System of intelligence

Personalization

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System of workflows

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CMDB

HRMS



Differentiation layer
(Autonomous executions)



Reliability layer
(Operational trust)



Differentiation is unlocked only when **reliability** is foundational to the infrastructure



ManageEngine is going to help you **build** that reliability layer of your infrastructure



How?



Factors that influence high **reliability** of the technology infrastructure in the enterprise



Operational governance

Endpoint intelligence

Security reflex

Identity trust fabric

Situational awareness

Decision intelligence

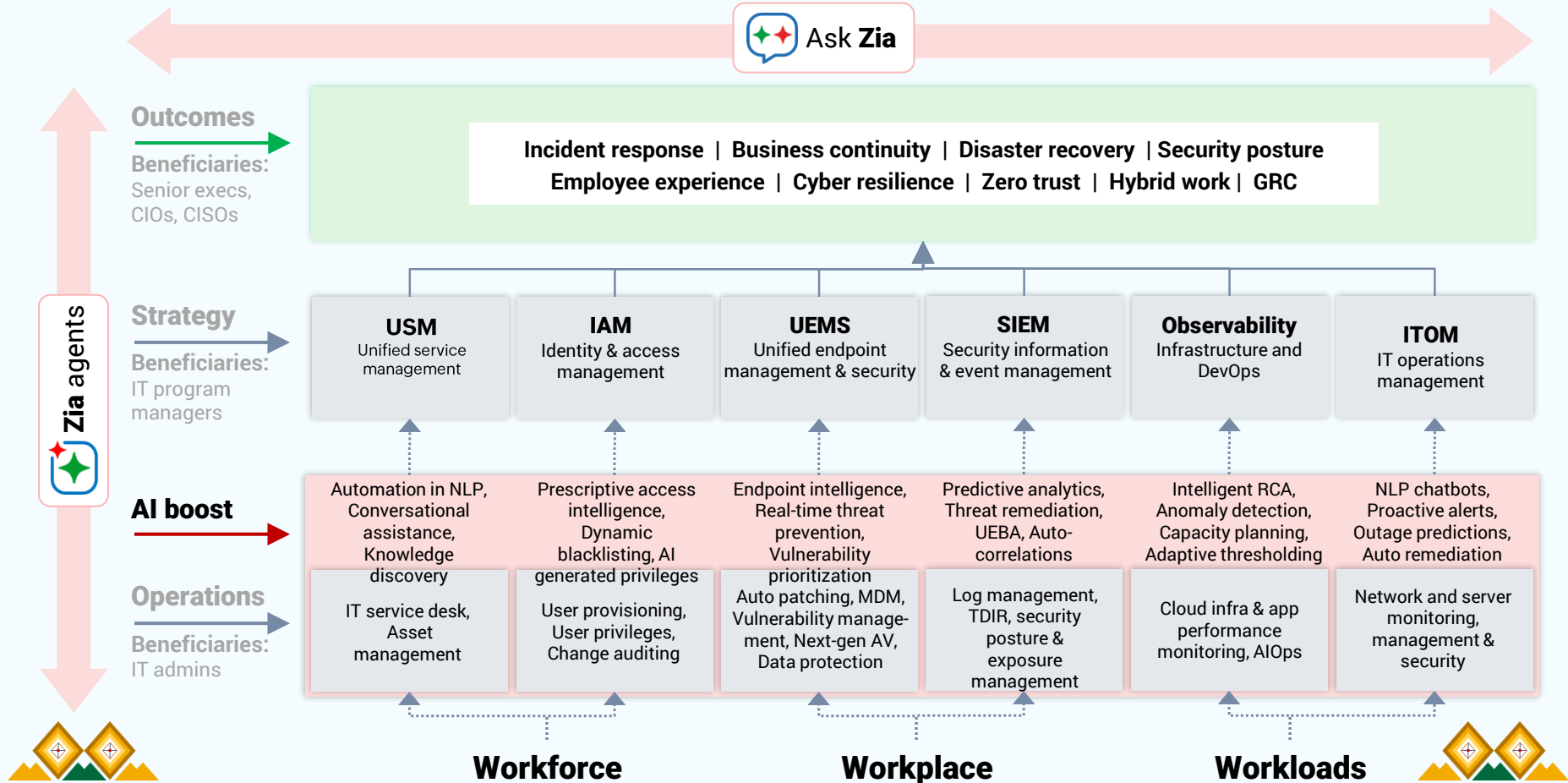
Workflow agility



ManageEngine already helps you **exercise control** over each of those influencing factors

