

ManageEngine ITCON- France | 2026

Full-Stack Observability

From Reactive IT to Intelligent, Predictive Operations

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Presales & Post Sales

What We Will Cover

01

The Shifting IT Landscape

Why modern IT demands a new approach

02

The Business Cost of Poor Visibility

Org A vs Org B — a data-driven story

03

Industry Pain Points

Challenges organizations face globally

04

What is Full-Stack Observability?

Pillars, architecture & capabilities

05

ManageEngine FSO Platform

Product deep-dive & live demo flow

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Business Outcomes & ROI

Metrics, benchmarks & customer stories

07

Getting Started

Roadmap, next steps & Q&A

SECTION 01

The Shifting IT Landscape

Why modern IT demands a new observability approach

IT's Role Has Fundamentally Changed

THEN

IT supported operations

On-premise architecture

Downtime = Operational inconvenience

IT seen as a cost center

Reactive: fix when broken



NOW

IT has direct business impact

Hybrid, multi-cloud & distributed

Downtime = Revenue loss & brand damage

IT is the core competitive advantage

Predictive: prevent before it happens

Digital Transformation Has Made IT the Heartbeat of Business



93%

Businesses say digital transformation is a strategic priority



\$5,600

Average cost of IT downtime per minute (Gartner, 2024)



80%

Customer experiences now delivered through digital channels



3x

More data generated by enterprises vs 5 years ago

IT is no longer just an enabler — IT IS the business itself.

SECTION 02

The Business Cost of Poor Visibility

A data-driven story: Org A vs Org B

How You Manage IT Makes All the Difference

ORG A — Outdated IT

Revenue **\$700M / year**

Tools **12 siloed tools**

Downtime/mo **11 hours avg**

MTTR **4 hours**

Downtime Cost **~\$4.5M / year**

CSAT **↓ 13% drop YoY**

Profit **\$90M**

**High
Revenue
≠
High
Profit**

ORG B — Intelligent IT

Revenue **\$650M / year**

Tools **< 3 unified**

Downtime/mo **< 10 min**

MTTR **< 5 min**

Downtime Cost **< \$100K / year**

CSAT **↑ 22% YoY**

Profit **\$110M**

Why Org A's Profits Declined Despite Strong Revenue



Revenue Leakage

Every outage halts transactions, disrupts customer journeys & delays fulfillment.



Tool Sprawl Overhead

12+ siloed tools = higher licensing, maintenance & staffing. Fragmented visibility eats margins.



Customer Churn

Frequent slowdowns force higher marketing spend to replace customers who leave.



Security Exposure

Long MTTR widens threat windows. One breach can wipe out months of profit.

SECTION 03

Industry Pain Points

How these challenges play out across global organizations

Not Alone: Organizations Worldwide Face the Same IT Hurdles



8 tools avg

Tool Sprawl

~40% cite tool complexity as biggest obstacle



39%

Multi-Env Complexity

Struggle with complex distributed setups



85%

Observability Gaps

Still struggling to achieve full maturity



2,100/day

Alert Fatigue

~82% report alert storms; ~70% false positives



↑ Fast

Security Blind Spots

CVE volume & attack rates climbing rapidly



\$300B+

Global Downtime Cost

Annual cost of unplanned IT downtime worldwide

SECTION 04

What is Full-Stack Observability?

