

# Manage your network smarter, with **OpManager**

The trusted network monitoring software



# OpManager - Overview

In the digital age, where your network decides your network worth, every penny counts with OpManager. OpManager, our network monitoring software gives users,

- ❑ A 360° picture of their virtual, physical, and cloud network infrastructures.
- ❑ Correlates data from a wide range of network devices and applications.
- ❑ Gives the visibility to monitor the health and performance of your network.
- ❑ Helps take informed decisions to avoid expensive downtime, whether you're monitoring 10 or 10,000 hosts.



# WHY OpManager?

**Experience & expertise** - Easy installation and user friendly interface. Flexibility to view and monitor network on the move. Team of experts to assist you via phone, email and chat.

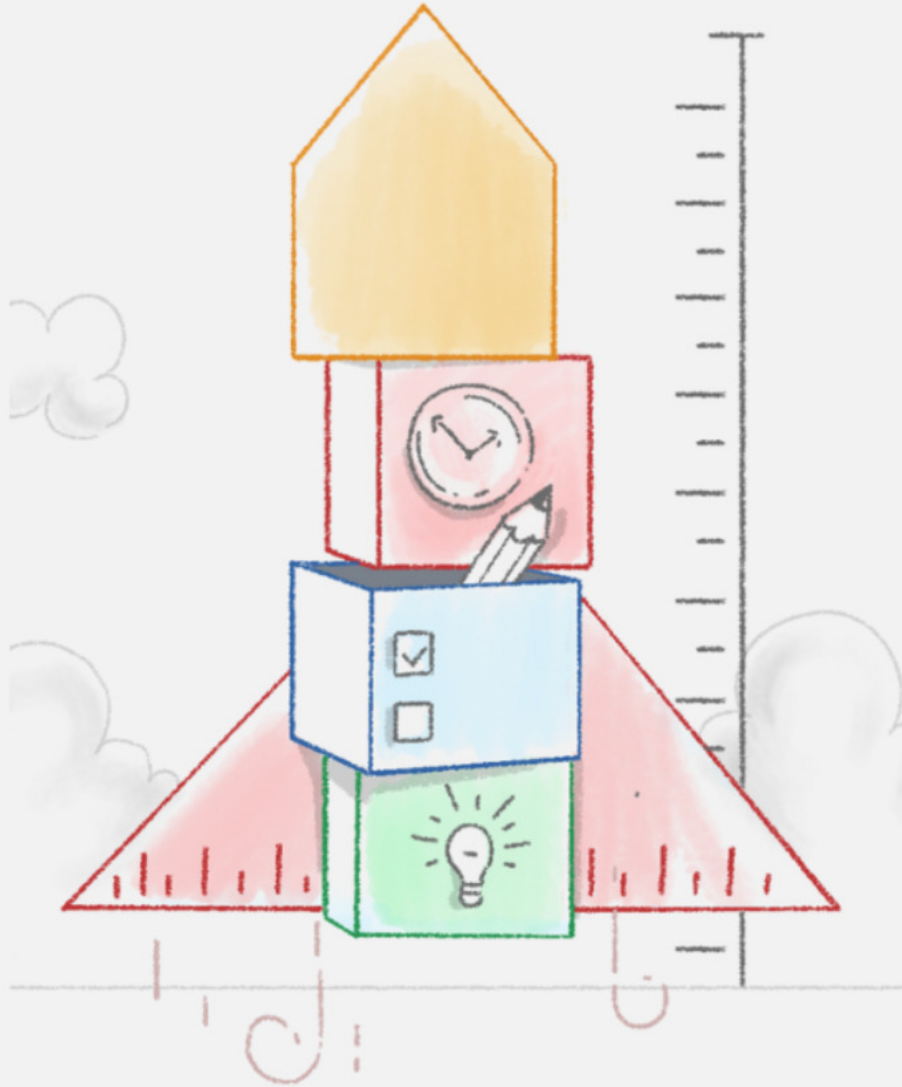
**Making reality meet expectations** - Features that cater for every need. Reach out to our support for new features and customizations.

**Affordable & transparent** - Follows device-based license model making it the one of the affordable NMS. Transparent pricing, listed on the website.

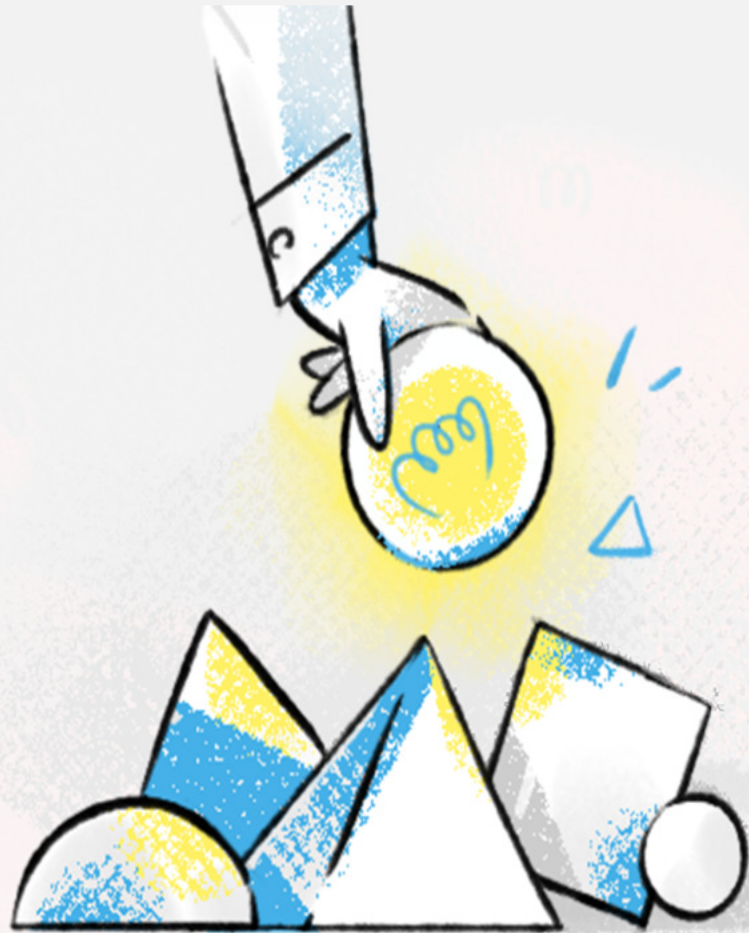
**Quality commitment & credibility** - Over 1,000,000 IT Admins across 120+ countries use OpManager. 15+ years of serving IT and bagging several awards.

**In the pursuit of progress** - Transparent roadmap forms to receive feedbacks for betterment. New releases every now and then, is a visible evidence of constant learning and growing.

# OpManager Fuctionalities



- DISCOVERY
- MONITORING
- FAULT MANAGEMENT
- VISUALIZATION
- REPORTS



# Discovery

Where it all begins.

# Discovery Engine

### Discovery - Input

- IP Range
- CIDR
- CSV File Import
- Existing Devices

v4  v6

Start IP  
 -  -  -

End IP  
 -  -  -

NetMask

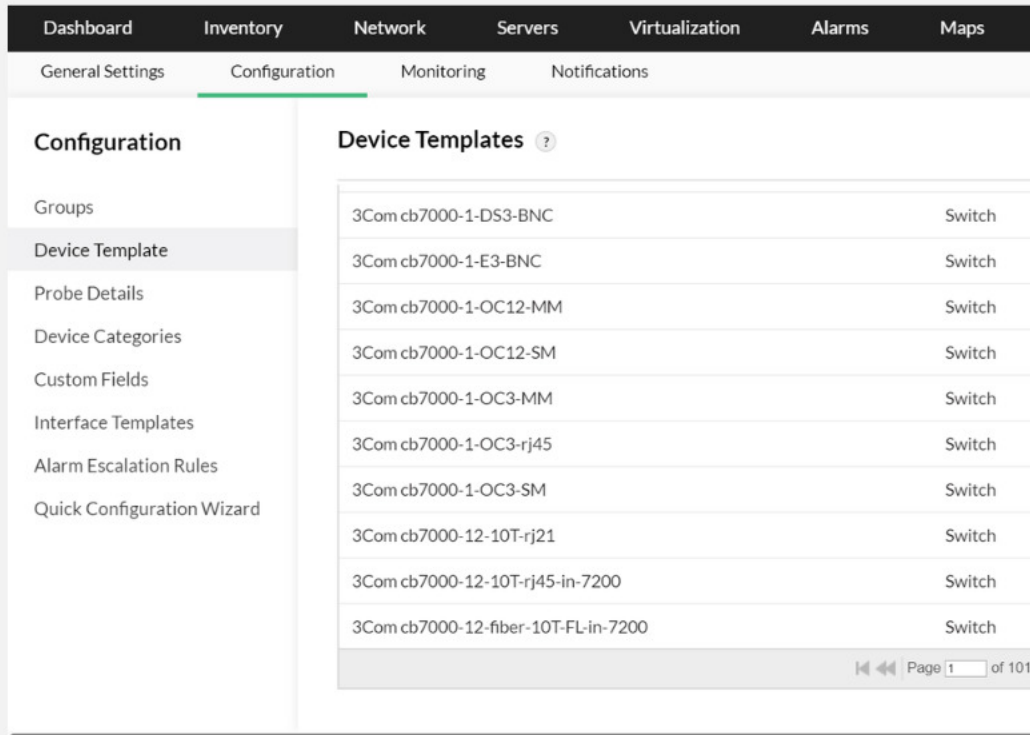
- Discover a wide range of devices, interfaces, Virtual and storage machines through IP address, subnets, AD & CSV files.
- Discover all devices in your network via SNMP, CLI and WMI protocols.
- Automatically map all devices under respective categories and start monitoring with the help of 10,000+ templates bundled.
- Schedule discovery to add or remove devices.

# Discovery Engine

|                |               |                    |                 |                  |            |      |
|----------------|---------------|--------------------|-----------------|------------------|------------|------|
| Inventory      | Network       | Servers            | Virtualization  | Storage          | Alarms     | Maps |
| Discovery      | Configuration | Monitoring         | Notifications   | Tools            | ITOM Agent |      |
| Discovery Rule | Rediscovery   | Unapproved Devices | Ignored Devices | Discovery Report |            |      |

- ❑ **Rediscovery:** Rediscover the existing devices when there's a change in the hardware specifications.
- ❑ **Discovery Report:** Summary of the discovered devices.
- ❑ **Discovery Rule:** Automate configurations using conditions & actions.

# Discovery Engine



- ❑ OpManager comes with over 53k **vendor templates** enabling smart classification of the devices.
- ❑ **Device templates** with over 10000 device types, help with the initial configurations to classify the devices into pre-defined categories, and to associate monitors to them.
- ❑ You can modify existing templates or create your own as per your requirements.
- ❑ Perform several bulk configuration and management tasks using the **Quick Configuration Wizard**, like associating notification profiles, alarm suppression, bulk-deletion, bulk association of monitors etc.

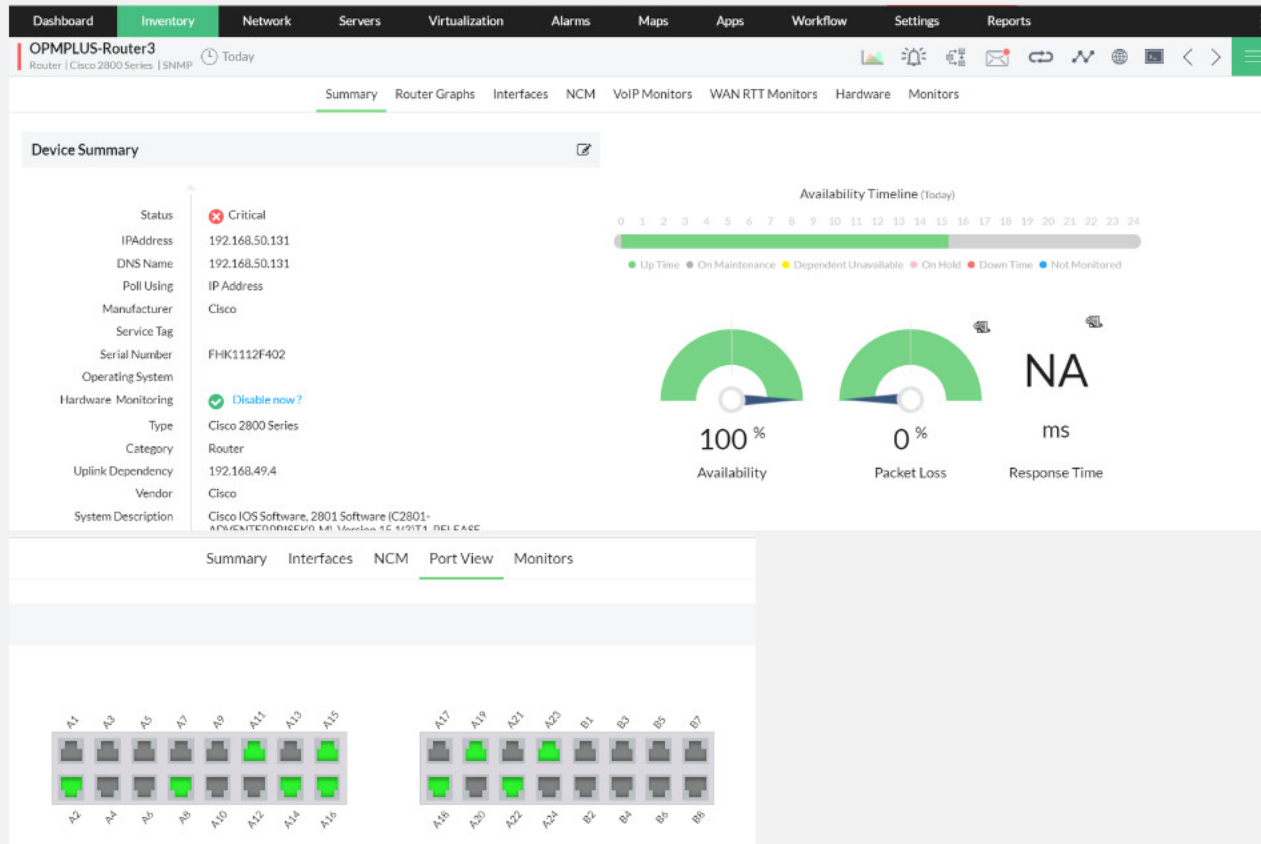




# Monitoring

To manage is to master.

# Router/Switch Monitoring



- Monitor 100+ performance metrics such as CPU, Memory, Errors & Discards, Buffer Hits & Misses, & more.
- Records the availability, response time, and packet loss of the device 24/7.
- View the port status and configuration changes.
- Pull out detailed reports on the metrics to analyze the trend.
- Out-of-the-box templates for 1000+ Cisco, Juniper, Palo-alto, Huawei, HP, Foundry, Aruba, Netgear, Nortel & other network devices.