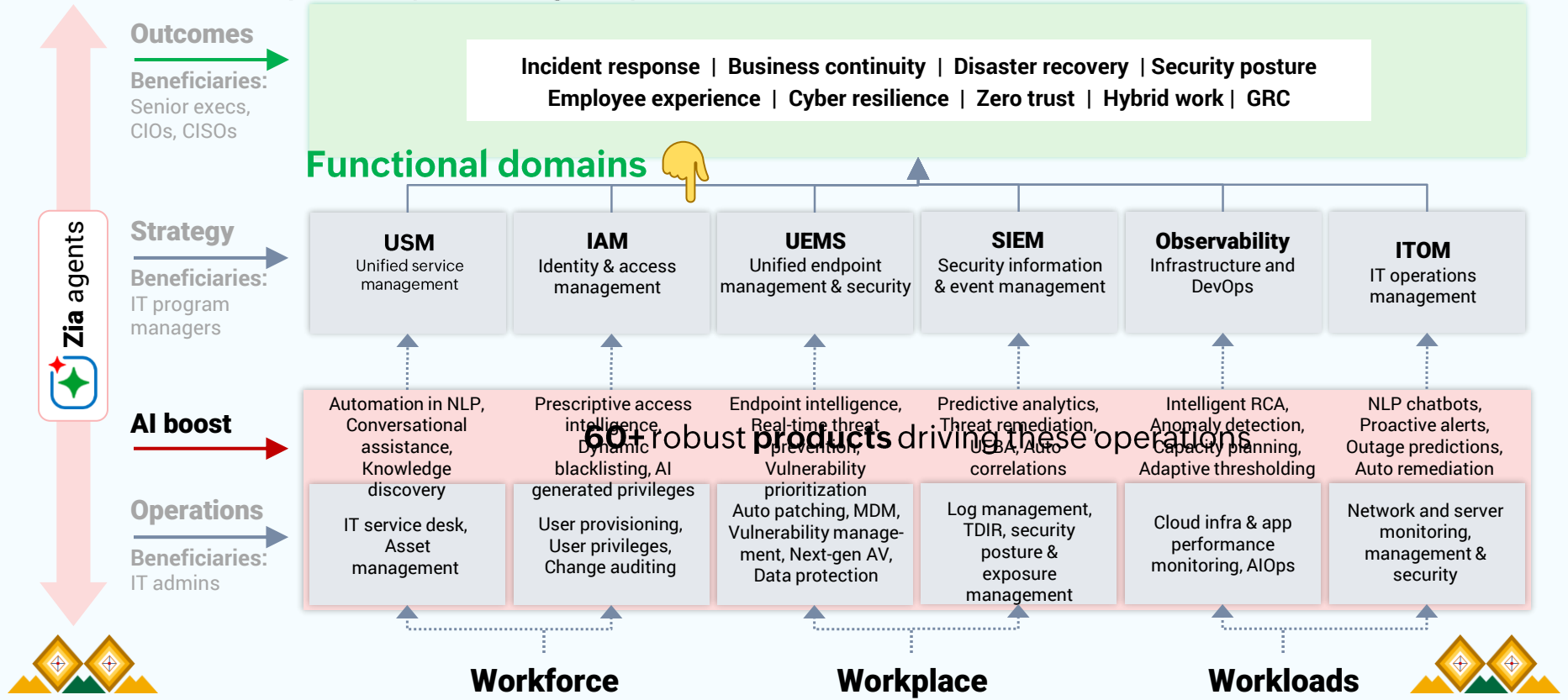


Stages of IT's growth in a modern digital enterprise

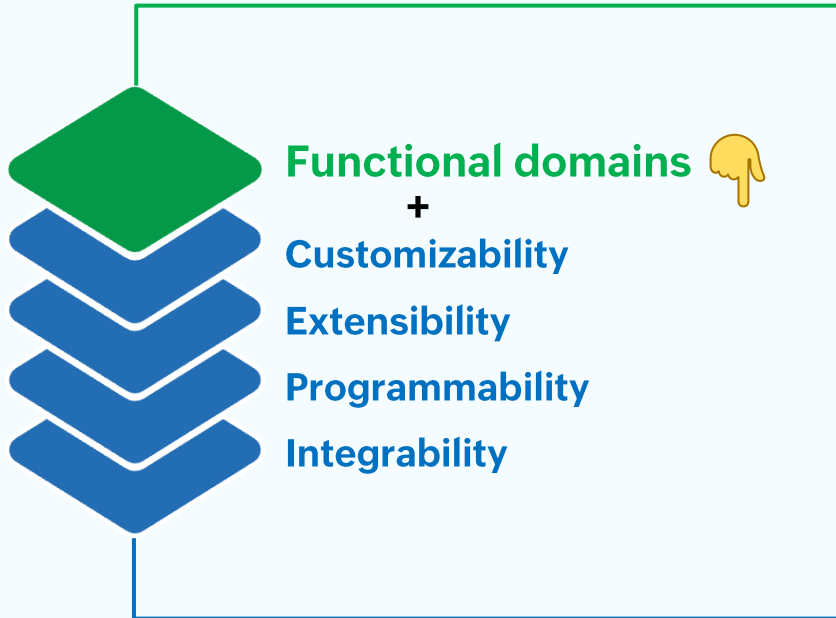


Stages of IT's growth in a modern digital enterprise

First, each domain evolves into **a platform**, by consistently incorporating a specific set of attributes



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Operational governance

Endpoint intelligence

Security reflex

Identity trust fabric

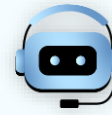
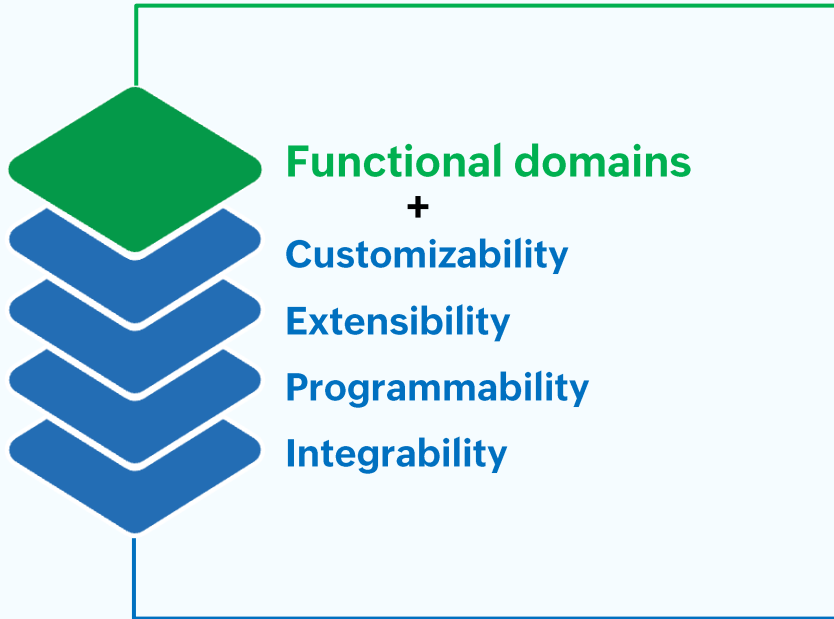
Situational awareness

Decision intelligence

Workflow agility



First, each domain evolves into **a platform**, by consistently incorporating a specific set of attributes



Operational governance



Endpoint intelligence



Security reflex



Identity trust fabric



Situational awareness



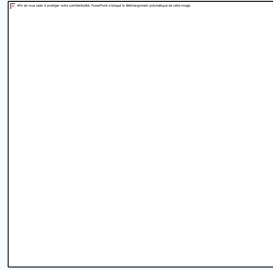
Decision intelligence



Workflow agility



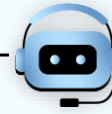
And then these domain specific platforms come together to power **enterprise reliability**



The super platform

**DIGITAL ENTERPRISE
MANAGEMENT PLATFORM**

**Orchestration
+
AI
+
Frameworks**



USM platform
Operational governance



UEMS platform
Endpoint intelligence



SIEM platform
Security reflex



IAM platform
Identity trust fabric



FSO platform
Situational awareness



Analytics platform
Decision intelligence



Low code platform
Workflow agility



Outcomes

IT Operations | Employee experiences | Security Operations | Governance, Risk, and Compliance

Platform

ITSM, ITAM, ITOM, Employee Experience, IT Security, GRC, HR SM, Facilities SM, Finance SM

Orchestration

Functional Tools

Core ITIL practices

Incident management | Request fulfillment | Problem management | Change enablement | Service level management | Service continuity | Service availability management | IT project management | IT asset management | Configuration management | Knowledge management

Specialized service operations

Major incident management | Vendor management | Idea management | Demand management | Space management | Visitor management

Bespoke practices

Risk registers | Risk assessments | Case management, etc.