Pillars, architecture & the ManageEngine approach

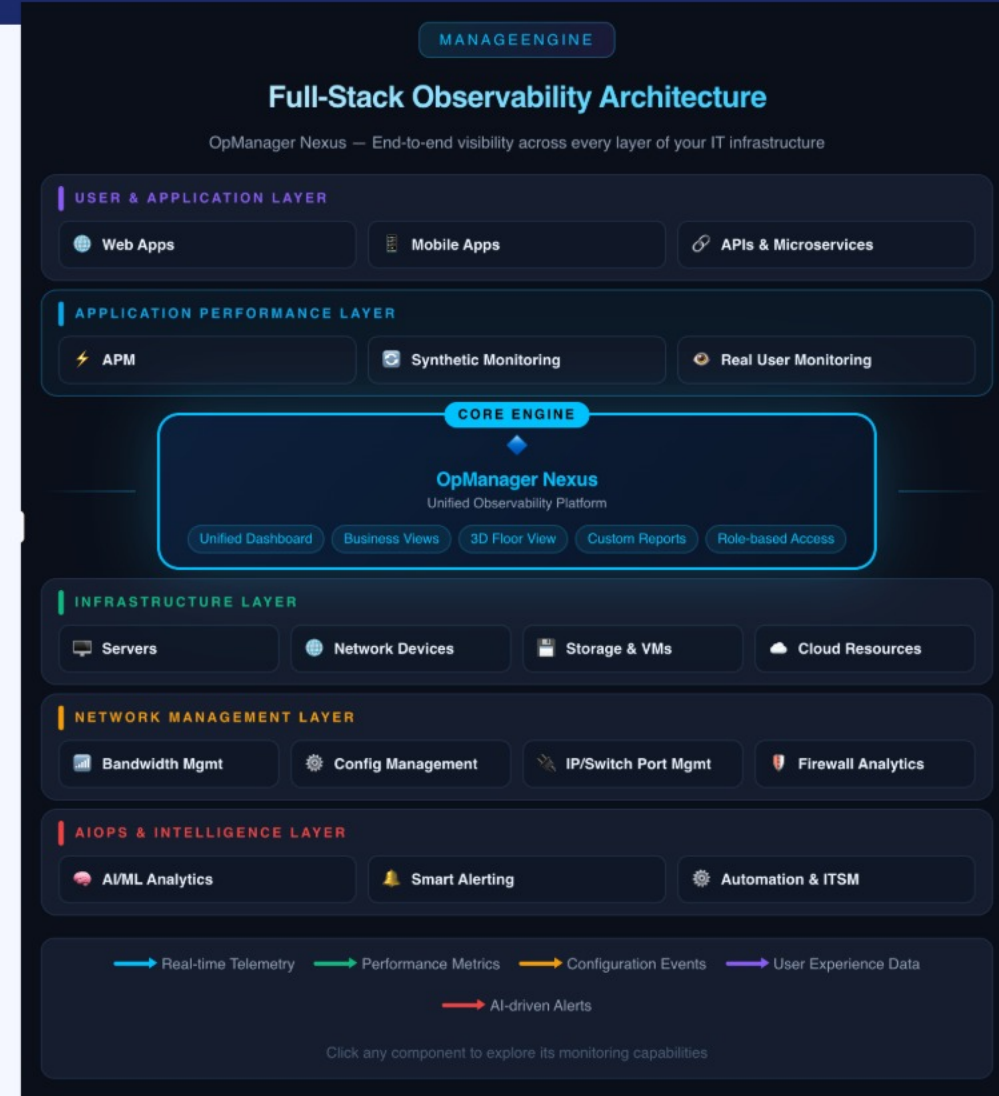
Full-Stack Observability: A 360° View of Your IT Universe

FSO unifies visibility across every layer of the technology stack — network, infrastructure, applications, and security — into a single correlated view, powered by AI/ML.



Full-Stack Observability: Architecture

FSO unifies visibility across every layer of the technology stack — network, infrastructure, applications, and security — into a single correlated view, powered by AI/ML.



The Three Pillars of Observability



Metrics

Numerical time-series data that measure system performance — CPU, memory, request rates, latency, error rates. The 'what is happening' signal.



Logs

Timestamped records of discrete events — errors, warnings, transactions. The 'why it happened' signal for deep investigation and audit.



Traces

End-to-end request journeys across distributed services and microservices. The 'where it happened' signal for pinpointing bottlenecks.