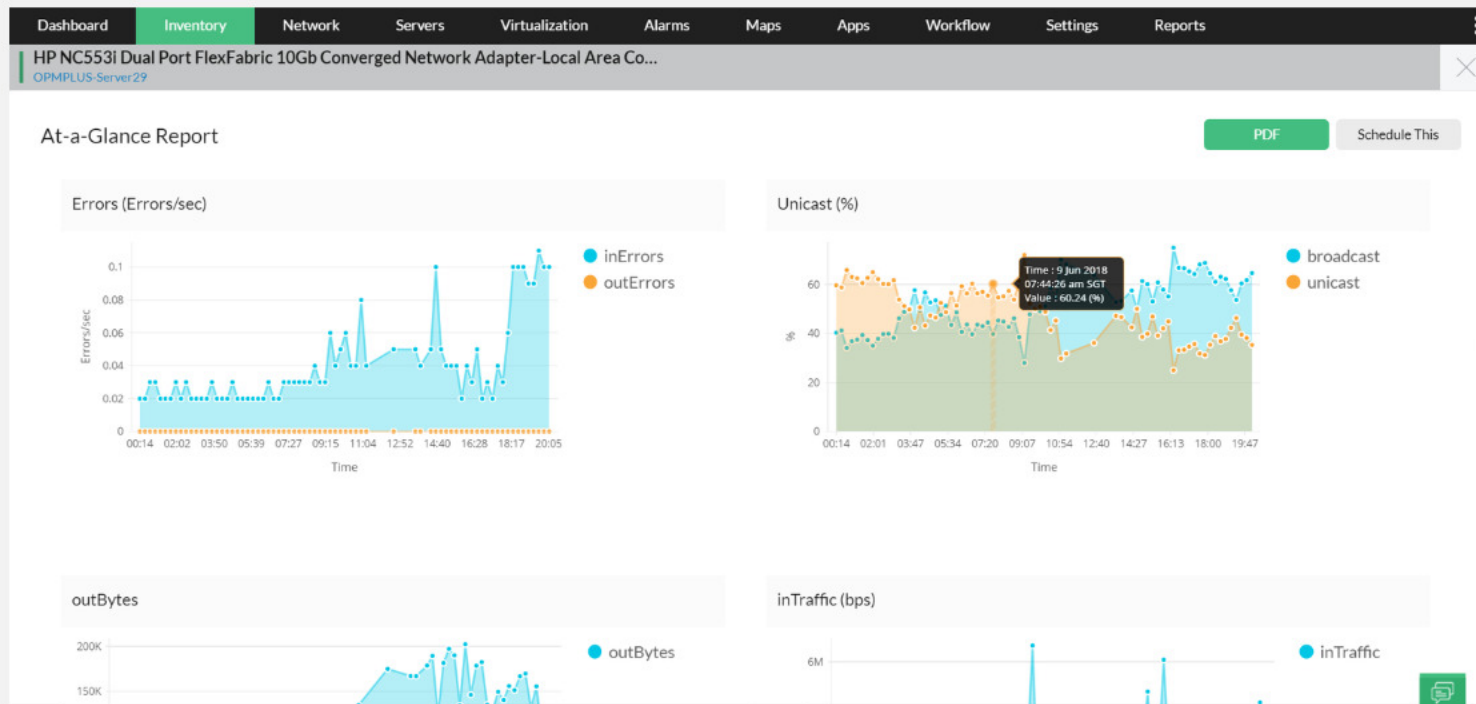
# Interface Monitoring

## ADVANCED

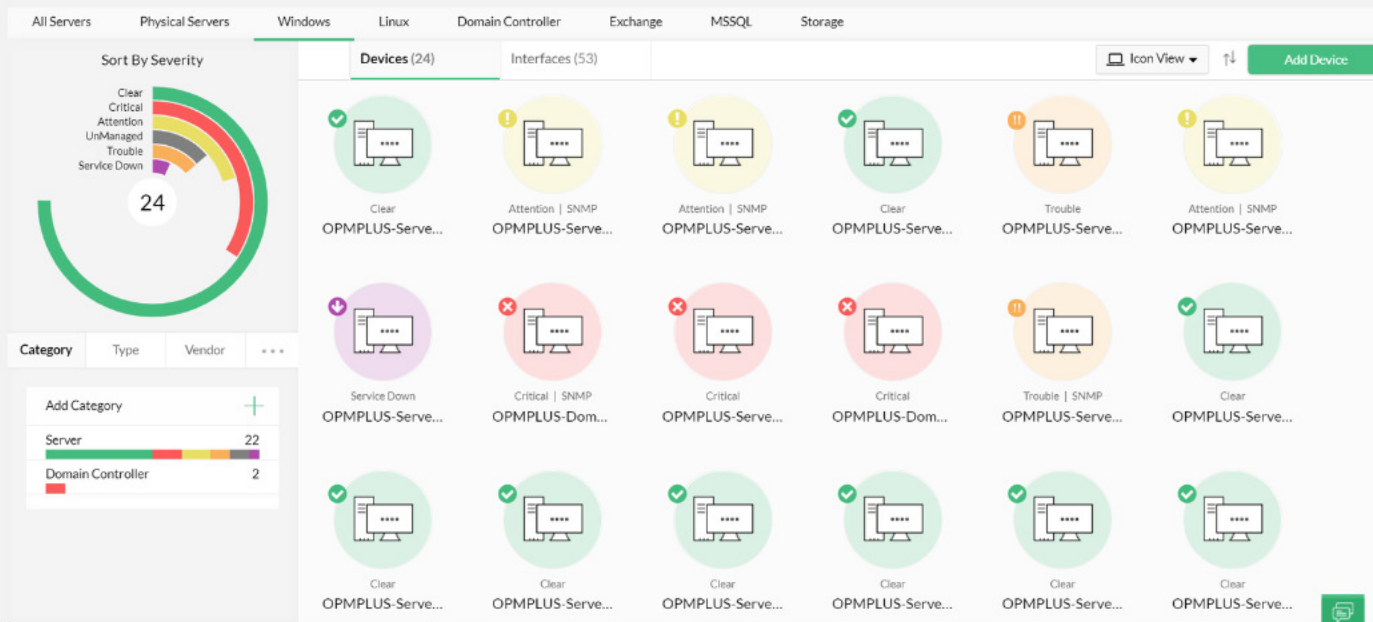
- ❑ Identify top bandwidth consuming users and applications via NetFlow, sFlow, jFlow, IP FIX, and much more.
- ❑ Apply QoS policies to regulate bandwidth for business critical apps.

## BASIC

- ❑ Monitor Tx/Rx traffic, errors, discards and utilization via SNMP.
- ❑ Administratively can UP/Down an interface.

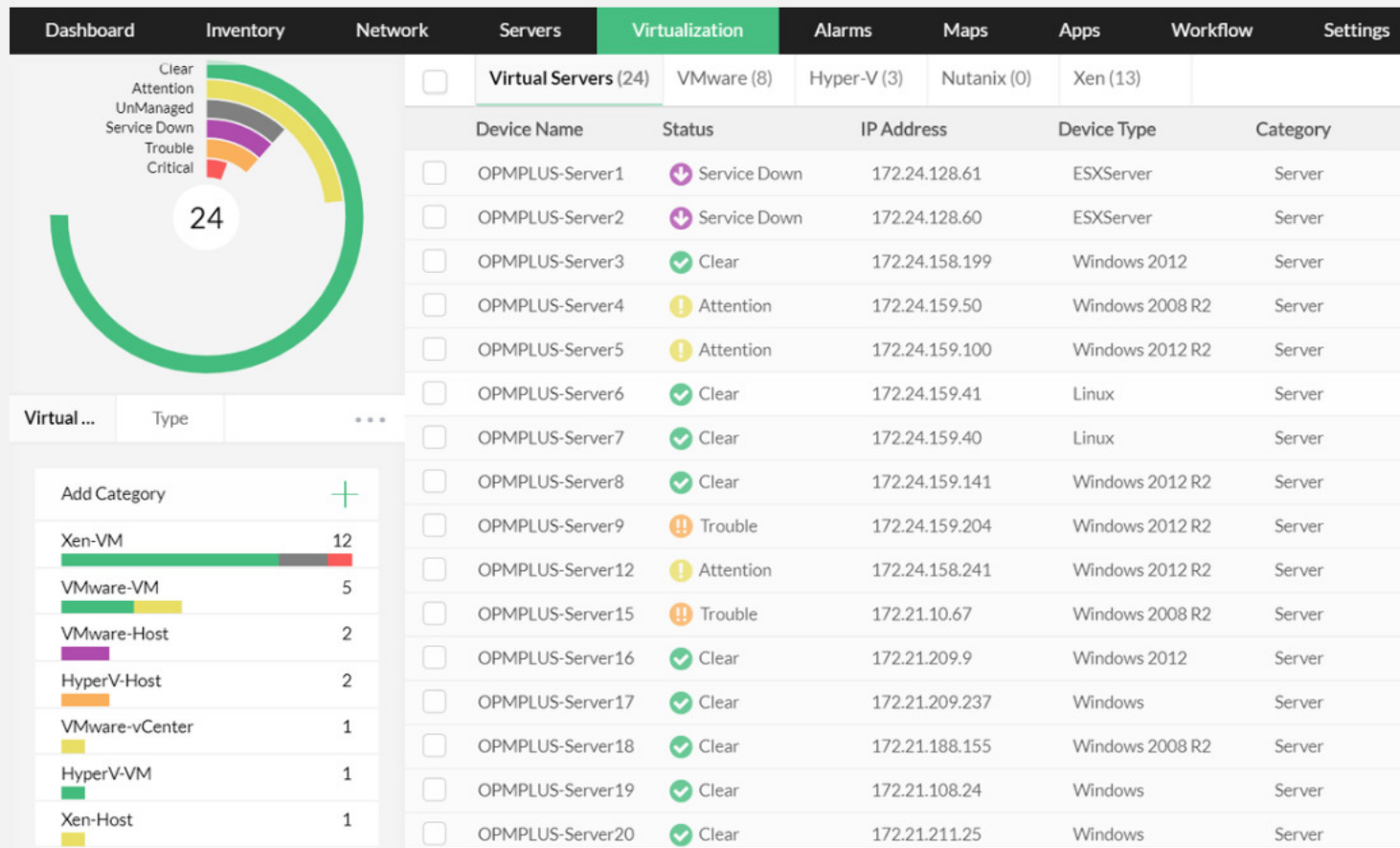


# Windows/Linux Server Monitoring



- ❑ Monitor CPU, Memory & Disk Utilization of Windows and Linux servers via WMI and SNMP/CLI.
- ❑ Surveils Windows processes and services, and TCP services.
- ❑ Monitor Windows events with the event ID.
- ❑ Monitor Files and Folders for size, existence, count, and modification.
- ❑ Out-of-the-box includes templates with monitors for all leading server operating systems.

# VMware, Hyper-V, Hypervisor & Nutanix Monitoring



- ❑ Monitor Host and VM performance via vCenter APIs, WMI, and Hypervisor-APIs.
- ❑ Monitor performance metrics such as CPU ready, Memory Swap, Disk I/O Usage, Disk Read Requests, Datastore Write Requests, and 50 more.
- ❑ Out-of-the-box supports vMotion, Live Migration and Xen Motion.
- ❑ Map VM-Host relationship for better understanding.
- ❑ In-depth monitoring of Nutanix environment using Prism API.

# WLC Monitoring

The screenshot displays the 'est-wifimaster' dashboard for an Aruba A7280 Controller. The top navigation bar includes Dashboard, Inventory, Network, Servers, Virtualization, Alarms, Maps, Apps, Workflow, Settings, and Reports. The main dashboard area shows summary statistics: 13 SSID, 435 Access Points, 2318 Rouge SSIDs, and 216 Clients. Below this is a table titled 'Access Points' with a 'Discover Access Points' button and 'Start'/'Stop' controls. The table lists various access points with their status, names, MAC addresses, IP addresses, and channel information.

| Status  | AP Name      | MAC Address       | IP Address | Channels | Advanced Monitoring   |
|---|--------------|-------------------|------------|----------|-----------------------|
| <input checked="" type="checkbox"/> Not Monitored | Reception    | 4:bd:88:cd:5c:d8  | 1.1.1.76   |          | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | First floor  | 4:bd:88:cd:5d:2a  | 1.1.1.23   | 149.11   | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | Second floor | 4:bd:88:cd:5e:64  | 1.1.1.41   |          | <a href="#">Start</a> |
| <input checked="" type="checkbox"/> Not Monitored | Plaza-1st    | 4:bd:88:cd:5e:42  | 1.1.1.24   | 48,1     | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | Ground       | 4:bd:88:cd:5e:7e  | 1.1.1.27   | 36,11    | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | B-Pillar     | 4:bd:88:cd:5e:9e  | 1.1.1.64   | 44,1     | <a href="#">Start</a> |
| <input checked="" type="checkbox"/> Not Monitored | Conf 1       | 18:64:72:cb:e2:20 | 1.1.1.34   | 36,6     | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | Conf 2       | 18:64:72:cb:e8:de | 1.1.1.35   | 161.11   | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | Third floor  | 18:64:72:cb:e9:54 | 1.1.1.67   | 40,1     | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | OpManager    | 18:64:72:cb:ea:40 | 1.1.1.105  | 36,11    | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | Conf 3       | 18:64:72:cb:e9:e6 | 1.1.1.36   | 149,11   | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | Plaza-2nd    | 20:a6:cd:cf:e7:9a | 1.1.1.29   | 149,6    | <a href="#">Start</a> |
| <input type="checkbox"/> Not Monitored            | H Pillar     | 20:a6:cd:cf:e4:ee | 1.1.1.87   | 161.11   | <a href="#">Start</a> |

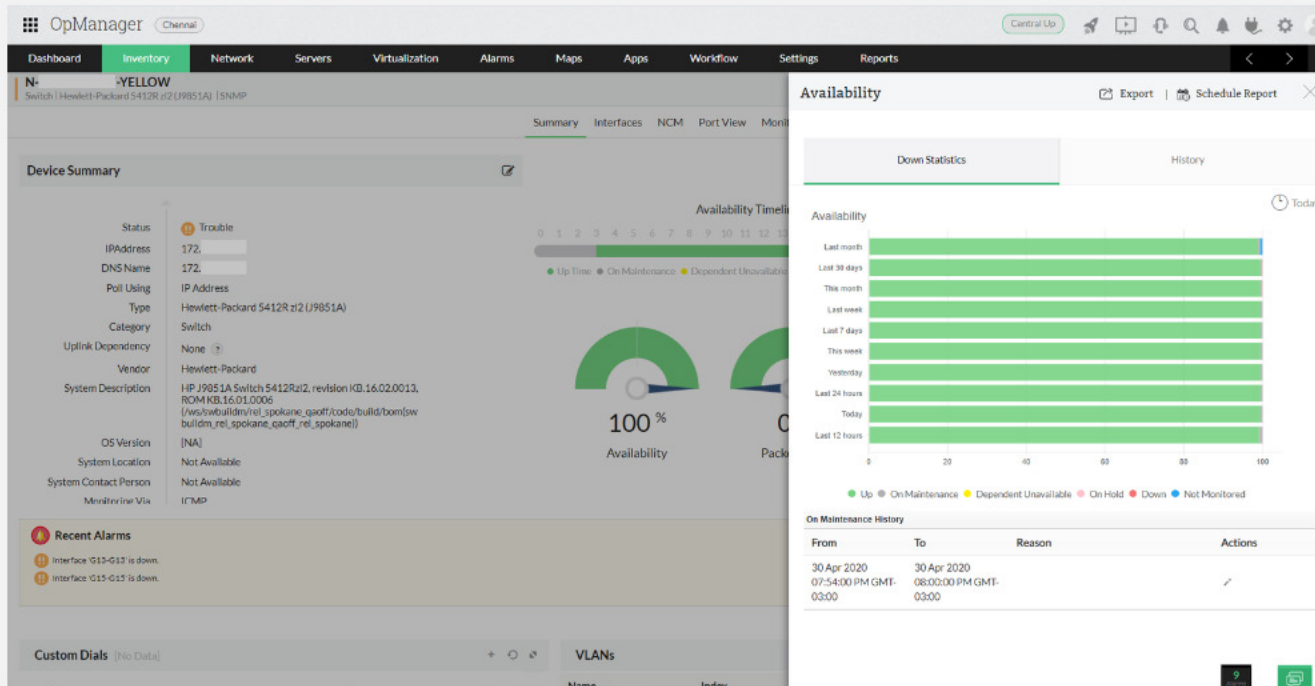
- ❑ Manage your wireless networks with WLC monitoring.
- ❑ Ensure continuous availability of your access points. By monitoring SNR, no. of clients, transmitted & received bytes, etc., tracks the performance of access points.
- ❑ Gain insights into your WLC environment with dedicated AP and SSID reports.

# Network Path Monitoring



- ❑ Visualize and monitor your network path in real-time.
- ❑ Determine the performance of every node and link in the path.
- ❑ Predict potential issues that may harm a node or link, by analyzing the traffic patterns.
- ❑ Understand the multiple paths taken by a data packet to reach its destination. This will help you identify issues early.
- ❑ Get a complete analysis of the overall network traffic and latency, with specific hop-by-hop performance metrics for better network planning.

# Storage monitoring

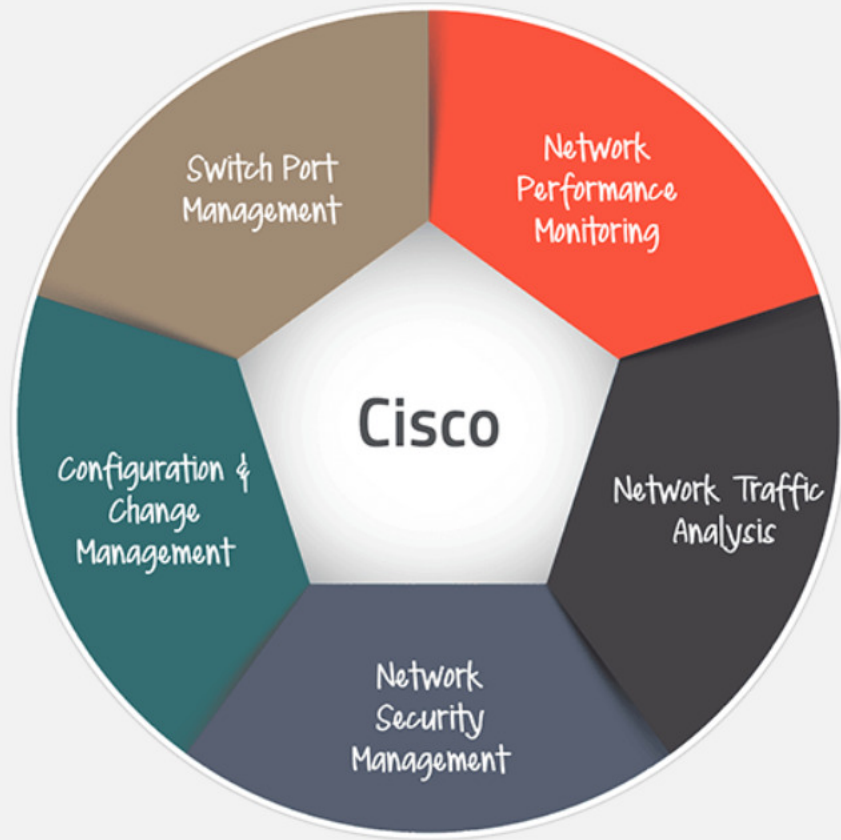


Efficiently monitor and manage all your storage devices such as RAID and Tape Library with the help of storage monitor add-on. Its features include:

- Real-time alert with email and SMS notification.
- Extensive reports to give you an overall idea of your network.
- FC (Fiber Channel) switches in your area can be managed.
- Storage Forecasting : Storage capacity data can be analyzed using reports and exact capacity predictions can be made for the future.