DIGITAL ENTERPRISE MANAGEMENT PLATFORM

Framework

Workflow & orchestration

Workflow engine, Zoho Flow, Qntrl circuit, Proactive remediation, Automations

Templates

No-code template builder, Form Rules checklists, sub-forms, sub-entities

CMDB

Discovery, service maps etc.

Integrations

Zoho, ManageEngine, and third-party apps; Webhooks

AI & ML

Predictive, Clustering, Generative, RAG, AskZia, Zia agents

Extensibility

APIs, functions, custom module, custom menu, marketplace, widget



Outcomes

IT Operations | Employee experiences | Security Operations | Governance, Risk, and Compliance | Zero Trust Security

Platform

AEM

Autonomous Endpoint Management

UEM | DEX-M

EDR

Endpoint Detection and Response

ASR | EPP | EDR

CTEM

Continuous Threat Exposure Management

VM | RBVM | EASM

**ZT
A**

Zero Trust Access

Private | Public | Secure Browser

Functional Tools

Endpoint Management

Patch Management | Software Deployment | RemoteControl Asset Management | Configuration | DEX tools | OSD | MDM

Endpoint Security

Real-time Protection | Behavioral Monitoring | Malware & Ransomware Protection | Detect & Response | Application & Privilege Control | Device Control | Endpoint DLP | BSP

Vulnerability Management

Vulnerability Discovery | MisconfigurationDetection | Risk & Severity Assessment | Patch & Mitigation Guidance | Compliance

Secure Access

Private Access | Public Access | Secure Browser

Framework

Core

Unified Agent Framework

Multi-site / Department

Access Control

Extensibility

Marketplace Extensions

Integrations & API Framework

Autonomous & Automation

Workflow Orchestration

AI/ML Analytics Engine

USM platform

UEMS platform

SIEM platform

IAM platform

FSO platform

Analytics platform

Low code platform



Outcomes

Security Operations | Governance, Risk, and Compliance | Zero Trust Security

Platform

SIEM

Log360

Data security

DataSecurity Plus | Log360

CASB

Log360 Cloud | DataSecurity Plus

ITDR

Log360 Cloud | ID360

GRC

Log360 Cloud | ID360

Functional Tools

Log management

Log collection, analytics, search, and archival for IT stack: Cloud - IaaS | SaaS, server, endpoints, network devices, applications

Detection and response

TDIR Detection: Near-real time correlation | ML-based UEBA | Investigation: Security analytics | Threat remediation (SOAR)

Risk & compliance

Compliance audit reporting | Critical infrastructure risk assessment | Security posture management | Risk remediation (SOAR)

Data security

Sensitive data discovery | CASB | File analysis | File integrity monitoring | Risk analysis | Shadow IT monitoring | Data recovery

Framework

Core capabilities

Log parser | Detection engine | Response engine | Agent

Extensibility

Integrations & API | Marketplace extensions

Customization

Log Parser | Widgets | Detection Rules | Playbooks

Automation

Qntrl - For playbooks and custom functions (SOAR)

AI

Agentic AI* | Zia

USM platform

UEMS platform

SIEM platform

IAM platform

FSO platform

Analytics platform

Low code platform



Outcomes

Employee experiences | Security Operations | Governance, Risk, and Compliance | Zero Trust Security

Platform

IG
IAM | PAM | SIEM

ISP
IAM | PAM | SIEM & CASB

AM
IAM | UEBA

CIE
IGA | PAM | AM

PA
KMP | PMP | AM

NHI
IGA | PAM | AM

ITD
IAM | SIEM | SOAR

GRC
IAM | SIEM

Functional Tools

Identity management

Identity orchestration |
Access automation |
Delegation | JML

Identity access

Risk assessment | Access
certification | Attack
path analysis | Access
policies

Identity protection

Conditional access |
Device auth | MFA |
SSO Continuous auth

Privileged access mgmt

PEDM | PSM | Secrets & Key
mgmt | Entitlements mgmt.

Auditing and Compliance

Auditing | Monitoring |
Compliance reporting | User
Behavior Analytics.