Together, Logs + Metrics + Traces = Complete Observability

How Full-Stack Observability Works: The Data Flow

Data Sources

Apps · Infra · Network · Cloud · Containers



Correlation Engine

AI/ML · AIOps · Anomaly Detection



Action & Remediation

Auto-heal · Ticketing · Notifications

Collection Layer

Agents · API Integrations · Log Shippers

Unified Platform

Dashboards · Alerts · Reports · CMDB

Full-Stack Observability vs Traditional Monitoring

Capability	Traditional	FSO (ManageEngine)
Visibility scope	Single layer	Full stack — all layers
Data correlation	Manual / siloed	AI-powered auto-correlation
Alert noise	High false positives	Smart deduplication
Root cause analysis	Hours of digging	Minutes — AI-assisted
Cost	Multiple tool licenses	Single unified platform
Cloud-native support	Limited	Native multi-cloud
Predictive capability	Reactive only	Predictive & preventive

SECTION 05

ManageEngine FSO Platform Deep-Dive

Product capabilities, demo flow & key differentiators

OpManager Nexus: Complete Network & Infrastructure Visibility



Application Monitoring

Monitors application performance, server health, and infrastructure availability to ensure smooth business operations.



Network Configuration Management

Tool that automates network device configuration, backup, change tracking, and compliance management from a central console.



Firewall Log and Rule Management

Security and Log analysis tool that monitors firewall traffic, analyzes logs, detects threats, and generates compliance and bandwidth usage reports.



Fault Management

Instant alerting on device failures, interface issues & threshold breaches



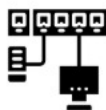
Network Infrastructure Monitoring

Real-time auto-discovery of all network devices & dependencies, monitors network devices, servers, and infrastructure to track performance, detect faults, and ensure availability.



Traffic Analysis

NetFlow, sFlow & IPFIX for bandwidth & traffic pattern insights



IP and Switch Port Management

Helps administrators monitor switch ports, manage IP addresses, and detect rogue devices while troubleshooting network issues.



Predictive Analytics

AI-based forecasting of capacity issues before they impact users

Applications Monitoring: End-to-End APM



Monitoring Servers, Application & AppLogs

Availability , Prefromance ,Deep visibility into Java, .NET, Node.js, Python, Ruby & PHP applications & Logs



Real User Monitoring

Track actual user journeys, page load times & conversion impacts



OpenTelemetry (Distributed Tracing)

Trace requests end-to-end across microservices and container environments



Database Monitoring

Query performance, connection pools & slow query analysis for all major DBs



Cloud App Monitoring

AWS, Azure, GCP services — EC2, RDS, Lambda, App Service and more



AI-Powered Insights

Anomaly detection, root cause analysis & predictive alerting

Applications Monitoring: Live Dashboard Walkthrough

What to show in demo:

- ① Application Health Overview Dashboard
- ② AppsLog Monitoring
- ③ One Agent (Servers and Applications)
- ④ Mobile App Monitoring
- ⑤ OpenTelemetry (OTel)
- ⑥ Auto Event Correlation

APM LIVE Demo

Network infrastructure Monitoring: Live Dashboard Walkthrough

What to show in demo:

- ① Network Health & Performance Monitoring Overview
- ② Wireless Monitoring
- ③ Storage Monitoring
- ④ SD-WAN Monitoring
- ⑤ Maps & Dashboards
- ⑥ NetPath Analysis

OPM LIVE Demo

Network Configuration Management(NCM)

Key Capabilities:

- Automated Backups
- Change Tracking
- Compliance Auditing
- Config Automation
- Firmware Vulnerability Monitoring
- Device EOL/EOS Reports

Network Configuration Manager
(+1) 888 720 9500 Demo anfragen Angebot anfordern
Download

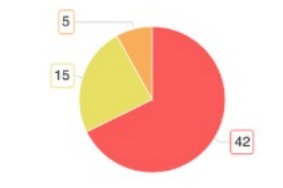
Dashboard
Inventar
Config Automation
Firmware Vulnerability
ComplianceQ
EOL
Alarmer
Tools
Einstellungen
Berichte
Unterstützung

Layout wurde geändert. Bitte speichern Sie Ihre Änderungen vor dem Beenden!