# CISCO Monitoring

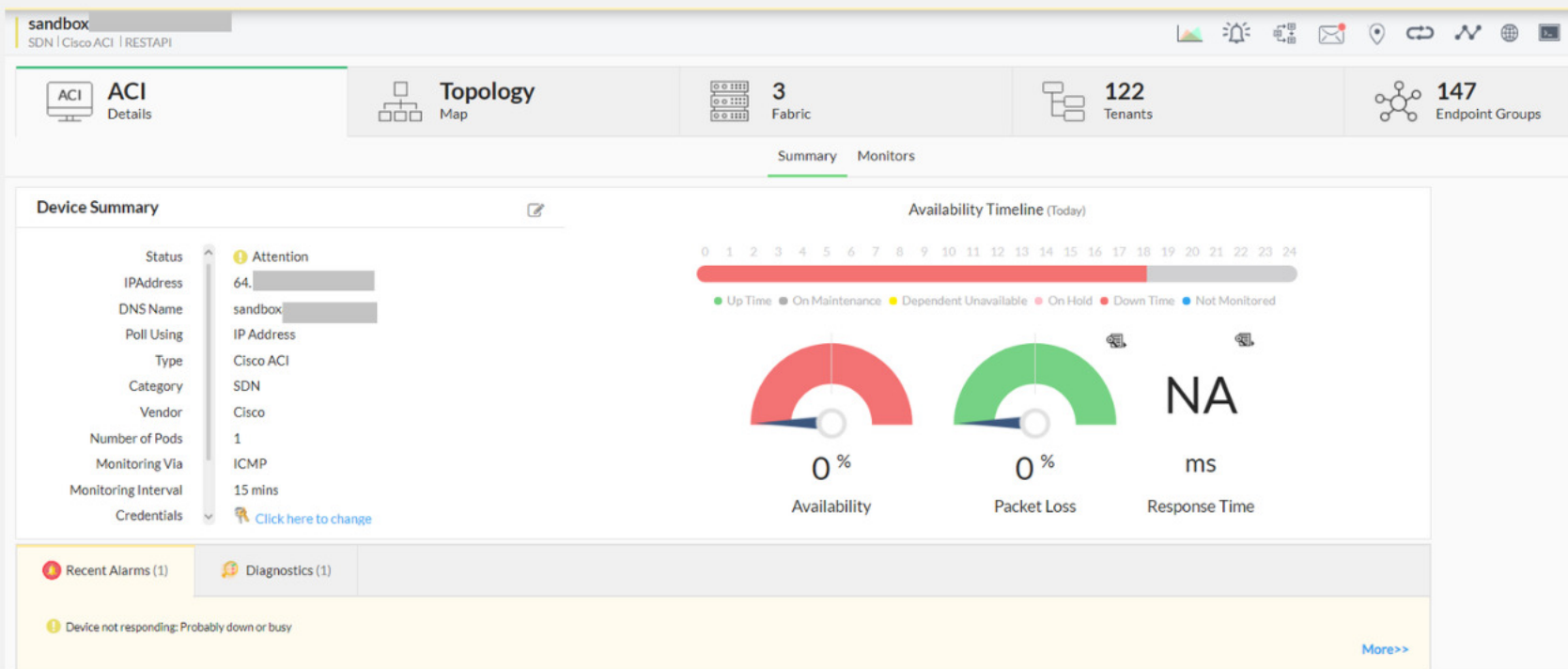


- ❑ OpManager's Cisco network monitoring tools support a wide range of Cisco devices such as ASR series, Catalyst series, Nexus, UCS, etc. and technologies such as NetFlow, IP SLA, etc.
- ❑ **OpManager's Cisco port monitor** recognizes more than 230 interface types.
- ❑ It monitors them for availability, traffic, errors and discards via SNMP.
- ❑ **OpManager Cisco UCS** monitors all the blade servers, fabric interconnects, fabric extenders, virtual interface cards, rack mount servers, etc. for performance.
- ❑ It leverages UCS Manager XML API to monitor the components.
- ❑ OpManager also supports VMware monitoring for the VMs inside UCS.

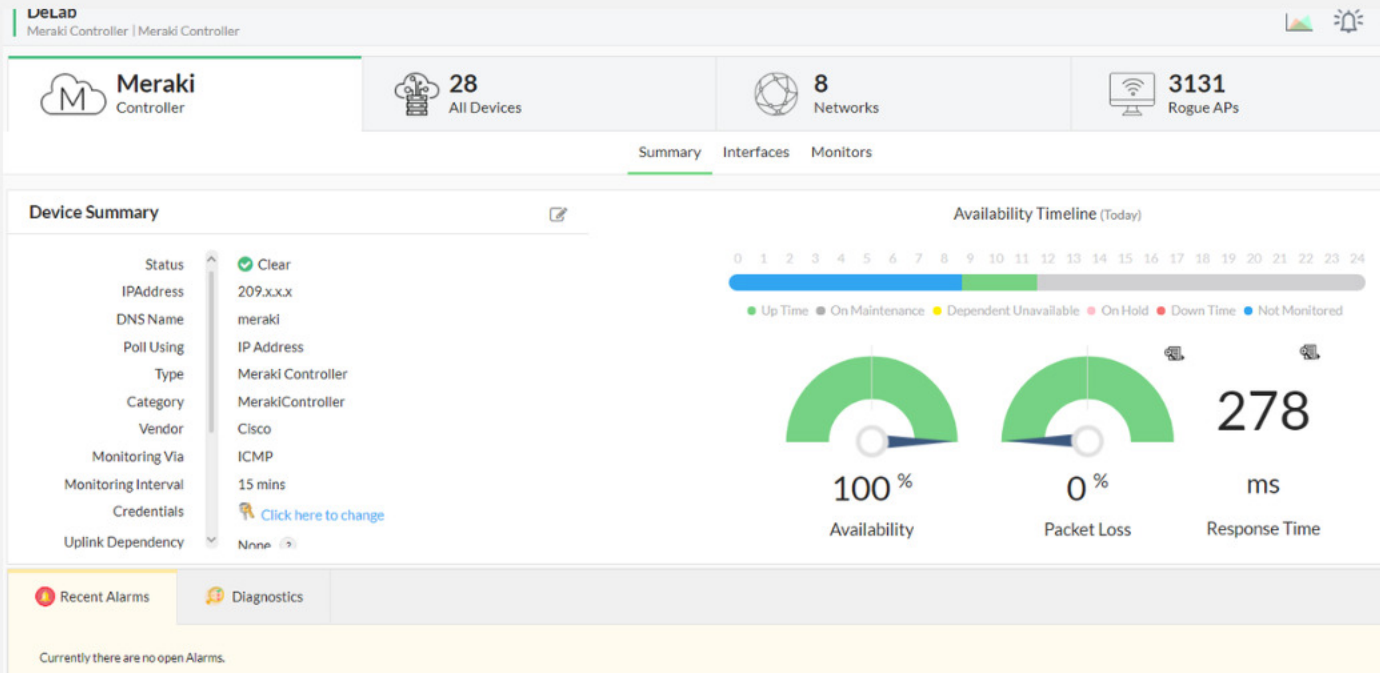
# CISCO ACI Monitoring

OpManager monitors the **Cisco ACI device** with all its associated components.

- ❑ The APIC controller: Overall controller of your ACI environment.
- ❑ Fabric switches (spine, super spine, leaf): Network and software components of your ACI environment.
- ❑ Tenants: Logical controllers that hold a set of profiles.
- ❑ Endpoint groups: End devices grouped by an application profile.

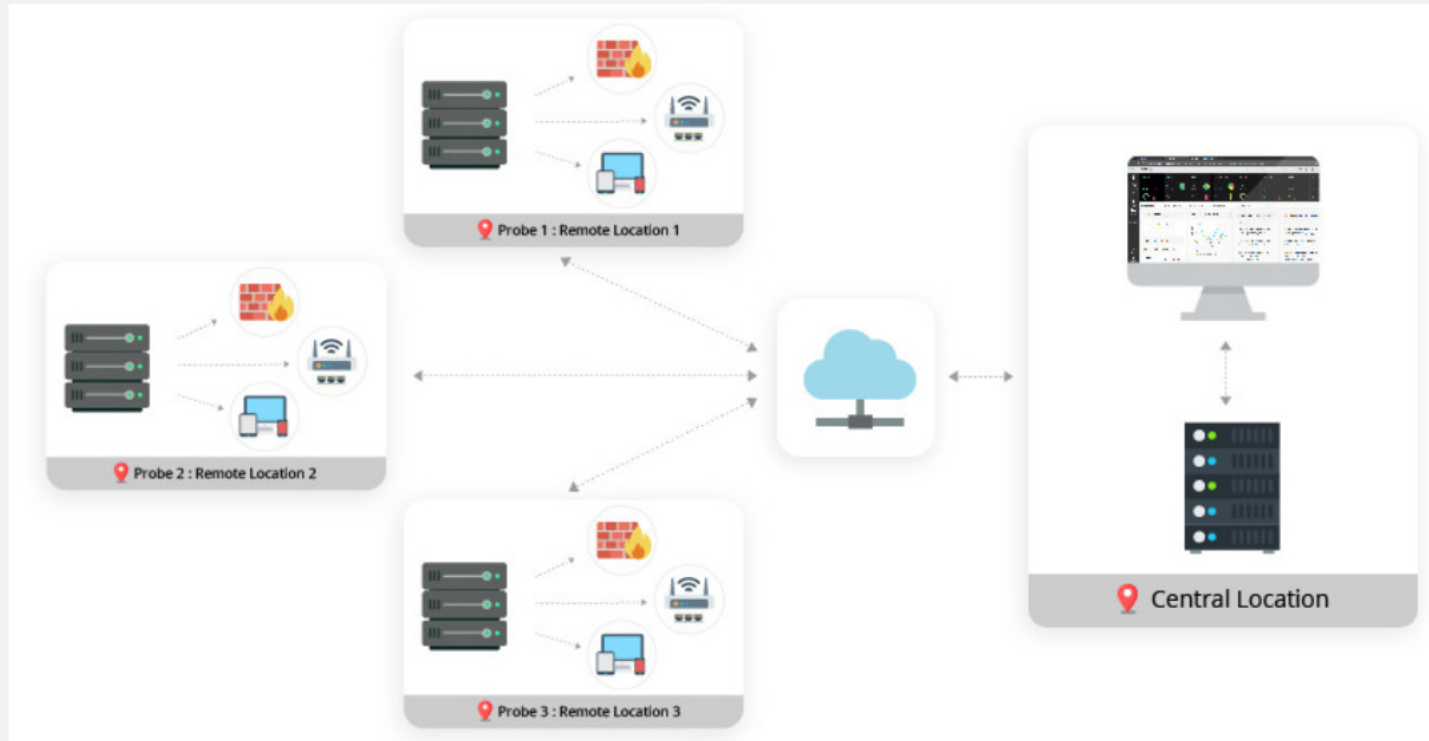


# CISCO Meraki Monitoring

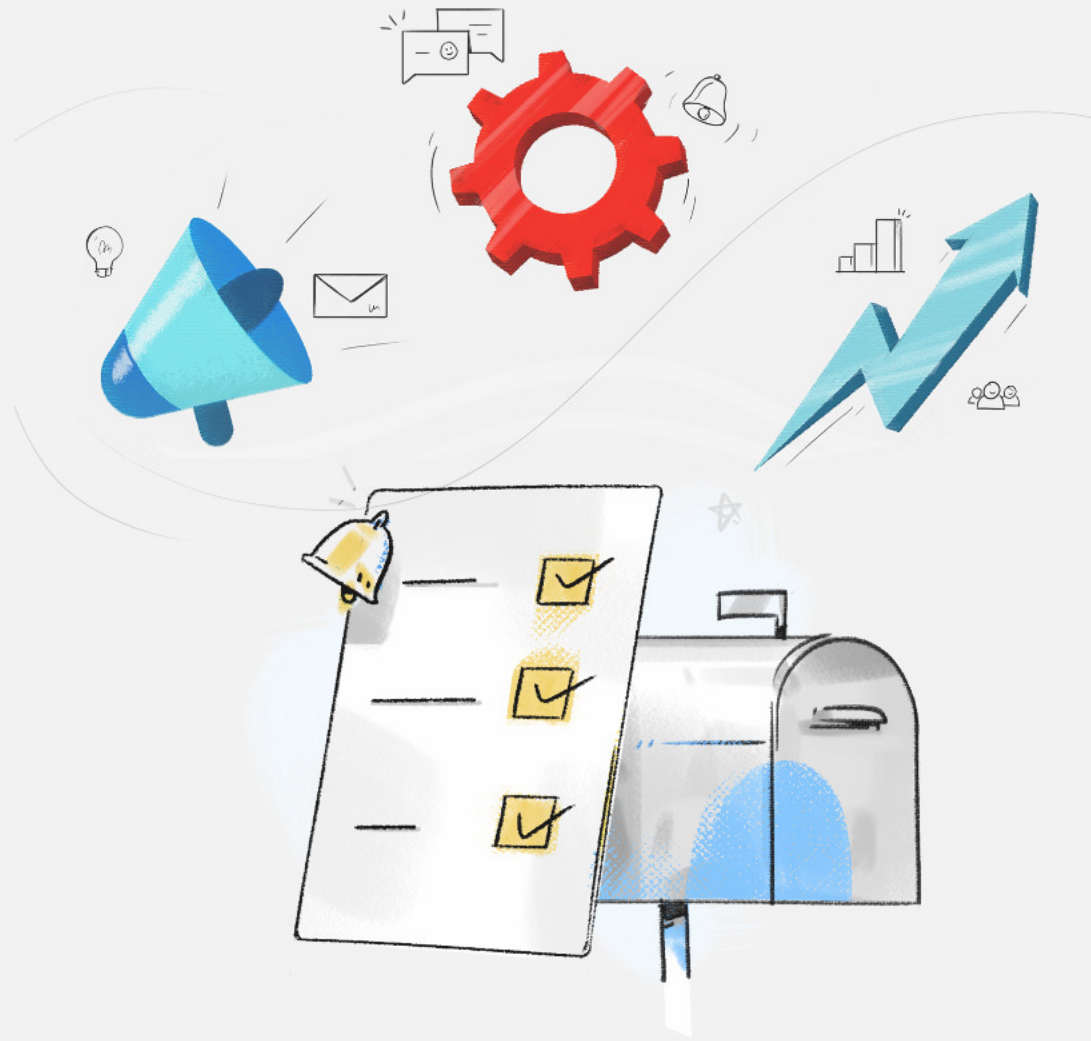


- ❑ OpManager offers a complete all-inclusive inventory for monitoring **Cisco Meraki Organization** with service set identifier (SSID) mapping.
- ❑ In-depth monitoring of associated entities such as Meraki Security (MX), Meraki Switch (MS), clients, nodes, ports, etc.
- ❑ The Topology View option gives you a complete map-like representation of the various devices
- ❑ The recently generated alarms and their diagnostics information.
- ❑ OpManager offers a list of customized reports exclusively for Cisco Meraki controller

# Distributed Network Monitoring



- ❑ OpManager's distributed monitoring eliminates the need of individual updates and configuration for every remote site.
- ❑ The changes done in central gets reflected across all the probes.
- ❑ Reduced application maintenance cost with intelligent probe upgrades from the central server.
- ❑ OpManager's licensing scheme for the probe can be shared across remote sites unlike our competitors where the probe licenses are location specific and is limited to that probe.



# Fault Management

An instant find and fix mechanism.