Framework

Core capabilities

Identity store | Policy Engine | App gateway |
Credential library

Extensibility

Marketplace | Custom widgets & functions | API
framework

Automation & AI

Identity & workflow orchestration | AI/ML
analytics engine | Zia agents

USM platform

UEMS platform

SIEM platform

IAM platform

FSO platform

Analytics platform

Low code platform



Outcomes

IT Operations | Employee experiences | Security Operations | Governance, Risk, and Compliance

Platform

Full-Stack
Observability (FSO)

IT Operations
Management (ITOM)

Digital Experience
Monitoring (DEM)

CloudSpend

AIOps

Functional
Tools

Infrastructure Monitoring

Server Monitoring | Cloud Monitoring | Kubernetes & Container Monitoring | Virtualization Monitoring | System monitoring | Cost monitoring

Network Observability

Network Performance Monitoring (NPM) | Network Traffic/Bandwidth Monitoring | Network Configuration Management | Network Security & Compliance | SD-WAN Monitoring | DNS & DHCP Management

Application Observability

Application Performance Monitoring (APM) | Database Monitoring | Log Management | Third-Party Application Monitoring

Digital Experience
Monitoring

Synthetic Monitoring | Real User Monitoring (RUM) | Mobile App Monitoring | DRA | StatusIQ

Framework

Core Capabilities

Discovery

MELT
Framework

Full-stack
Agent

Access
control

Alarms |
Events

Extensibility

Integrations

APIs

Terraform

Automation & AI

IT Workflow
Automation

AIOps

USM platform

UEMS platform

SIEM platform

IAM platform

FSO platform

Analytics
platform

Low code
platform



Outcomes

IT Operations | Employee experiences | Security Operations | Governance, Risk, and Compliance | Zero Trust Security

Platform

Unified IT analytics

Executive analytics

Unified GRC reporting

IT financial analytics

Custom solutions

Functional Tools

Data Ingestion & pipelining

APIs | Database connections | Streaming data | Data pipelines

Data Processing & Modeling

Prebuilt IT data models | Cross-domain blending | Historical data processing & retention

Decision Intelligence

IT recommendations | Predictive indicators | Cross-domain RCA | Scenario and impact simulations

Analytics & Reporting

Prebuilt unified IT dashboards | Investigative analysis | Probability and predictive analysis | Collaboration

Framework

Core capabilities

Data (app) connectors | Metadata & semantic layer | Metric definitions | Multi-modal data ingestion

Extensibility

Custom metrics | Custom IT and business connectors | Embedded analytics

AI & Automation

Ask Zia | ML models | Anomaly and forecasting engine | Action triggers and orchestration

USM platform

UEMS platform

SIEM platform

IAM platform

FSO platform

Analytics platform

Low code platform



The ManageEngine digital enterprise management platform

Domain-specific platforms

USM
platform

IAM
platform

UEMS
platform

SIEM
platform

FSO
platform

Analytics
platform

Low code
platform

Customizable

Rules, filters, triggers

Extensible

Custom functions, scripts, modules

Programmable

Zoho Catalyst, Deluge, SDKs

Integrable

APIs, Zoho Flow, Zoho Sigma

Orchestration — Qntrl Circuit

AI / ML — Ask Zia | Zia Agent Studio | Quick ML | LLMs and GenAI | Platform AI | Contextual skills

Services — Search | Analytics | Compliance

Data platform — Unified data lake | Semantic search | Graph | RAG | Data connectors | Metrics

Frameworks — Server | Client | Agent | Probe | Bridge | Security

Workplace

Workforce

Workloads



USM platform

MS platform

M platform

I platform

D platform

alytics
platform

Low code
platform



Driving efficiency of IT operations



Delivering great employee experience



Fragmented defenses to unified resilience

Outcomes: Availability | Reliability | Efficiency

Digital Transformation

ManageEngine Platform

- Reactive incidents
- Change backlogs
- Fragmented monitoring



Data

- USM Platform
- FSO Platform
- Analytics Platform

- Operational silos
- Manual hand offs
- Disconnected operations



Interoperability

- ITOps workflows
- Contextual integrations
- Extensions
- CMDB
- Central console