NCM-Geräteübersicht


Gerätetyp	Anbieter	Betriebssystemtyp	Geräte
Cisco Modular Access Router	Cisco	IOS	50
FortiGate Firewall	Fortinet	FortiOS	1
HPE Procurve Switch	HPE	[NA]	2
PaloAlto Firewall	PaloAlto	PAN-OS	2
Cisco Integrated Services Router ISR	Cisco	IOS	2

EOL-Übersicht



● EOL Devices (42)
● EOL Data Not Avail... (15)
● EOL Announced De... (5)

Konfigurationssicherungsübersicht

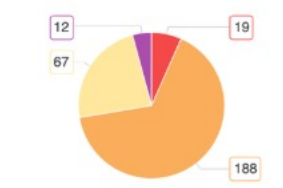


● BackUp Success (57)
● BackUp Failure (0)
● Not Backed Up (0)

Firmware Vulnerability

CVE ID	Base Score	Severity	Exploit Status	No. of Affected Devices
CVE-2016-1010	10	Krit	INA1	4

Vulnerability Severity Summary



● Critical (12)
● Moderate (67)
● Important (19)
● Low (1)

Konformitätsrichtlinienverletzung

Richtlinienname	Kritisch	Ernsthaft	Warnung	Konform
TestPolicy	228	342	57	114

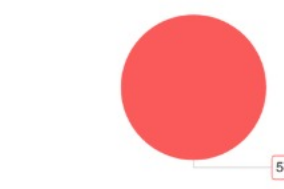
Netzwerkrichtlinienverletzung

Host name	Kritisch	Wichtig	Warnung	Konform	Letzte Prüfung
10.5.X.X	20	31	0	14	Mar 11 2026 08:02:51 AM

Letzte 10 Konfigurationsänderungen


Hostname	Erfasst am	Geändert von	Änderungstyp
10.5.X.X	May 29 2026 08:00:10 AM	demoUser	Nicht autorisiert
10.5.X.X	May 29 2026 08:00:10 AM	demoUser	Nicht autorisiert
10.5.X.X	May 29 2026 08:00:10 AM	demoUser	Nicht autorisiert
10.5.X.X	May 29 2026 08:00:10 AM	demoUser	Nicht autorisiert

Netzwerkrichtlinienverletzungsübersicht



● Compliant (0)
● Violation (57)
● Data Not Available (0)

Konfigurationsänderungsübersicht



● Compliant (0)
● Violation (0)
● Data Not Available (0)

Firewall Log and Rule Management (FWA)

Key Capabilities:

- Real-Time Log Collection & Analysis:
- Firewall Policy & Rule Management
- Configuration & Change Tracking
- Bandwidth & User Activity Monitoring
- Automated Compliance Reporting
- VPN Monitoring

The screenshot displays the Firewall Analyzer interface with the following sections:

- Statistiques du trafic du pare-feu:** A bar chart showing traffic volume for various resources. Below it is a table:

Nom du périphérique	Envoyé	Reçu	Total
FortiGate-FW	744.98 MB	10.4 GB	11.12 GB
Checkpoint-FW	1.66 MB	1.09 MB	2.75 MB
Sonicwall-FW	33.04 MB	40.3 MB	73.34 MB
SophosXG-FW	0.85 MB	0.54 MB	1.4 MB
IFilter-Proxy	0 MB	0 MB	0.96 MB
- Statistiques de sécurité du pare-feu:** A bar chart showing security events. Below it is a table:

Nom du périphérique	Attaques	Virus	Ouvertures de session échouées	Événements de sécurité	Événements refusés	Modifications de la configuration
SophosXG-FW	22026	-	6	-	22476	6
FortiGate-FW	54	18	6	66	13728	12
Sonicwall-FW	138	-	-	300	5226	-
IFilter-Proxy	-	30	-	-	-	-
Checkpoint-FW	-	-	6	-	6	6
- Liste des périphériques:** A table listing devices:

Nom du périphérique	Adresse IP	Type	Fournisseur	état
FortiGate-FW	10.5.5.1	Firewall	FortiGate	Géré
Checkpoint-FW	10.5.5.2	Firewall	Check Point	Géré
Sonicwall-FW	10.5.5.3	Firewall	SonicWall	Géré
SophosXG-FW	10.5.5.4	Firewall	Sophos XG	Géré
- N premiers pays par trafic:** A horizontal bar chart showing traffic volume by country:

Pays	Trafic
United States	3.01 GB
Brazil	2.78 MB
- N premières applications par trafic:** A horizontal bar chart showing traffic volume by application:

Application	Trafic
HTTP.BROWSER_Chrome	3.95 GB
HTTP.Video	3.21 GB
SSL	1.04 GB
HTTP.BROWSER_IE	835.71 MB
HTTP.BROWSER_Firefox	378.93 MB
HTTP.Audio	312.06 MB
Facebook	254.82 MB
- N premiers hôtes par attaque:** A horizontal bar chart showing attack hits by host:

Hôte	Attaques
10.5.5.6	21936 Hits

Oputils (IPAM & SPM)

Key Capabilities:

IP Address Management (IPAM)

Switch Port Management (SPM)

Rogue Device Detection

Built-in Diagnostic Tools

Your Company

- Default Group
 - 172.21.150.0/24
 - 172.21.151.0/24
 - 172.21.152.0/24
 - 172.21.173.0/24
 - 172.24.150.0/24
 - 172.24.151.0/24
 - 172.24.157.0/24
 - 172.24.158.0/24
 - 192.168.50.0/24
 - 192.168.51.0/24
 - 192.168.90.0/24
- DHCP Servers
 - 192.168.50.226
- Discovered Subnets
 - 10.53.0.0/19
 - 10.59.0.0/19
 - 10.63.4.0/22
 - 10.63.12.0/22
 - 10.63.20.0/22
 - 172.21.156.0/24
 - 192.168.49.0/29
 - 192.168.49.224/31
 - 192.168.56.0/24
- Discovered v6 Hosts

Subnet Address	Name	Size	Usage	Status	Used	Available	Transient	Last Scan Time	Actions
172.21.150.0/24	Not Defined	254	1%	Scanned	3	247	4	16 Feb 24, 12:59 PM	
172.21.151.0/24	Not Defined	254	4%	Scanned	10	242	2	16 Feb 24, 12:59 PM	
172.21.152.0/24	Not Defined	254	4%	Scanned	9	242	3	16 Feb 24, 12:59 PM	
172.21.173.0/24	Not Defined	254	4%	Scanned	9	238	7	16 Feb 24, 01:01 PM	
172.24.150.0/24	Not Defined	254	30%	Scanned	77	170	7	16 Feb 24, 12:56 PM	
172.24.151.0/24	Not Defined	254	35%	Scanned	90	142	22	16 Feb 24, 12:59 PM	
172.24.157.0/24	Tenkasi	254	19%	Scanned	47	0	207	16 Feb 24, 12:55 PM	
172.24.158.0/24	Estancia	254	24%	Scanned	62	0	192	16 Feb 24, 12:55 PM	
192.168.50.0/24	Not Defined	254	4%	Scanned	9	239	6	16 Feb 24, 05:45 PM	

Top 10 Subnets with Occupied IPs

172.24.151.0/24	35
172.24.150.0/24	30
172.24.158.0/24	24
172.24.157.0/24	19
172.21.151.0/24	4
192.168.50.0/24	4
172.21.152.0/24	4
172.21.173.0/24	4
192.168.90.0/24	2



AI Ops: From Reactive to Predictive IT Operations

AI Capabilities:

Adaptive Thresholds

Dynamic alert thresholds that automatically adjust to normal usage patterns to reduce false positives and improve anomaly detection.

Anomaly Detection

ML baselines for every metric; auto-flags deviations before alerts fire

Alert Deduplication

Reduces alert noise by grouping related events into single incidents

Root Cause Analysis

AI correlates events across the stack to identify true root cause in minutes

Predictive Alerting

Forecast capacity exhaustion hours before it causes an outage

Auto-Remediation

Trigger runbooks and healing scripts automatically on known issue patterns

Remote MCP Server

Claude/MS Team client can connect OpManager MCP server to perform some actions

Capacity Planning

Forecasting future infrastructure and resource needs based on usage trends.