# Alarms & Notifications

| Active Alarms            | All Alarms  | Event Log Alarms     | Syslog Alarms    | Trap Alarms       | Web Alarms | Storage Alarms  | Events |
|--------------------------|---|----------------------|------------------|-------------------|------------|---|--------|
| <input type="checkbox"/> | Active Alarms (146)   |                      |                  |                   |            |   |        |
| <input type="checkbox"/> | More than 1.0 packets received in Mail Sites for the profile[...] | Mail Sites           | Unknown          | admin             | Attention  |   |        |
| <input type="checkbox"/> | More than 1.0 packets received in Sports Sites for the profil...  | Sports Sites         | Unknown          | demo@operator.com | Attention  | <a href="#">admin: More than 1.0 packets received</a> |        |
| <input type="checkbox"/> | More than 1.0 packets received in Video Sites for the profil...   | Video Sites          | Unknown          | admin             | Attention  |   |        |
| <input type="checkbox"/> | More than 1.0 packets received in Social Network Sites for ...    | Social Network Sites | Unknown          | demo@operator.com | Attention  |   |        |
| <input type="checkbox"/> | NCM Script Execution operation failed for 192.168.50.131 ...      | cisco.itom.com       | Router           | admin             | Critical   |   |        |
| <input type="checkbox"/> | Device Configuration Backup failed for 192.168.50.131 at ...      | cisco.itom.com       | Router           | admin             | Critical   |   |        |
| <input type="checkbox"/> | NCM Config Sync operation failed for 192.168.50.131 at Ju...      | cisco.itom.com       | Router           | admin             | Critical   |   |        |
| <input type="checkbox"/> | ManageEngine OpManager Agent Service is not communic...           | OPM-Server5          | Server           | UnAssigned        | Attention  |   |        |
| <input type="checkbox"/> | OS Processor Queue Length is 15 Queue, threshold value f...       | Opm-ad1              | DomainController | admin             | Critical   |   |        |
| <input type="checkbox"/> | APM Plugin: Root Cause : 1. Buffer Hit Ratio 100 = 100 % (t...    | Opm-scale2           | Server           | admin             | Attention  |   |        |
| <input type="checkbox"/> | Please verify the CITRIX credentials   172.21.10.183              | Server               | admin            | Attention         |            |   |        |
| <input type="checkbox"/> | MSSQL Instance [Default] - Excess Total committed memor...        | Opm-scale2           | Server           | admin             | Critical   | admin : MSSQL Instance resolved                       |        |

- OpManager creates alarms and events to indicate the fault found by it.
- View all alarms and events that are color coded by severity.
- Get notified by faults via Email, SMS.
- Trigger Workflow Automation to automatically remediate faults.
- Acknowledge/unacknowledge alarms.
- Add notes to alarms for more information.
- Escalate alarms if not resolved in time.

# Notification Profiles

- ❑ Create notification profiles to alert the respective teams/admins.
- ❑ Out-of-the-box offers alert profiles such as Email, SMS, Email based SMS, Log a Ticket & more. These can also be done on third party integrations like slack channels.
- ❑ Create escalation rules to escalate alarms that are not cleared or acknowledged in specified time interval.

The screenshot shows a web interface for creating notification profiles. The top navigation bar includes: Dashboard, Inventory, Network, Servers, Virtualization, Alarms, Maps, Apps, Workflow, Settings (highlighted), and Reports. Below this is a sub-navigation bar with: General Settings, Discovery, Configuration, Monitoring, Notifications (highlighted), and Tools. The main content area is titled 'Create Notification Profile' and includes the instruction: 'Choose the profile type you would like to receive any fault in your network or devices.' There are ten profile options displayed in a grid:

- Email**: Get notified by an email alert when an alarm is generated.
- Email based SMS**: Get notified by an email alert when an alarm is generated.
- SMS**: Get notified by SMS alert when an alarm is generated.
- Chat**: Get notified by slack when an alarm is generated.
- Run System**: Lets you execute a command automatically when the alarm is generated.
- Run Program**: Lets you execute a script/ program automatically when there is an alarm.
- Log a Ticket**: Lets you log trouble tickets in ServiceDesk Plus/ ServiceNow when an alarm is generated.
- Web Alarm**: Get notified with a sound alert when a critical alarm is generated.
- SysLog Profile**: Get notified by SysLog messages when this profile is triggered based on the configured criteria.
- Trap Profile**: This profile allows you to receive SNMP traps when it is based on the configured criteria.

# Traps & Syslogs

The screenshot displays the OpManager interface with the 'Alarms' tab selected. The navigation bar includes Dashboard, Inventory, Network, Servers, Virtualization, Alarms, Maps, Apps, Settings, and Reports. Under the 'Alarms' tab, there are sub-tabs for Active Alarms, All Alarms, Event Log Alarms, Syslog Alarms, Trap Alarms, NFA Alarms, Web Alarms, Storage Alarms, and Events. The 'Trap Alarms' sub-tab is active, showing a table of 1/2 trap alarms. On the left, there is a summary card for '2 Alarms' with a bell icon, and two smaller cards for '1 Critical' and '1 Trouble' alarms. The table lists the following traps:

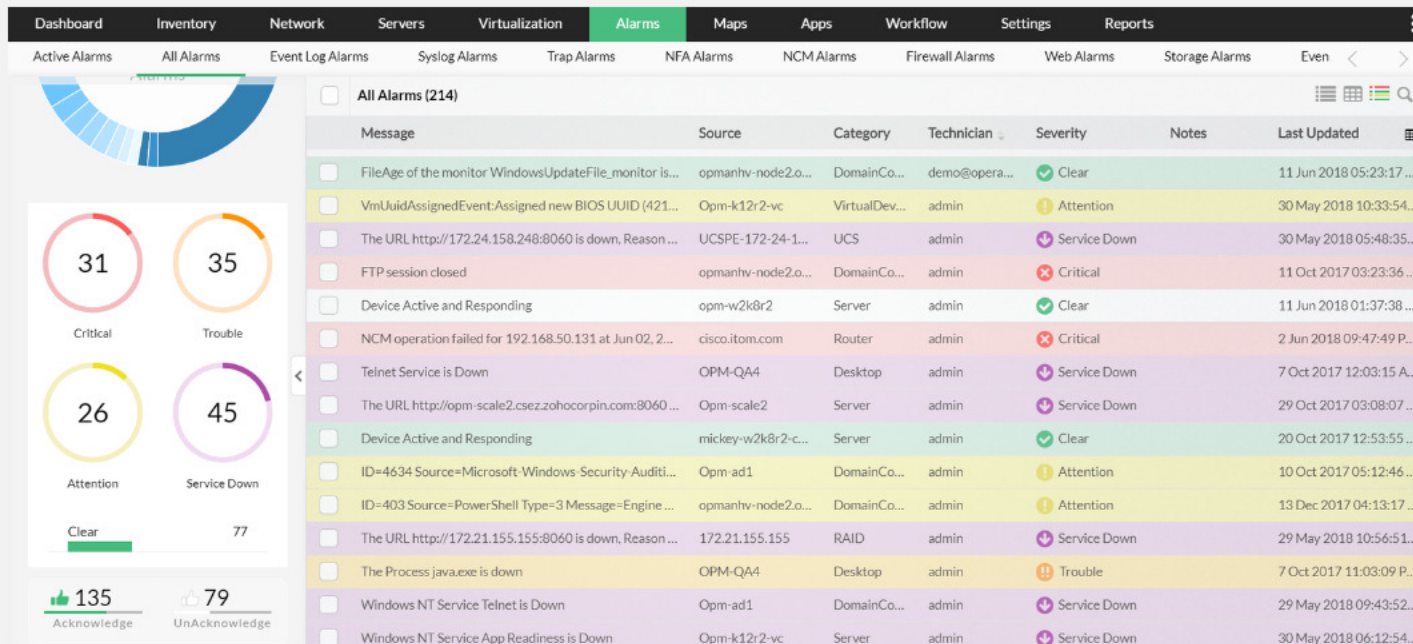
| Message  | Source                | Category | Technician | Severity |
|--|-----------------------|----------|------------|----------|
| <input checked="" type="checkbox"/> new trap received from santhosh-8325.csez.zohocorpin.com ... | santhosh-8325.csez... | Desktop  | UnAssigned | Critical |
| <input type="checkbox"/> The LinkDown trap is received from santhosh-8325.csez.zoh...            | santhosh-8325.csez... | Desktop  | UnAssigned | Trouble  |

- ❑ OpManager collects traps and syslogs to detect faults in the network.
- ❑ It processes them into meaningful OpManager alerts. All critical trap-types are supported and it lets you define custom processors.
- ❑ OpManager provides you an option of loading the Traps from various MIBs dynamically from the Web Client.

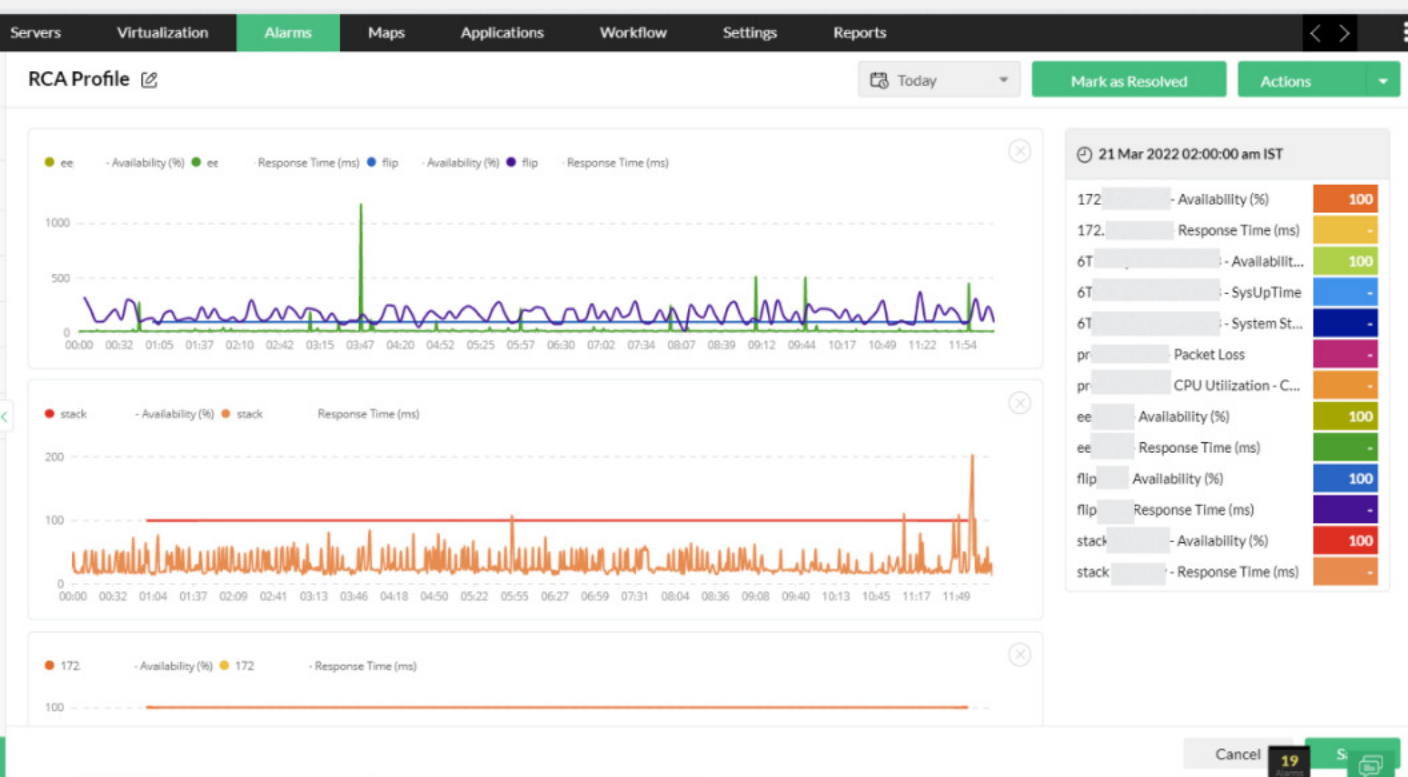


# Multi-level & Adaptive Thresholds

- ❑ Multiple thresholds help receive notification of faults at various levels.
- ❑ Alarms are also classified accordingly when they get generated.
- ❑ The Adaptive Thresholds feature has been introduced to harnesses the power of Machine Learning to enable network admins perform critical tasks easier.
- ❑ Using the data patterns, they forecast alerts for monitors like response time, memory utilization etc.

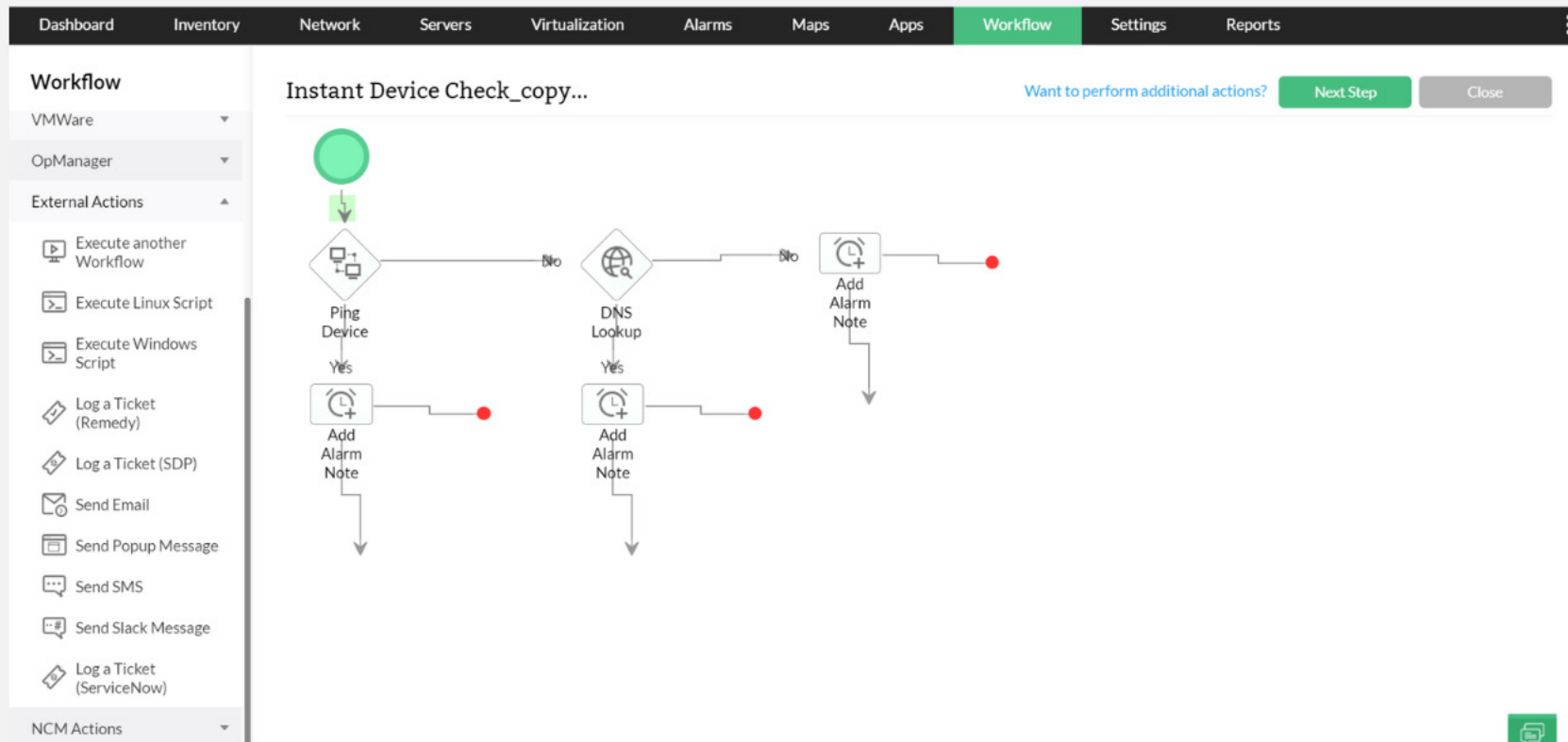


# Root Cause Analysis (RCA)



- ❑ Root Cause Analysis feature enables you to visualize, analyze and correlate IT monitoring data of your devices, interfaces and URLs in a centralized console and accelerates the process of identifying the root cause of network issues.
- ❑ With the help of RCA profile, aggregate multiple performance data/monitors as graphs on a common time line.

# Workflow Automation



- ❑ If-else condition based workflows to automate L1 & L2 troubleshooting activities and repeated IT tasks.
- ❑ Allows you to revert configurations, power off/on a VM, start & stop a process or service, and more.
- ❑ Automate tasks with more than 70 workflow actions.
- ❑ Allows you to execute scripts.
- ❑ Schedule workflows for repeated tasks.

# Tools

The screenshot displays a network management interface with a top navigation bar containing 'Dashboard', 'Inventory', 'Network', 'Servers', 'Virtualization', 'Alarms', 'Maps', 'Apps', 'Workflow', 'Settings', and 'Reports'. Below this is a secondary navigation bar with 'General Settings', 'Discovery', 'Configuration', 'Monitoring', 'Notifications', and 'Tools'. The 'Tools' section is active, showing a list of tools on the left: 'Ping Tools', 'WMI Query Tool', 'CLI Query Tool', 'Address Monitoring', 'Network Monitoring', 'SNMP Tools', 'Cisco Tools', 'MIB Browser', 'Forward Trap', 'Forward Syslog', and 'Syslog Viewer'. The 'Address Monitoring' tool is selected, displaying a sub-menu with 'MAC Address Resolver', 'DNS Resolver', 'DHCP Scope Monitor', and 'MAC IP List'. The 'DHCP Scope Monitor' is currently selected. Below the sub-menu, there are radio buttons for 'Summary' (selected) and 'Alerts'. A table with columns 'DHCP Server Name', 'DNS Name', 'Scopes Count', 'Last Scan Time', and 'Actions' is shown, but it contains no records. At the bottom, there is a pagination control showing 'Page 0 of 50'.