- Signal to noise
- High MTTR
- Limited visibility into business impact



Intelligence

- Predictive AIOps
- AI-driven RCA
- Impact Analysis
- Event correlation

- Lack of AI observability
- Poor cost transparency



Autonomy

- AI observability
- Token usage
- Cost optimization
- Performance monitoring



Driving efficiency of IT operations

Delivering great employee experience

Fragmented defenses to unified resilience

Outcomes: Employee productivity | Digital experience | Service Experience

Digital Transformation

ManageEngine Platform

- Siloed IT, HR, Facilities services
- Poor visibility of managed devices
- Delayed access and privilege creep

- Tool-centric not employee centric
- Untraceable productivity leakage
- Lack of employee context

- Process bottlenecks
- Device productivity disruptions
- Manual approvals

- Non-human Identities
- Access abuse
- Autonomous behavior



Data

- USM Platform
- UEM Platform
- IAM Platform
- Analytics Platform



Interoperability

- Employee journey workflows
- Contextual Integrations
- Extensions
- Central console



Intelligence

- Zero ticket (Ask Zia)
- Self-healing automations
- Adaptive access permissions



Autonomy

- Agent-native identity lifecycle
- Contextual access
- Behavior intelligence



Driving efficiency of IT operations

Delivering great employee experience

Fragmented defenses to unified resilience

Outcomes: Security posture | Responsiveness | Continuity

Digital Transformation

ManageEngine Platform

- High MTTD, MTTR
- Limited visibility into endpoint posture
- Alert fatigue
- Identity sprawl

- Siloed detection & response
- Limited visibility of blast radius
- Compliance gaps in incident handling

- Insider threats goes unnoticed
- Late detection of attack chains
- Security productivity tax

- Ephemeral agent identity explosion
- Lateral movement via APIs
- Tool poisoning



Data

- USM Platform
- UEMS Platform
- SIEM Platform
- IAM Platform
- Analytics Platform



Interoperability

- Security workflows
- Data enrichment through contextual integrations & extensions
- Central console



Intelligence

- Behavioral anomaly detection
- Threat correlation
- Risk-based auto-remediation



Autonomy

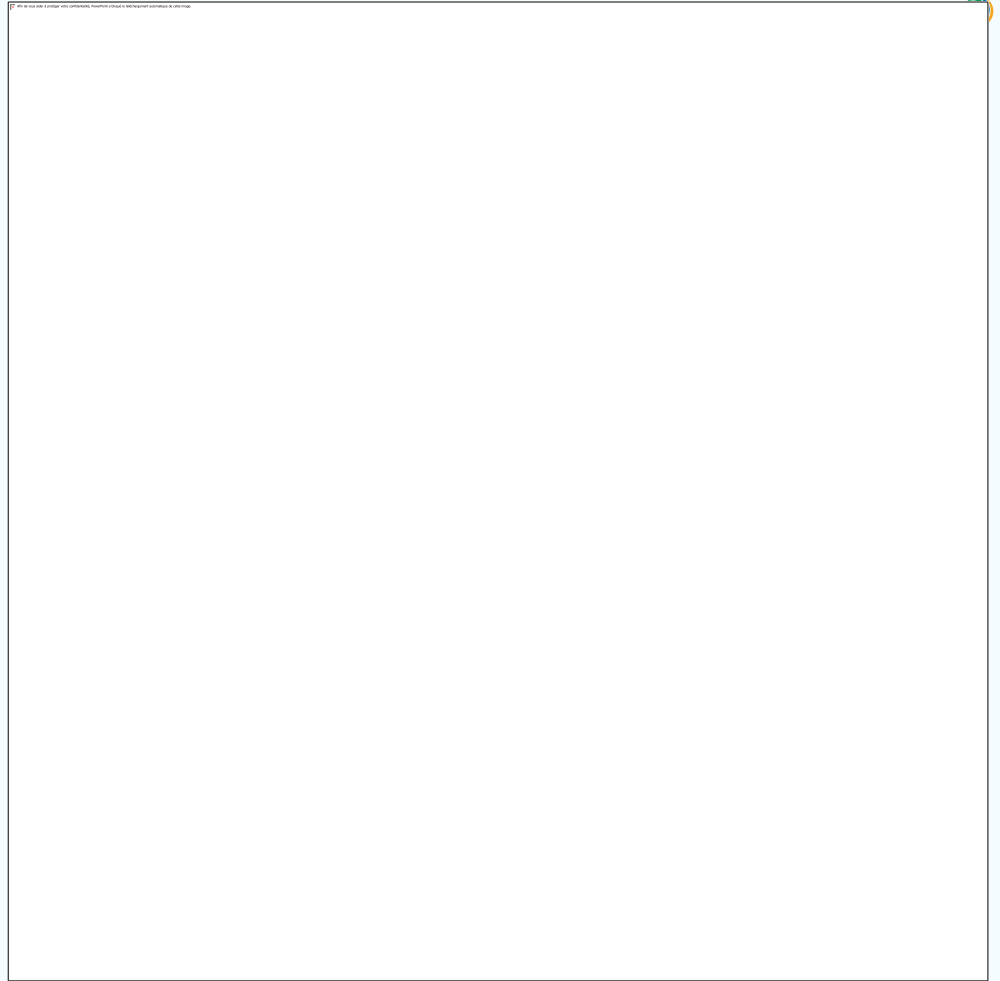
- Decision observability
- Zero Trust for agents
- Continuous integrity checks