Private & Public LLM Support

Integrates with OpenAI or On-Prem LLM (Ollama) to live interaction with OpManager

SECTION 06

Business Outcomes & ROI

Metrics, benchmarks and real-world customer results

The Business Impact of Full-Stack Observability

90%

Reduction in downtime costs with advanced observability

80%

Of companies report revenue uplift from real-time analytics

60%

Faster mean time to resolution (MTTR) with unified visibility

45%

Reduction in tool sprawl costs by consolidating platforms

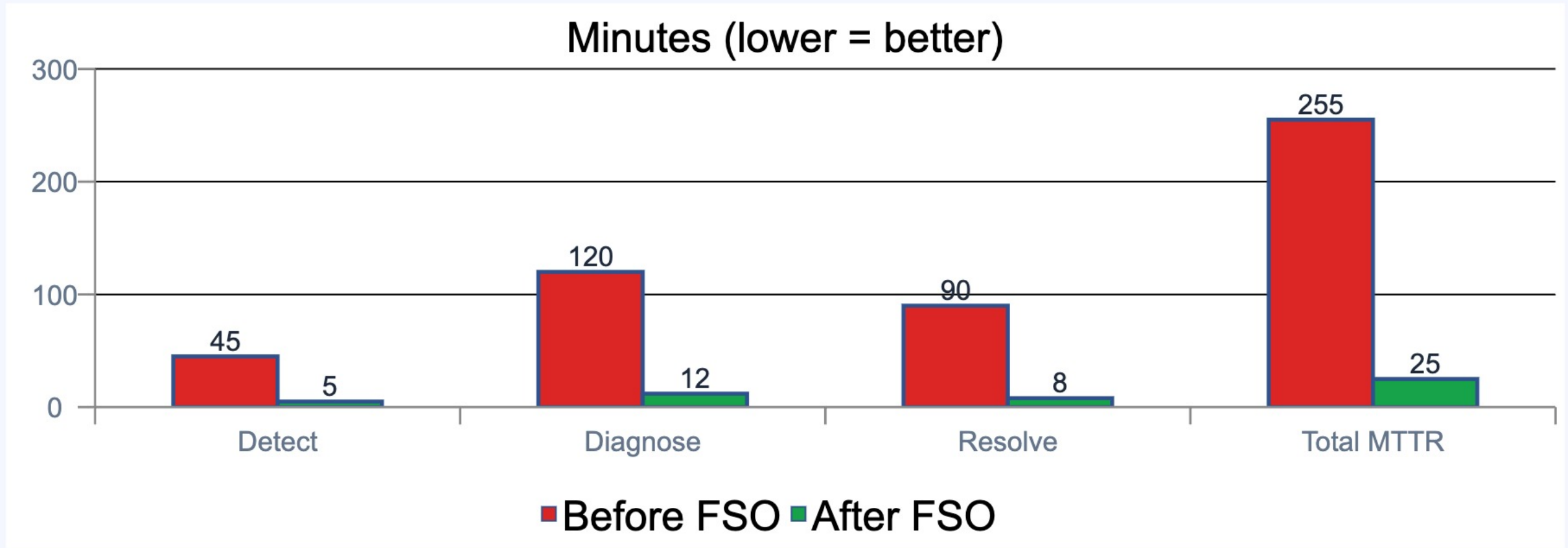
Gartner[®]

"80% of companies surveyed report revenue uplift due to real-time data analytics and insights"