- ❑ Gather more information and analyze the fault with the diagnostic tools.
- ❑ The Tools include Ping Tools, SNMP Tools, WMI Query Tool, CLI Query Tool, Address Monitoring, and more.
- ❑ Carry out actions such as Ping, SNMP Ping, Proxy Ping, Trace Route, WMI Query, CLI Query, DHCP Scope Monitoring and more.

# ManageEngine Integrations



ManageEngine  
AlarmsOne



ManageEngine  
Analytics Plus



ManageEngine  
ServiceDesk Plus

- ❑ **ME ServiceDesk Plus integration :** Automatically create trouble tickets on network faults, assign them to dedicated technicians, and continuously track them.
- ❑ **ME AlarmsOne integration :** Simplify management of your network alerts and all other IT alerts in one centralized location with ManageEngine AlarmsOne integration.
- ❑ **ME Analytics Plus integration:** Graphically visualize network performance and get insights with an AI-powered analytics engine with ManageEngine Analytics Plus integration.

# Third Party Integrations

servicenow.



{REST:API}

Extend the scope of OpManager by integrating with other ManageEngine applications and tons of 3rd party tools.

- ❑ Make your IT strategy smart, simple and holistic with integrations.
- ❑ Integrate with applications such as ServiceNow, ServiceDesk Plus, Applications Manager, Analytics Plus and more.
- ❑ Integrate with 3rd party tools using REST API and Webhooks.
- ❑ OpManager out-of-the-box supports the communication platform, Slack.

# REST API Integrations

{REST:API}

- ❑ REST APIs provide a flexible, lightweight way to integrate applications, and have emerged as the most common method for connecting components in microservices architectures.
- ❑ Fetch data from OpManager using other IT management applications with REST API based integrations.
- ❑ Using these APIs, you can integrate OpManager with 3rd party IT management/service desk software.

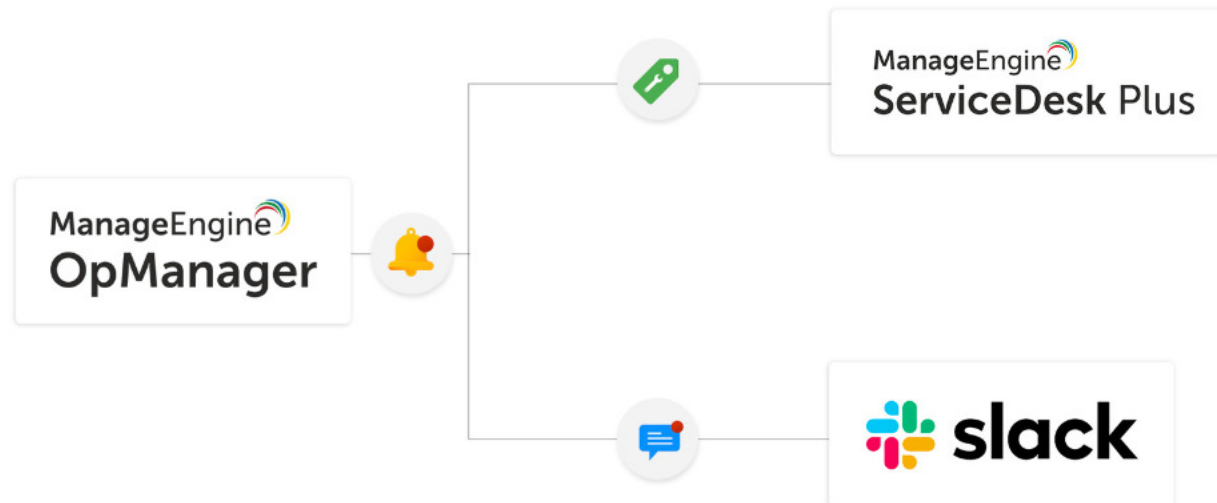
# Webhook Integrations



Webhook-OpManager integration leverages your IT infrastructure management and offers these advantages:

- ❑ Simplifies the job for IT admins with real-time alerts.
- ❑ Integrates OpManager with a wide range of third-party apps.
- ❑ Mitigates latency in communication with applications.
- ❑ Gives more control by sending only specified relevant information to apps.
- ❑ Integrate OpManager with endless 3rd party tools of your requirement such as MS Teams, Telegram, and more and get instant incident updates with webhook based integrations.

OpManager - webhook integration





# SLACK with OpM



- ❑ With the OpManager-Slack integration, you can get real-time alerts from OpManager in your Slack workplace
- ❑ It allows you to discuss troubleshooting steps with peers and make quick decisions.
- ❑ Through this integration networking teams will be able to avoid possible downtime and see a measurable improvement in the average handling time for every network issue.
- ❑ Slack alerts can be configured in a notification profile or as a step in a workflow task.

# Service now with OpM



OpManager leverages ServiceNow integration to help you:

- Automate fault management
- Troubleshoot network outages
- Simplify asset management
- ServiceNow integration helps you identify and respond faster to IT performance issues.

The screenshot displays the ServiceNow Configuration Items interface. The left sidebar contains navigation options: Home, System Definition - Tables, System Definition - Business Rules, System Web Services - Scripted..., Configuration - All, and Service Desk - Incidents. The main content area shows a table of Configuration Items with columns for Name, Class, Updated, opm\_instance\_id, moid, Correlation ID, and Asset tag. The table lists various software assets such as Visual Basic, Visual C++, Visual C++ Compiler, Visual FoxPro, Visual J++, Visual Modeler, Visual Studio, Visual Studio .NET Professional - English, Visual Studio.NET Baseline - English, VMWARE-SD-04, VMWARE-SD-07, VNC, and Vortex.

| Name                                      | Class                  | Updated             | opm_instance_id | moid | Correlation ID | Asset tag |
|---|------------------------|---------------------|-----------------|------|----------------|-----------|
| All                                       | Business Service Group | 2014-11-09 06:51:24 |                 |      |                |           |
| Visual Basic                              | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual C++                                | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual C++ Compiler                       | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual FoxPro                             | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual J++                                | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual Modeler                            | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual Studio                             | Software               | 2019-03-14 23:00:01 |                 |      |                |           |
| Visual Studio .NET Professional - English | Software               | 2019-03-14 23:00:02 |                 |      |                |           |
| Visual Studio.NET Baseline - English      | Software               | 2019-03-14 23:00:02 |                 |      |                |           |
| VMWARE-SD-04                              | Server                 | 2019-04-14 22:10:35 |                 |      |                | P1000095  |
| VMWARE-SD-07                              | Server                 | 2019-04-14 22:10:35 |                 |      |                | P1000021  |
| VNC                                       | Software               | 2019-03-14 23:00:02 |                 |      |                |           |
| Vortex                                    | Software               | 2019-03-14 23:00:01 |                 |      |                |           |

# JIRA Service desk with OpM

A screenshot of the OpManager web interface showing the configuration page for Jira Service Desk (On-Premise). The page has a dark navigation bar at the top with tabs for Dashboard, Inventory, Network, Servers, Virtualization, Alarms, Maps, Apps, Workflow, Settings (selected), and Reports. Below this is a sub-navigation bar with tabs for General Settings, Discovery, Configuration, Monitoring, Notifications, and Tools. The main content area is titled "Jira Service Desk(On-Premise)" and contains the following fields and options:

- Jira Service Desk(On-Premise) URL:** A text input field with a dropdown menu set to "http", a text input field containing "localhost", and a text input field containing "8080".
- Username:** A text input field containing "test".
- Password:** A password input field with masked characters "\*\*\*\*\*".
- Validate:** A green button.
- Credential Success:** A green checkmark icon.
- Issue Settings:**
  - If alert re-occurs:** A radio button selected for "Create new issue".
  - within [ ] day(s), then, reopen the most recently closed issue corresponding to the alert.** (This option is unselected).
- Privacy Policy:** A checkbox with the text "By clicking Save, you acknowledge that you have read & accepted the Privacy Policy of Jira and share OpManager's data with Jira." (This checkbox is unselected).
- Buttons:** "Reset", "Cancel", and "Save" buttons at the bottom.

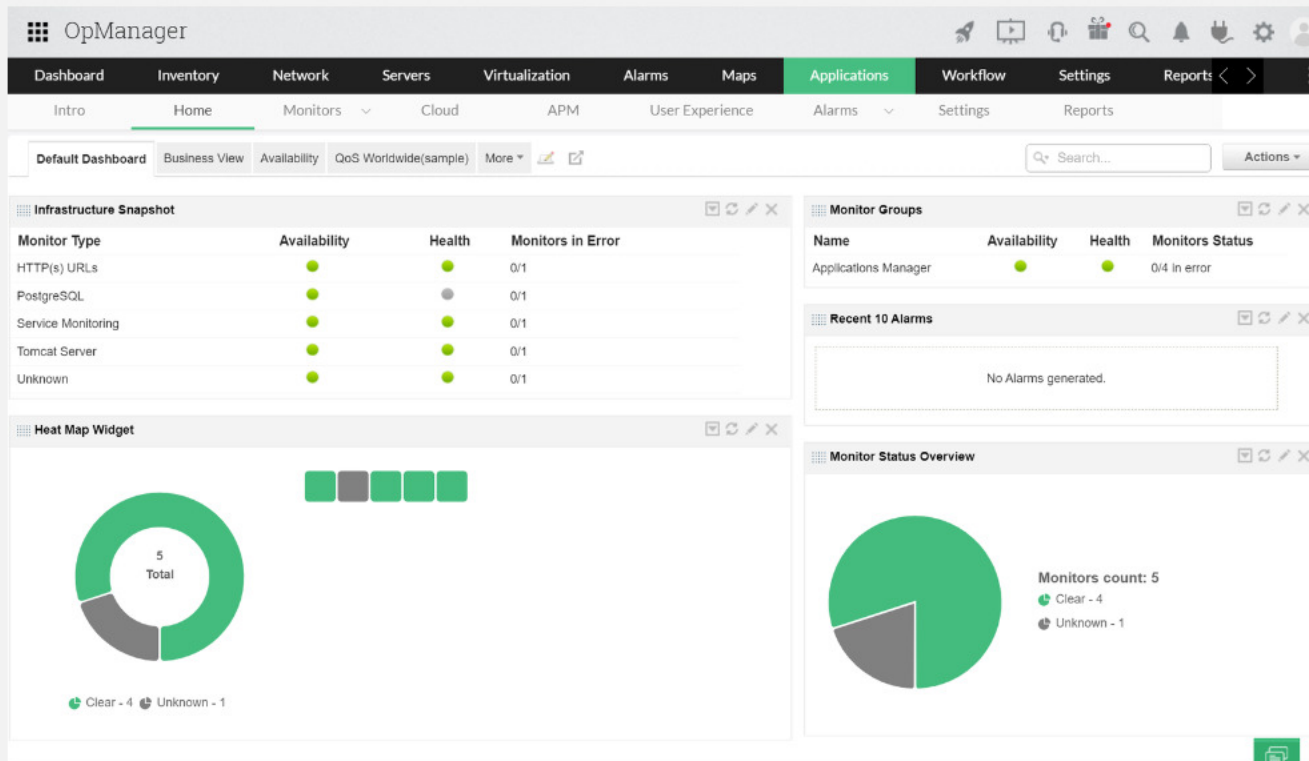
- ❑ With the OpManager-Jira integration, admins can manage network faults quickly to reduce the MTTR and increase productivity.
- ❑ IT admins can customize fields when creating issue types in Jira, so when issues are sent from OpManager to Jira, they contain all the necessary information.
- ❑ This customization gives IT admins issue-specific information and helps in narrowing down the root cause of an issue.
- ❑ Alarms in OpManager can be raised as issues in Jira based on a variety of criteria, like device and nature of the alarm

# OpManager Add ons



- Failover
- IP SLA Monitor
- URL Monitor
- Storage Monitoring
- Network Traffic and Bandwidth Analysis
- Network Configuration Management (NCM)
- Firewall Monitoring
- IP Address Management (IPAM)
- Switch Port Management
- Application Management

# APM add-on

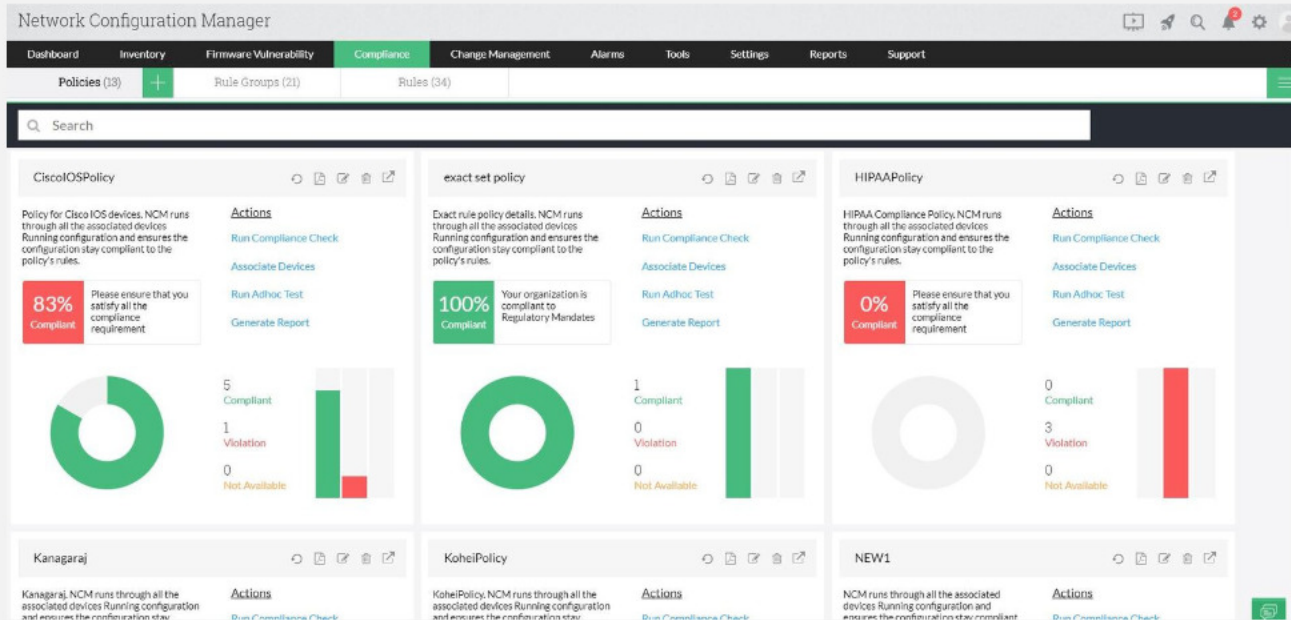


OpManager's Applications Manager (APM) add-on helps to,

- ❑ Automatic discovery of application servers, databases, services, systems, transactions, custom applications, virtual resources and cloud apps.
- ❑ Experience comprehensive performance management of over 100 key performance indicators of your applications .
- ❑ Perform end-user experience monitoring of enterprise Internet Services and hosted Web Services.
- ❑ Measure the end-user experience of business-critical network services.
- ❑ Powerful reporting capability with extensive coverage to help administrators in application troubleshooting & capacity planning.