Driving efficiency of IT operations

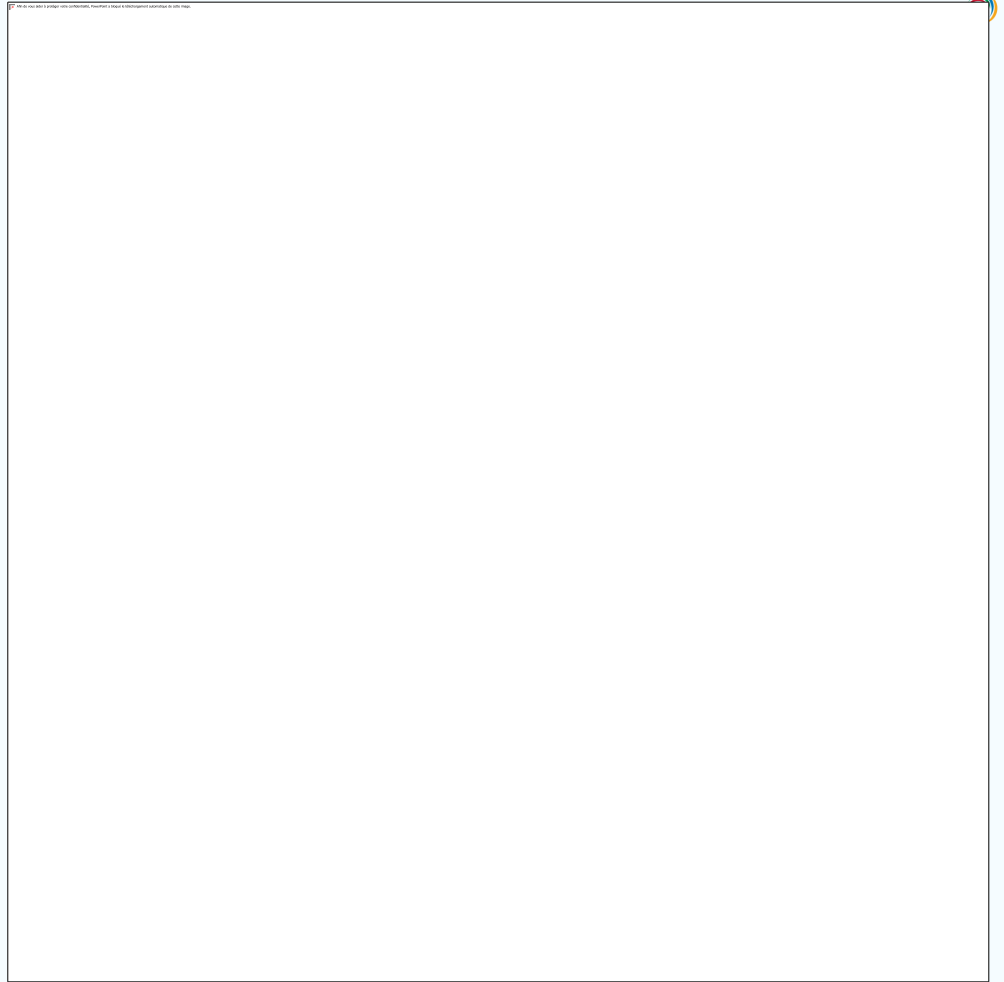
Delivering great employee experience

Fragmented defenses to unified resilience

Autonomy runs on **reliability**



The ManageEngine
platform commits to bring
that reliability in your
infrastructure





Thank You.

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