CDInsights

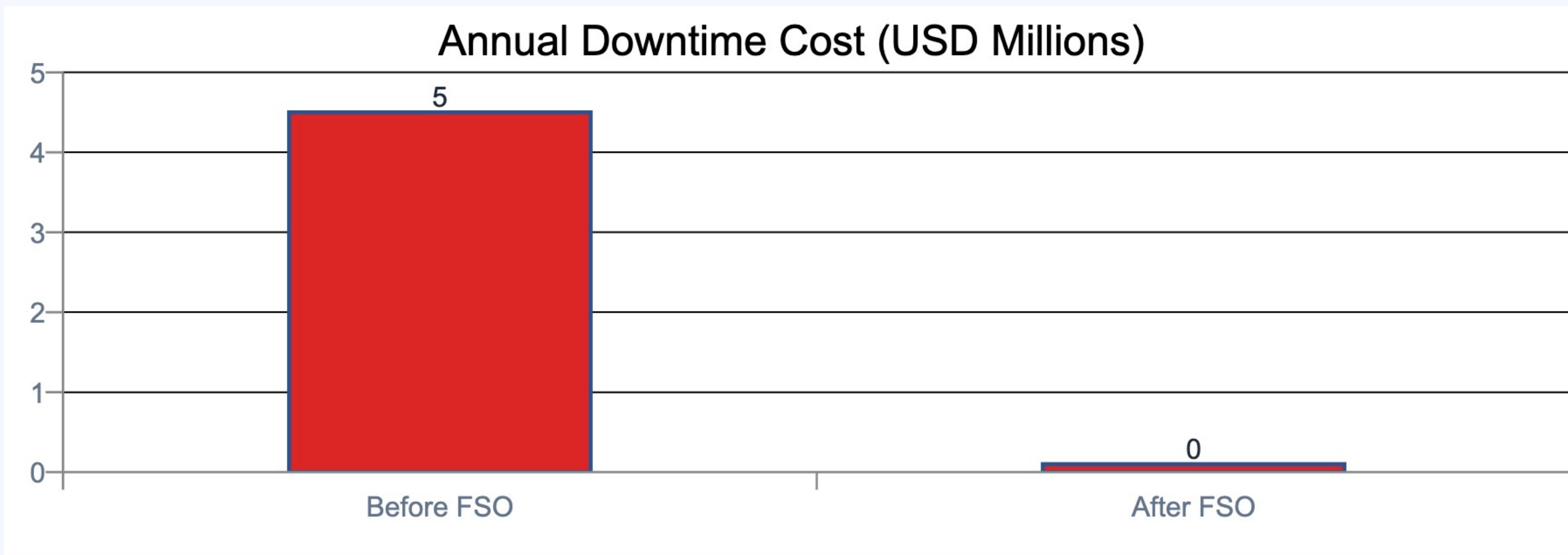
"Advanced observability deployments can reduce downtime costs by 90%"

MTTR Improvement: Before vs After ManageEngine FSO



ManageEngine FSO customers report up to 90% reduction in MTTR on average.

Annual Downtime Cost: The Price of Reactive IT



From \$4.5M to under \$100K — the FSO effect on downtime cost.

Real-World Results: Enterprise Transformation with ManageEngine



We reduced our MTTR from 4 hours to under 10 minutes. ManageEngine FSO gave us complete visibility we never had before. Our IT team now focuses on innovation, not firefighting.



— CTO, Fortune 500 Manufacturing Company

Key Results Achieved:

MTTR: 4 hrs → 8 min

Tools: 12 → 2

Downtime: 11 hrs → 12 min/mo

Savings: \$4.2M / year

Real-World Results: Enterprise Transformation with ManageEngine



We tied the generator to OpManager for alerts, including fuel underflows, overflows, or if the generator is running too long, to let someone know instantly that we need to look into the issue, potentially saving significant amount of money.



— IT Manager, Government/Public Sector Organization

Key Results Achieved:

Savings of over \$100K/ year

Real-World Results: Enterprise Transformation with ManageEngine



"ManageEngine not only met but surpassed our requirements, making it the clear winner in our research. Versatility, a rich-feature set, and user-friendliness were three major factors that set it apart from other vendors [Zabbix, SolarWinds, Dynatrace and Grafana] we considered."



— CTO, Leading Brazilian IT Consulting Firm

Key Results Achieved:

SLA: 99.99%

Savings of over 40
workhours

80% reduction in MTTR

Real-World Results: Enterprise Transformation with ManageEngine



"At ten percent of the competitor IBM, Appnomics and Organize solutions' cost, ManageEngine gives 95 percent of the competitor's features"



— Leading South-Asian Insurance Company

Real-World Results: Enterprise Transformation with ManageEngine



"Seeking a more comprehensive observability solution, we opted to switch from AppDynamics to ManageEngine, and this move has proven to be a perfect fit for requirements."