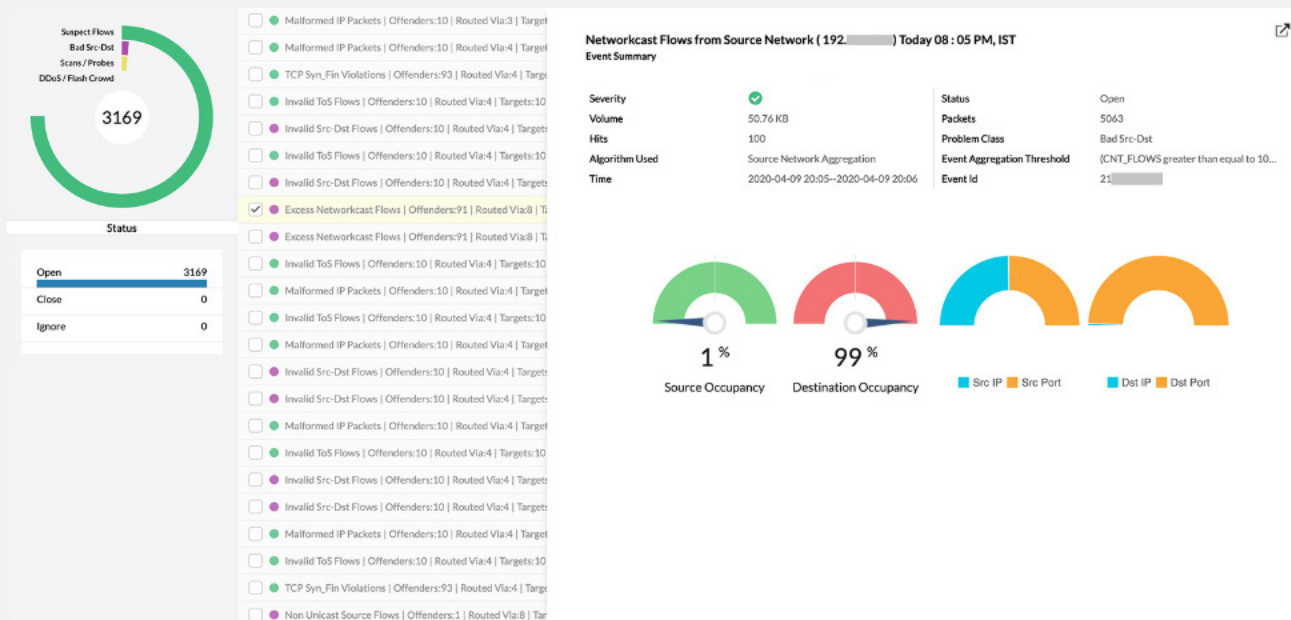
# NCM add-on

OpManager's Network Configuration Manager(NCM) add-on helps to,



- Trigger backups and reduce network device down time.
- Monitor network devices for firmware vulnerabilities.
- Change device passwords and execute configuration commands.
- Audit your network devices for compliance with global/internal norms.
- Track configuration changes to avoid unauthorized changes.
- Leverage workflows for an improved performance

# NFA add-on



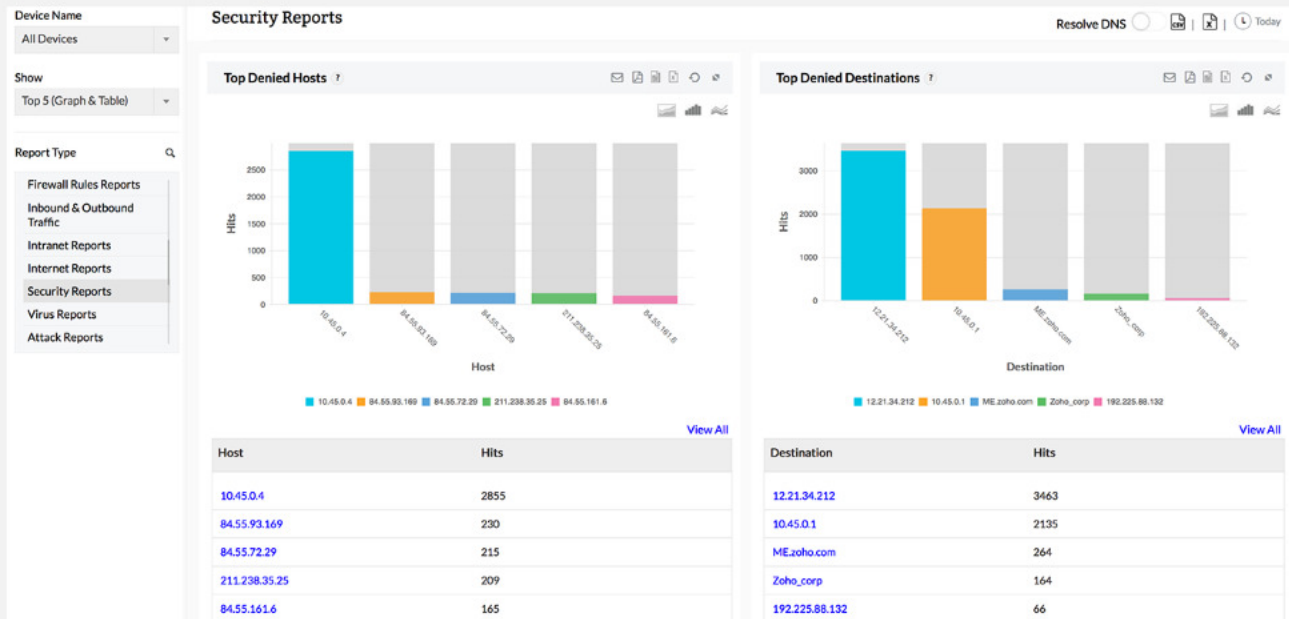
OpManager's Netflow Analyzer (NFA) add-on helps to,

- ❑ Identify bandwidth hogs and fix them.
- ❑ Analyze traffic behavior and patterns using flows.
- ❑ Make futuristic decisions based on capacity planning reports.
- ❑ Troubleshoot faster with advanced forensics reports.
- ❑ Prioritize traffic with ACL and CBQoS monitoring.
- ❑ Quickly detect anomalies in your network.

# FWA add-on

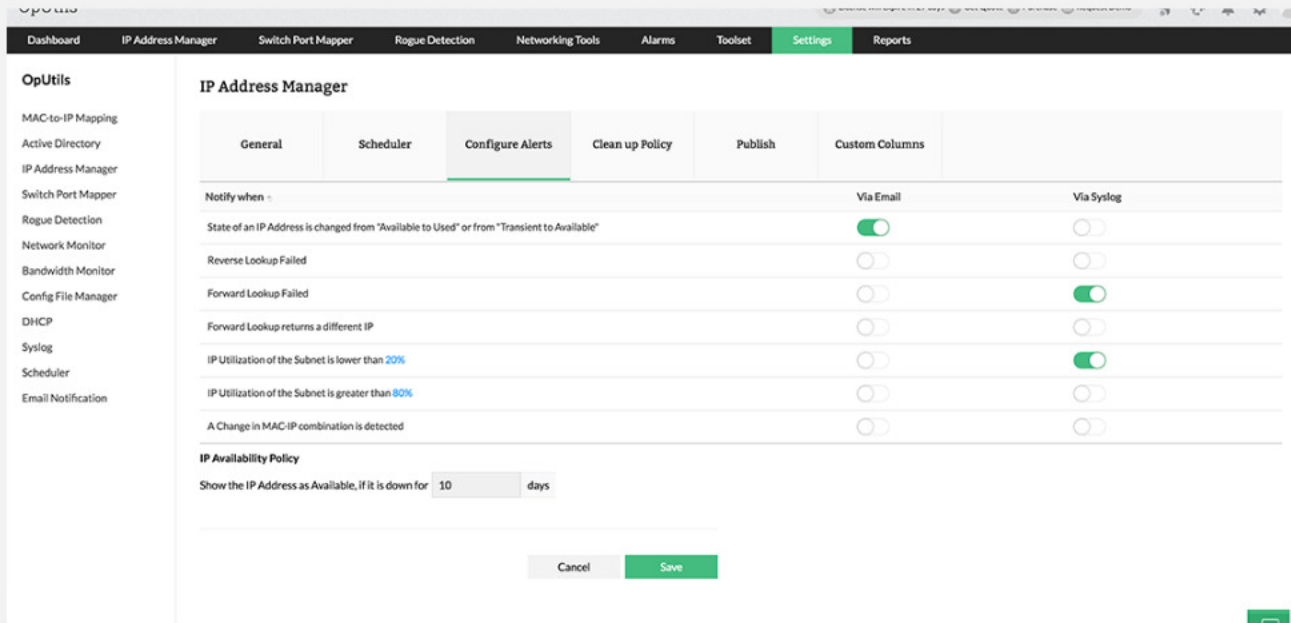
OpManager's Firewall Analyzer (FWA) add-on helps to,

- ❑ Optimize and improve firewall performance.
- ❑ Identify internal and external threats.
- ❑ Monitor and manage your VPN infrastructure.
- ❑ Track firewall configuration changes.
- ❑ Audit your firewall for compliance with policies.
- ❑ Get detailed reports on internet and bandwidth usage.





# OpUtils add-on



OpManager's OpUtils add-on helps to,

- Scan IP addresses for availability.
- Instantly trace devices connected to switch ports.
- Detect and prevent rogue device intrusion.
- Boot machines remotely with Wake-On-LAN\* .
- Troubleshoot faster with 20+ tools.
- Monitor bandwidth and traffic efficiently\* .

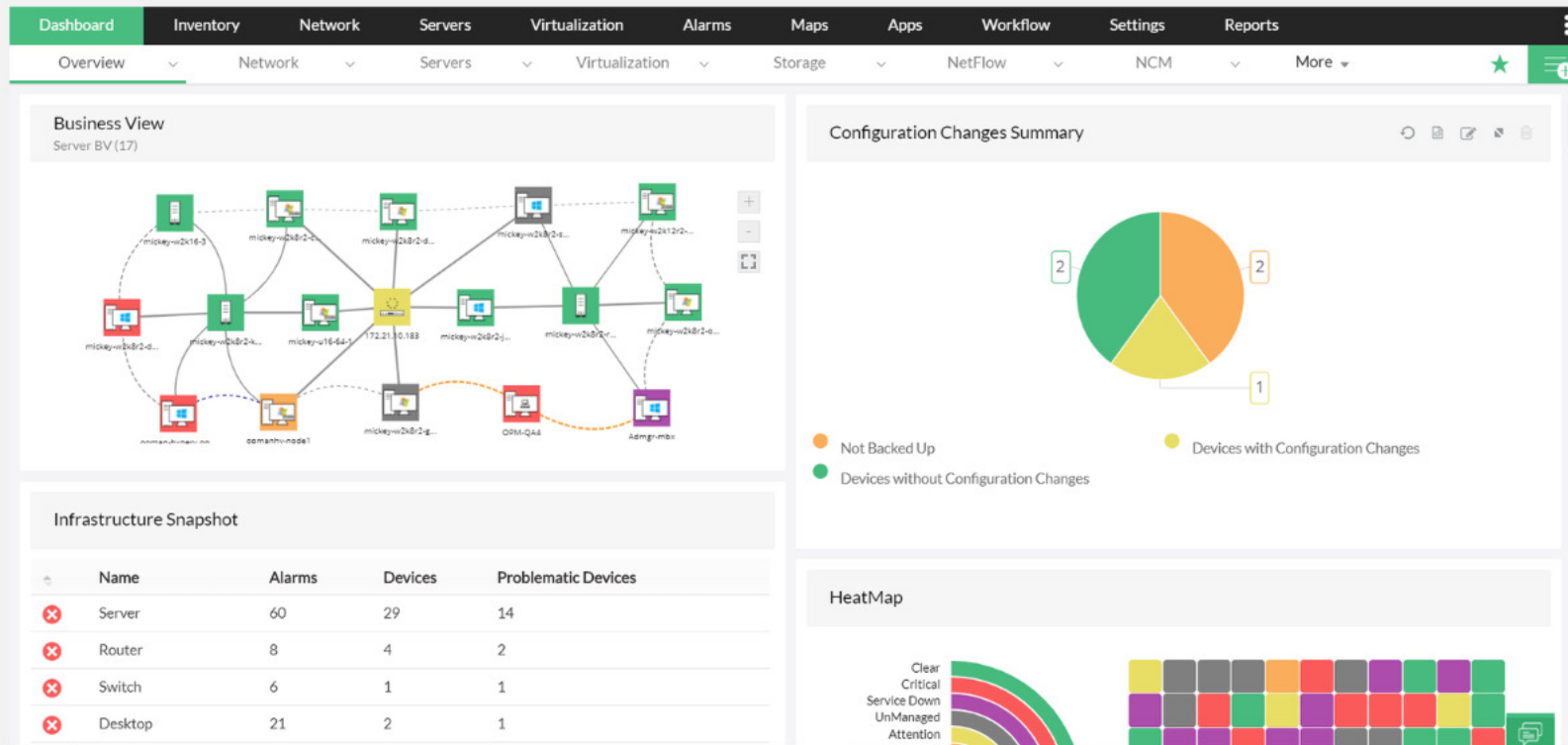
Note : \*These features are available only in the stand-alone edition.



# Visualization

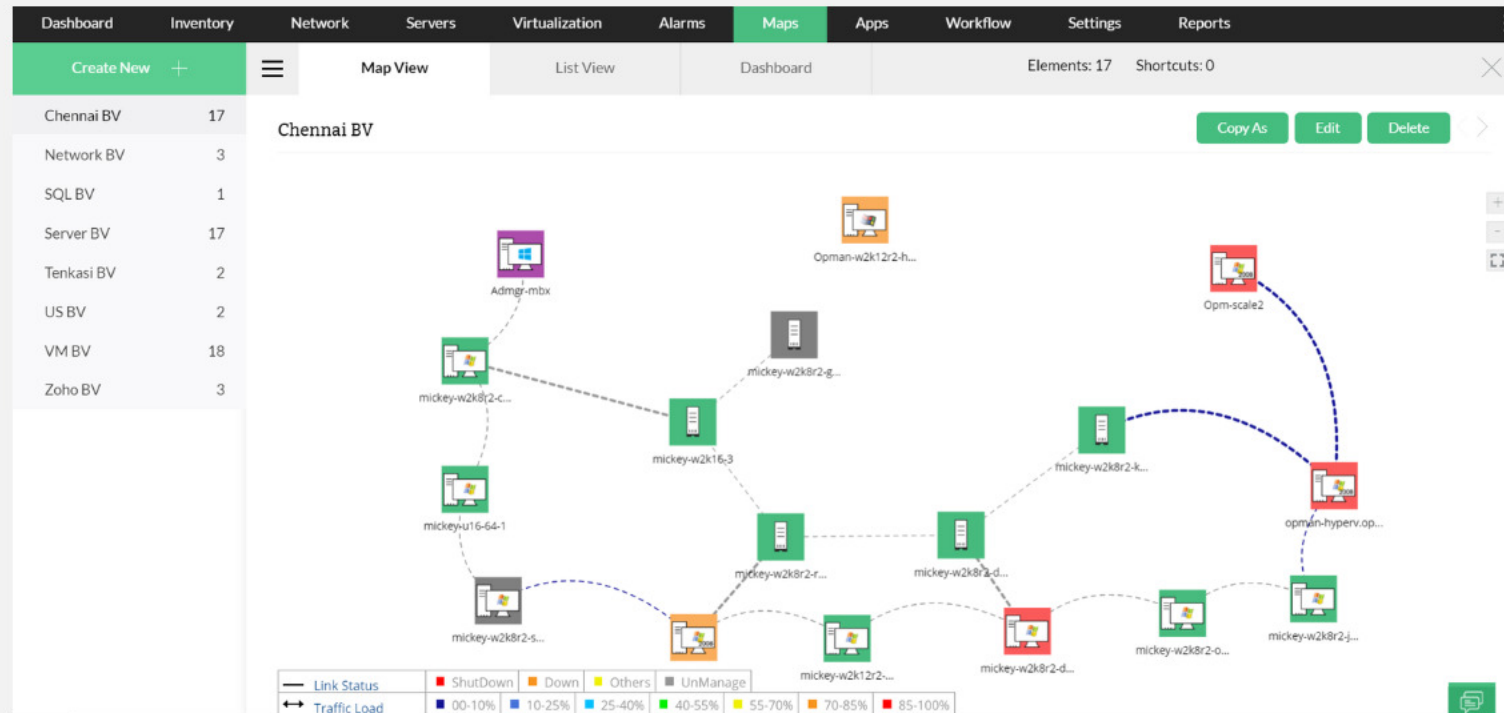
Views of your choice.

# Dashboards & Widgets



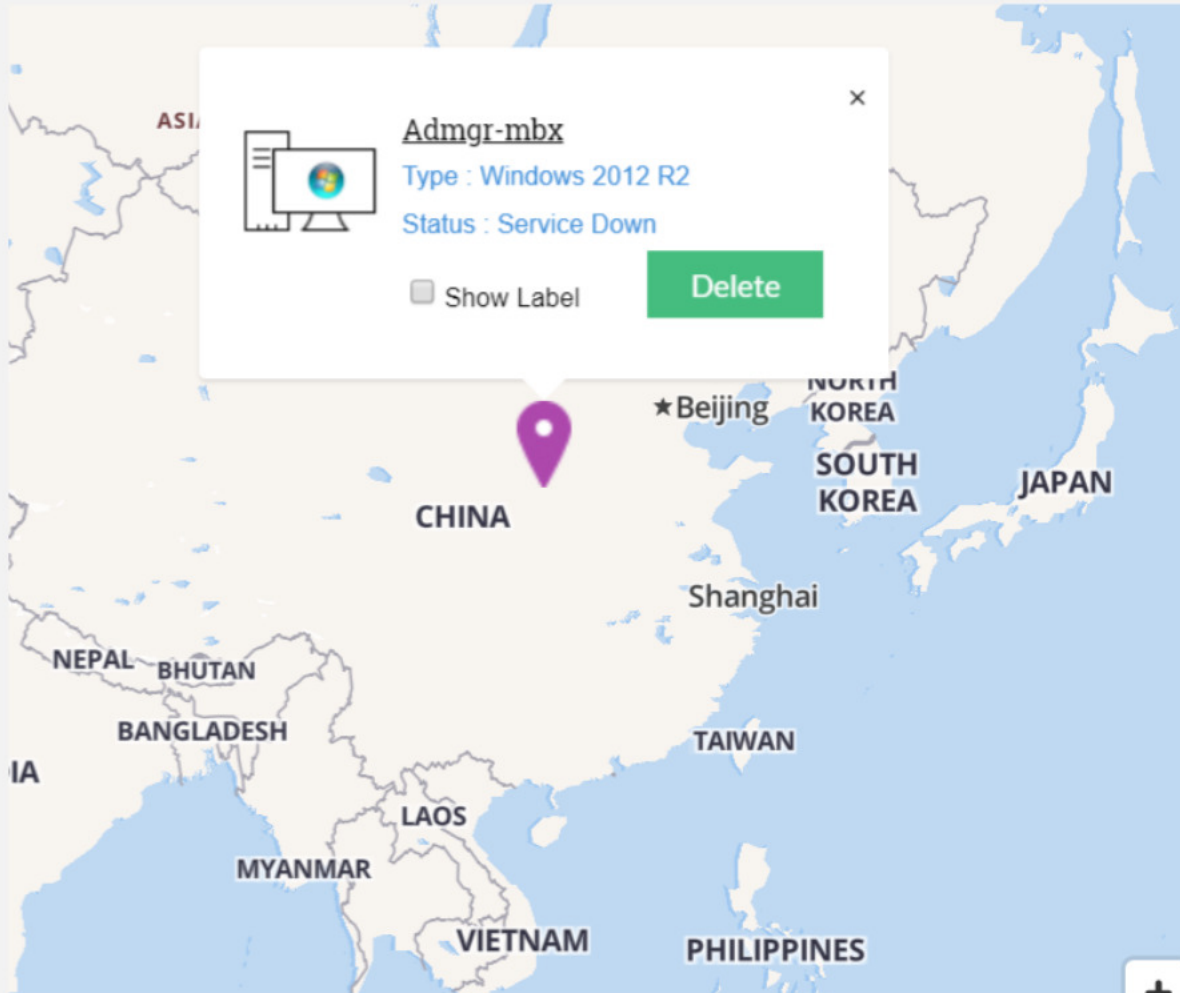
- ❑ View the performance of your entire network at-a-glance.
- ❑ Find out all the operational status of your network with 150+ out-of-the-box widgets.
- ❑ Create multiple dashboards and embed on your NOC screens.
- ❑ Pull out top 10 data across sites by CPU, Memory, Availability, Traffic, Recent Configurations, and more.
- ❑ Navigate from widget to snapshot page for detailed analysis.

# Business Views



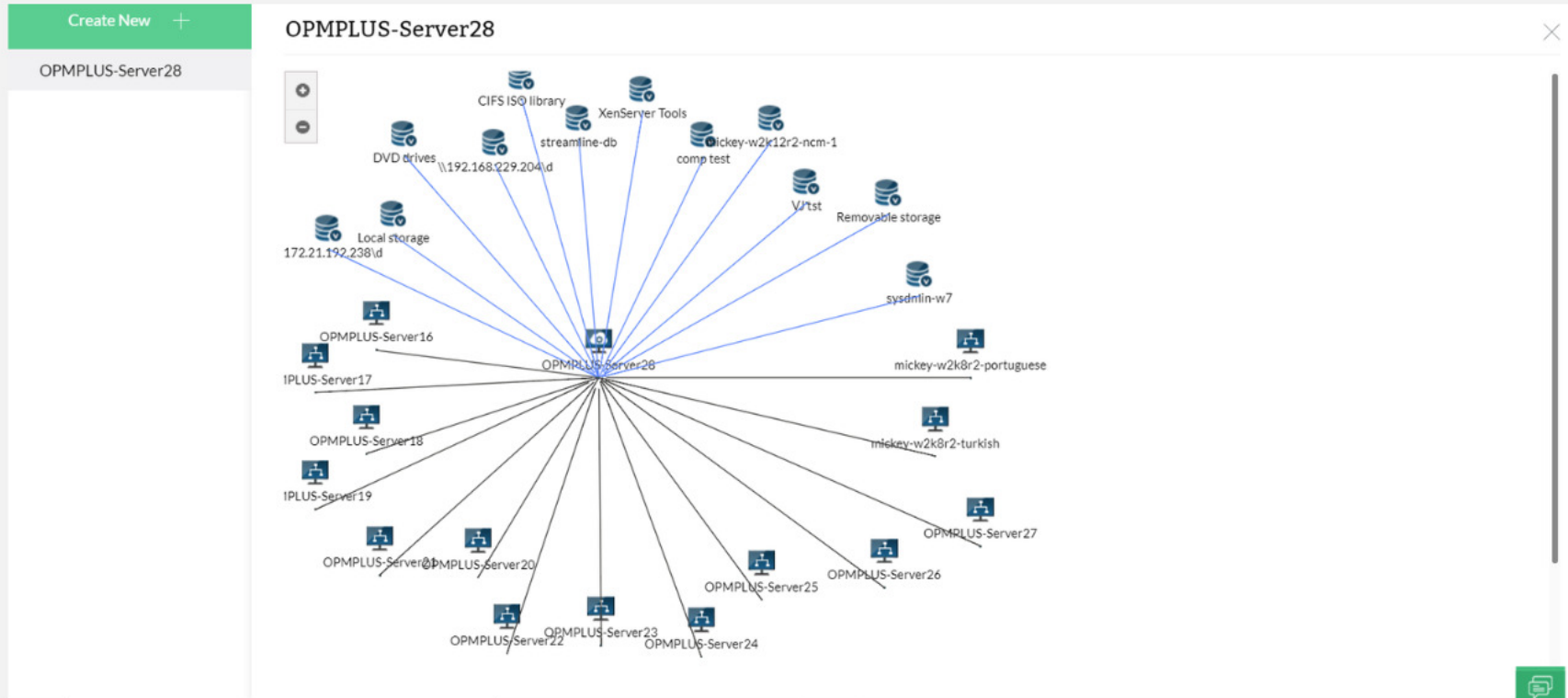
- ❑ Create logical views of your network and view its performance collectively.
- ❑ Drill down to snapshot pages of devices and interfaces to view its detailed performance, in just a click.
- ❑ Identify the performance of the devices and links using color codes.
- ❑ Embed on NOC screens for the viewing the performance at-a-glance.

# ZOHO/Google Maps



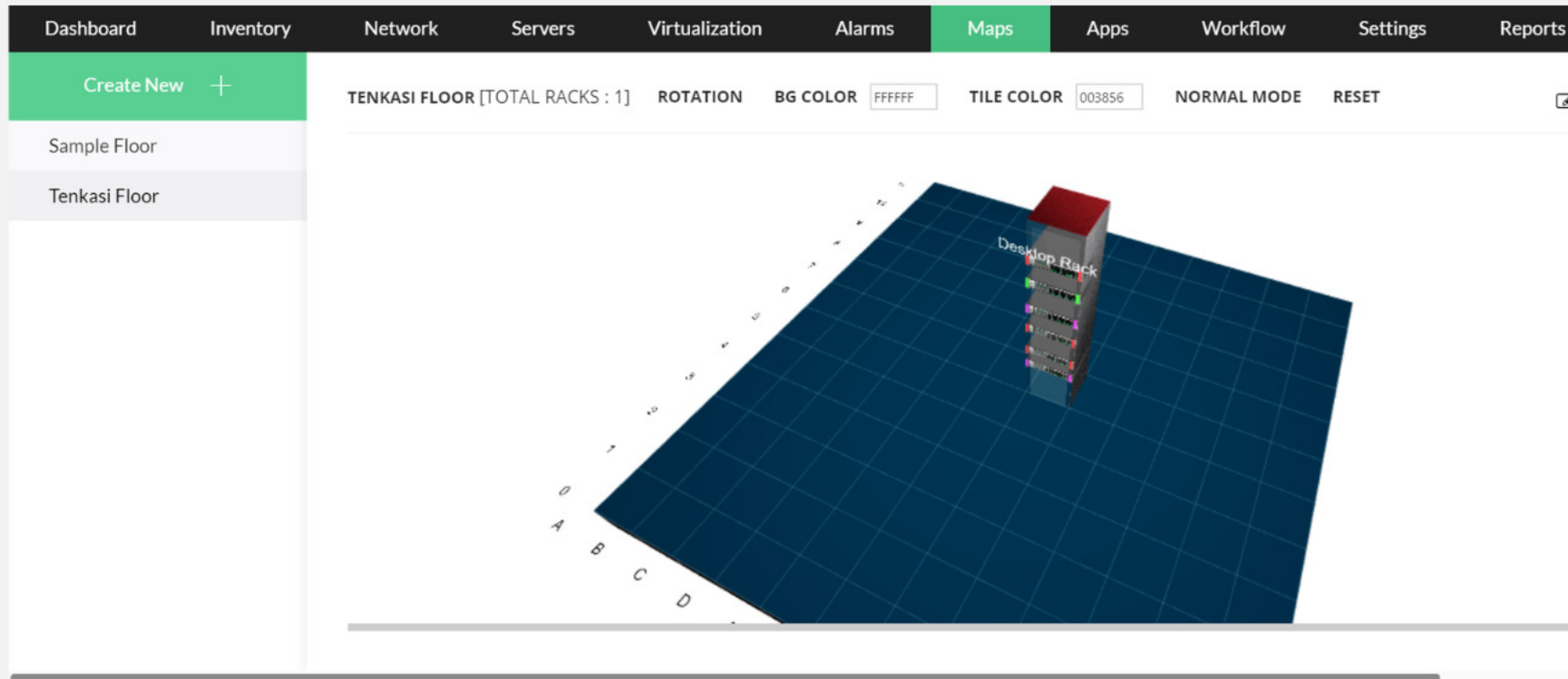
- ❑ Visualize the network geographically with ZOHO maps/Google maps.
- ❑ Provide the latitude and longitude details to keep the devices on their exact location.

# Layer 2 Maps



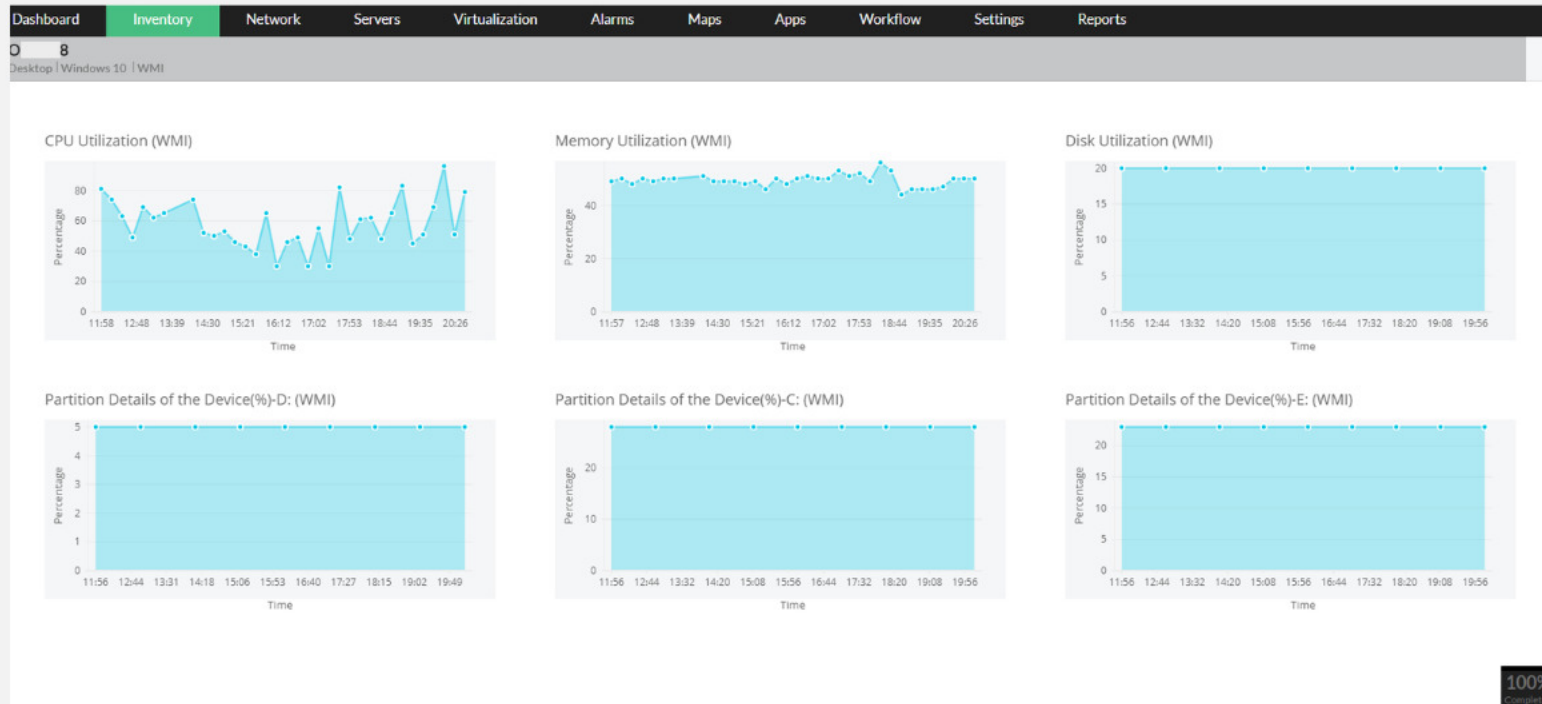
- Visualize your L2 topology
- Discover network devices via seed device or core router
- Rediscover network to automatically add or remove devices from the map.
- Export map to Visio and PDF.

# Data Center Builder



- Create mock view of racks in your data center with the devices mounted on them.
- Create data center floor views with the racks.
- Monitor the health of the rack and data center floor.
- View the performance of the devices using color codes.

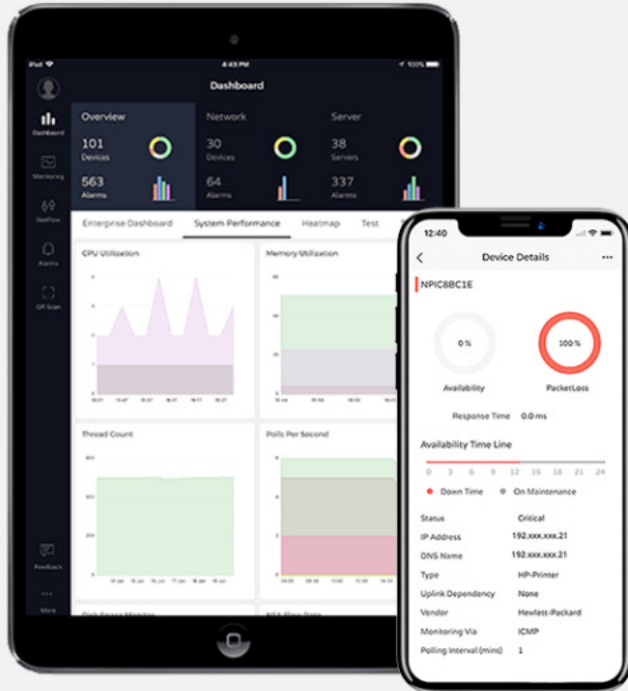
# NOC Views



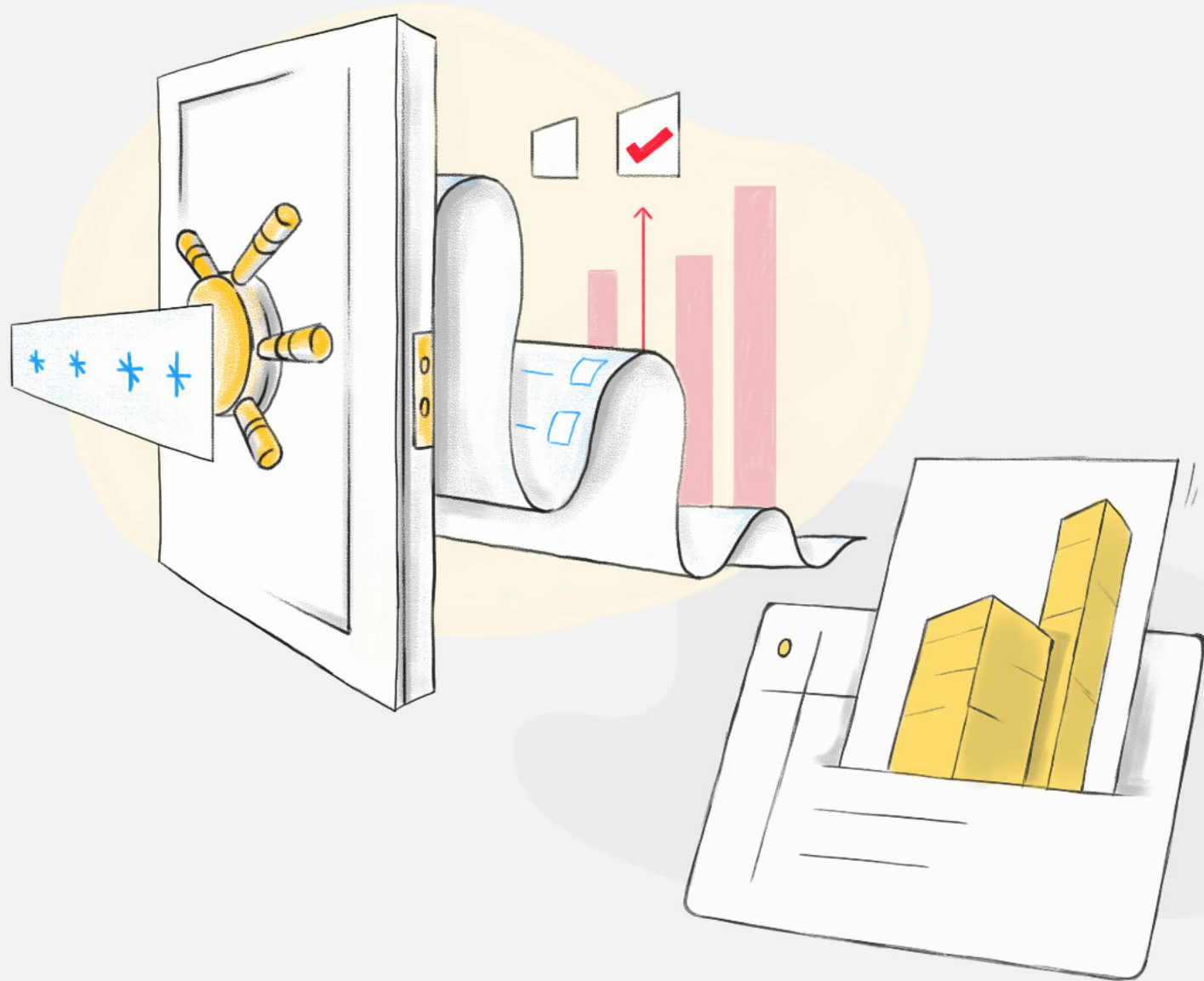
- ❑ OpManager, with its NOC network monitoring functionality, enables IT admins to instantly report on device performance in real-time without having to use another tool to remotely access the problem device.
- ❑ Handy, and powerful customizable NOC dashboards and CCTV views that display the immediate status of your devices.
- ❑ Real-time statistics on device CPU and Memory Utilization.