— Leading US Financial Conglomerate

SECTION 07

Getting Started

Your roadmap to Full-Stack Observability with ManageEngine

Flexible Deployment Options to Fit Your Environment



SaaS / Cloud

- Zero infrastructure overhead
- Always up-to-date
- Quick setup
- Pay-as-you-scale pricing



On-Premises

- Full data sovereignty
- Air-gapped support
- Customizable architecture
- Enterprise licensing

Your Journey to Full-Stack Observability

1

Discover & Assess

- IT environment audit
- Tool inventory
- Gap analysis
- Stakeholder alignment

2

Deploy

- Installation & Setup
- Credential Setup/Agent Deployment
- Monitoring/Management
- Initial dashboards & Reports

3

Tune & Optimize

- Alert threshold tuning
- Custom dashboards
- Runbook automation
- Team training

4

Scale & Innovate

- Advanced AIOps
- Full ITSM & other integrations
- Capacity planning
- Continuous improvement

ManageEngine FSO: Connect Your Entire Tech Ecosystem

ITSM & Ticketing

Service Desk Plus · ServiceNow · Jira · Freshservice · ZenDesk · TopDesk · Ilert and more..

Collaboration

Slack · Microsoft Teams · PagerDuty · OpsGenie · Telegram · Whatsapp · Lark · Alarms One and more..

Cloud Platforms

AWS · Azure · Google Cloud · Oracle Cloud and more..

Integrate with SIEM Tools

Splunk · FortiSIEM · Log360 · Microsoft Sentinel · IBM Qradar · ArcSight and more..

Privileged Access Management

PAM360

Automation

Built-in Workflows · Ansible · Custom integration

50+ out-of-the-box integrations available in ManageEngine FSO

Built-In Compliance Reporting & Security Observability

Supported Compliance Standards:

GDPR

Data access monitoring & audit trails

FIPS

Federal Information Processing Standards

PCI DSS

Payment card data access monitoring

HIPAA

Healthcare data access & breach detection

SOC 2

Security, availability & confidentiality controls

CIS

CIS Benchmark Compliance

NIS2

Data access monitoring & audit trails

SANS

Federal Information Processing Standards

NERC-CIP

Payment card data access monitoring

GLBA

Healthcare data access & breach detection

GSMA

Security, availability & confidentiality controls

ISO27001

CIS Benchmark Compliance

Flexible Pricing Built for Every Organization

Standard	Professional	OpManager Enterprise/MSP	OpManager Nexus
<p>10 to 1K Devices</p> <ul style="list-style-type: none"> ● Basic Discovery ● Basic Monitoring/Authentication ● Email alerts ● Limited Dashboards/Reports 	<p>10 to 1K Devices</p> <ul style="list-style-type: none"> ● Suitable for Single Location ● Up to 1000 Devices ● Complete Full stack Observability ● Extended Dashboards/Reports ● AIOps & ML based features 	<p>250 to 10K/ 30K Devices</p> <ul style="list-style-type: none"> ● All Professional features ● Addons- NCM,NFA, FWA, IPAM/SPM & APM ● AIOps & ML Features ● More Scalable ● Suitable for Distributed & Large Enterprise Networks 	<p>250 to 10K/30K Devices</p> <ul style="list-style-type: none"> ● Available as both Stand Alone and Enterprise version ● All FSO modules included by default ● Available for both On-Prem & Cloud ● Suitable for all small/Medium & Large Enterprise networks

All plans include 30-day free trial | No credit card required | Cancel anytime

Your Path to Full-Stack Observability Starts Today

01



Free Assessment

Get a complimentary IT observability maturity assessment tailored to your environment

02



Live Demo

See ManageEngine OpManager Nexus in action with your own infrastructure data — 45-minute session

03



30-Day Free Trial

Full-featured trial with guided onboarding from our solutions engineering team

04



Expert Consultation

One-on-one session with a ManageEngine solutions architect for your specific use case

<https://www.manageengine.com/it-operations-management/>

See OpManager Nexus in Action

THANK YOU

Transform Your IT Operations with Full-Stack Observability



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opmanagernexus@manageengine.com



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