# OpManager, on the go!



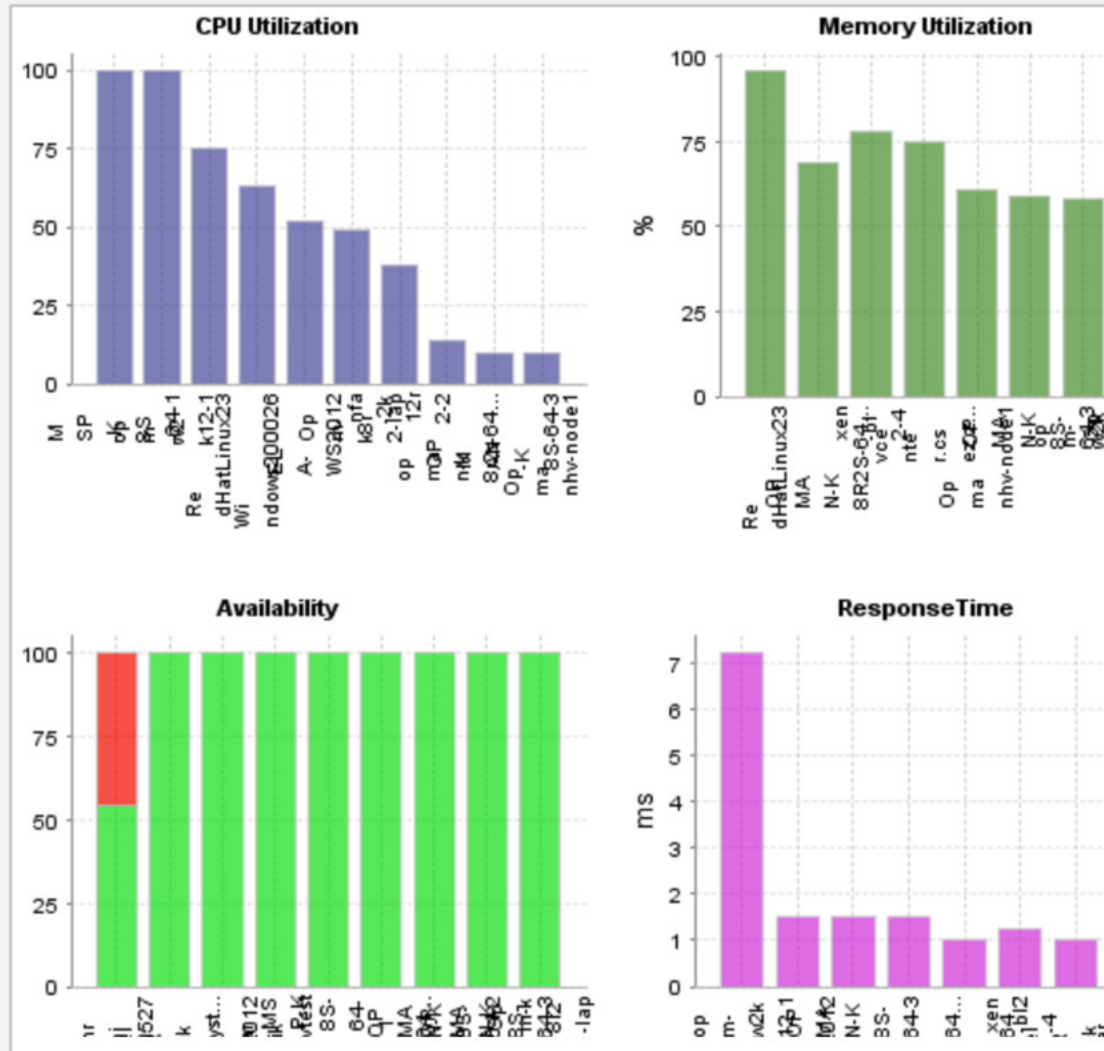
- ❑ OpManger offers mobile apps for Android, iPhone and IPad helps you monitor your network, perform basic troubleshooting.
- ❑ Receive alarms and stay up-to-date with the availability and performance of your IT devices at the comfort of your home or when you are in commute.
- ❑ Customize your dashboard for an at-a-glance overview of the current status of your network displaying critical metrics, on the go.



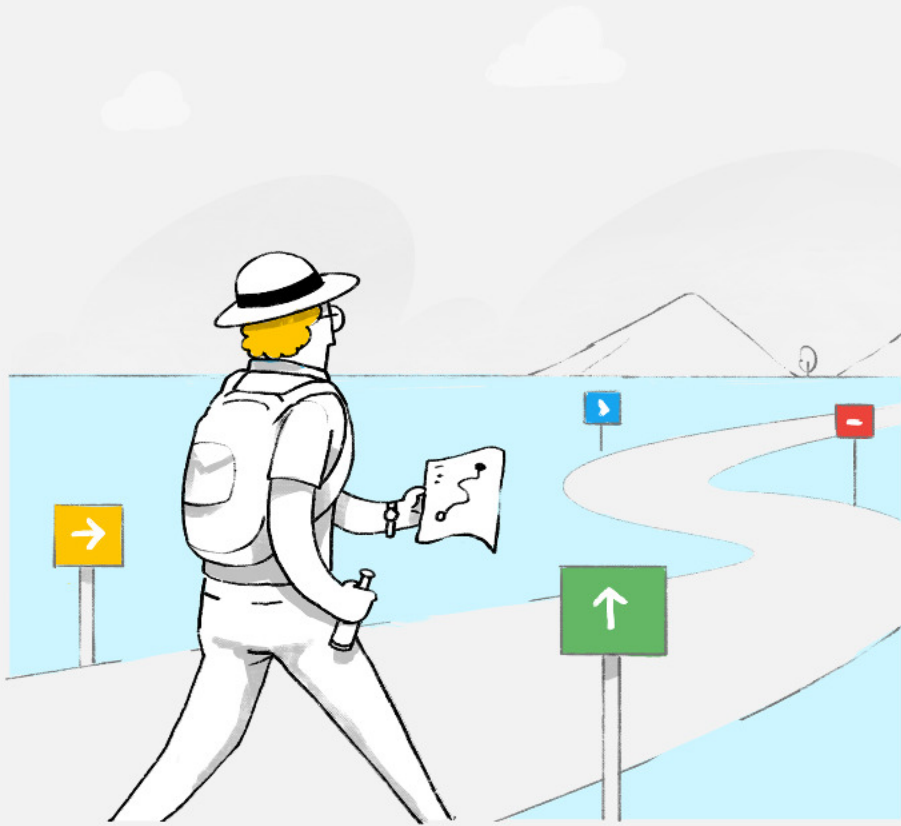
# Reports

Presenting patterns to plan.

# Easy-to-use Report Builder

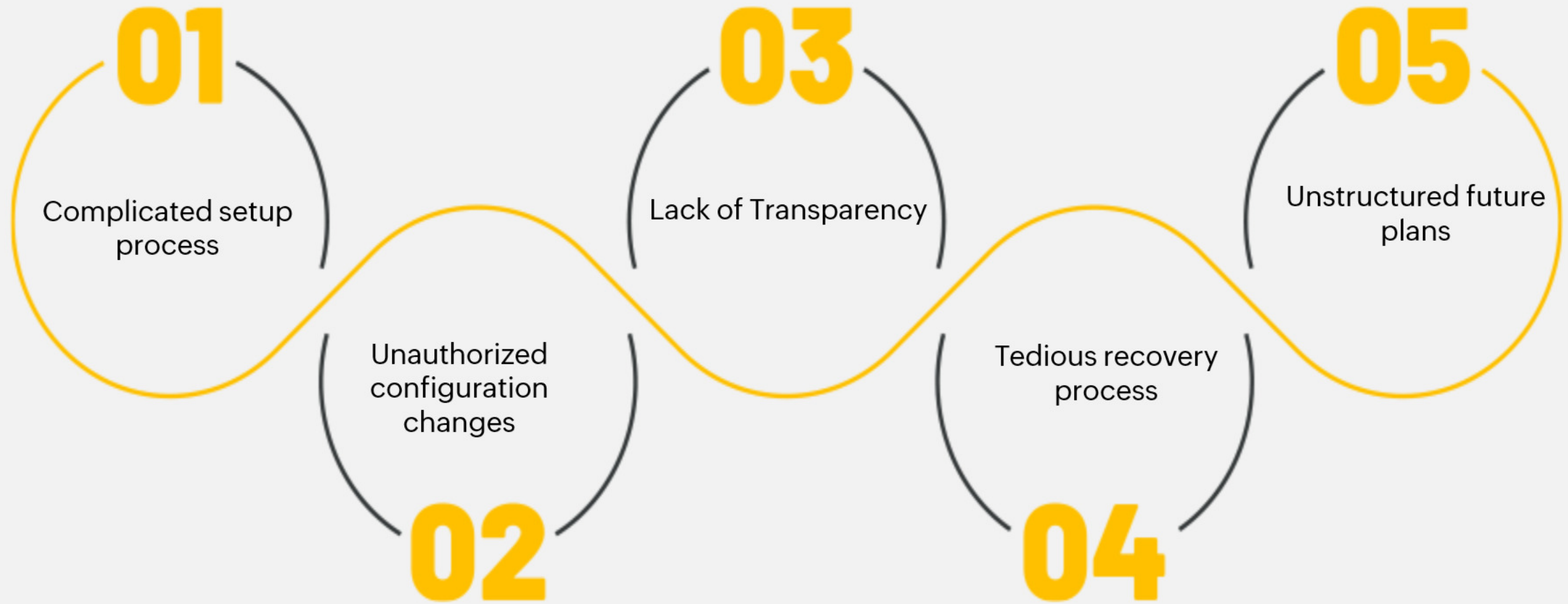


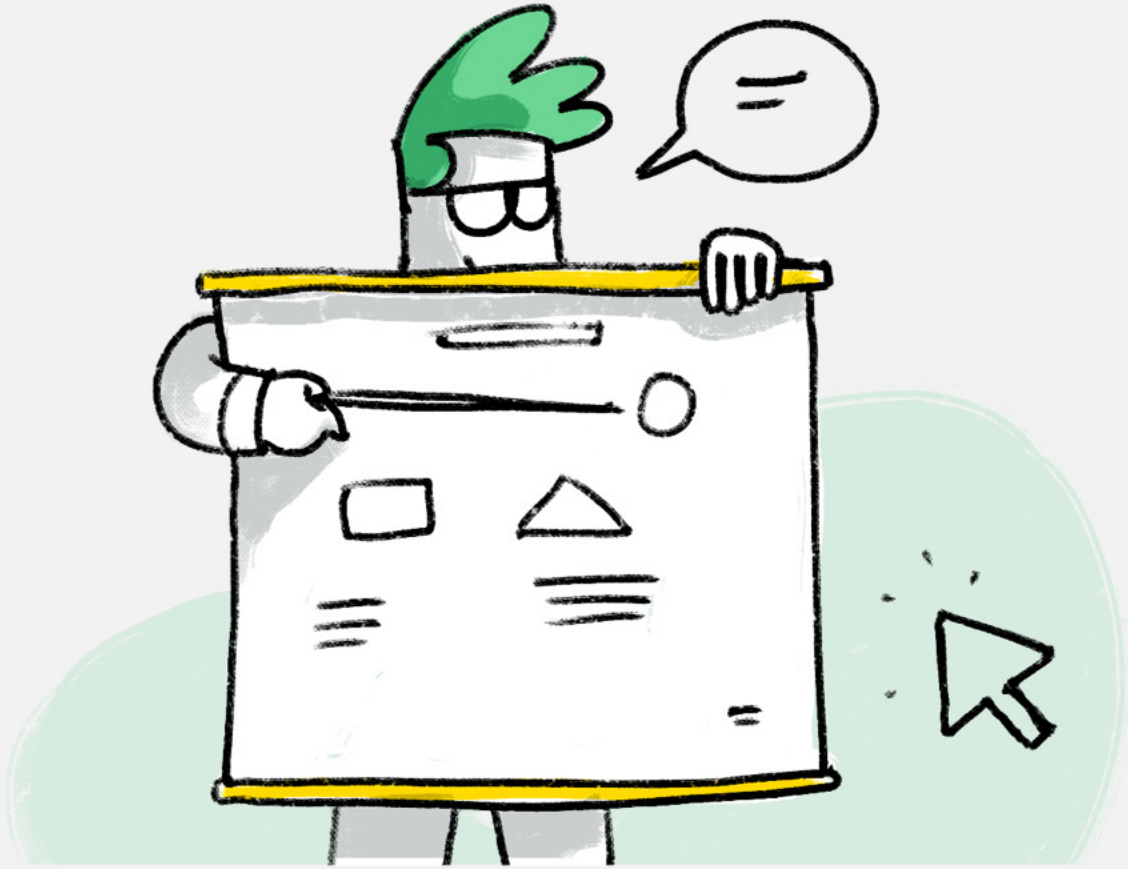
- OpManager provides exhaustive performance reporting with over 100 in-built reporting profiles .
- Schedule and email reports.
- Create custom reports with data of your choice.
- Export reports to XLS and PDF.
- Print reports from GUI.



# Potential Roadblocks

# 5 potential roadblocks to look out for





Let's see how  
OpManger's  
unique features  
help overcome  
these roadblocks!

# Competitive Advantages of OpManager



## Customized Deployment

Install OpManager in minutes. It requires no additional components when installing.



## Lightweight Agents

Scale your network monitoring capabilities across huge enterprise networks by installing a small "agent" software in your critical devices.



## Unified network monitoring platform

OpManager Standard/ Professional and Enterprise editions include add-ons for managing bandwidth, configurations, firewall logs, IP addresses and switch ports.



## Return on Investment (ROI)

Capitalize on a faster deployment to gain value sooner.



## Secure solution

Scan all new devices connecting to your network and block malicious ports.

# Competitive Advantages of OpManager



## Trace trends & be future ready

Make the right decisions about custom-building or expanding your network. Provide invaluable insight when managing costs and prioritizing network improvement investments.



## User specific dashboard

Users have their dashboard mapped to their profile. This unique dashboard can be customized based on the user's needs.



## Automate troubleshooting

Automate basic troubleshooting operations, maintenance tasks, to save time and resources.



## Enterprise level scalability

Upgrade a standalone instance of OpManager to an enterprise Probe on-the-fly. The OpManager Enterprise Edition can monitor 10,000+ devices.



## Rest API Integration

Make your IT strategy smart, simple and holistic with integrations - ServiceDesk, Slack and more.



# Competitive advantages of OpManager



## **Affordable & transparent pricing**

A device-based license model which allows you to monitor any number of interfaces, disk volumes and sensors.



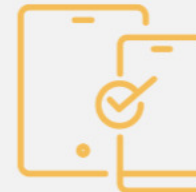
## **Dedicated onboarding expert**

One-on-one sessions with a dedicated onboarding expert and support channels.



## **Distributed monitoring**

Monitor geographically distributed sites from a centralized location with a Probe-Central architecture.



## **Monitor your IT - on the go**

Know the performance of your IT anywhere, anytime with the OpManager iOS and Android apps.

# EDITIONS

To suit your network monitoring needs, OpManager is now available in 3 editions.

## OpManager Standard Edition

- Network Discovery
- Server, switch, and interface Monitoring
- Syslog and Eventlog Monitoring
- File/Folder Monitoring
- Customizable Dashboard
- Business Views
- Alarm Escalation
- IOS & Android mobile applications
- 3rd Party Integrations

## OpManager Professional Edition

- Everything in Standard Edition.
- Layer2 Discovery
- Discovery Rule Engine
- Virtual Environment monitoring
- URL, AD, Exchange Server, MS SQL Monitoring
- REST API Access
- NOC View, Widgets
- IT Workflows
- Forecast Reports
- Multi-Language Support

## OpManager Enterprise Edition

- Everything in Professional Edition.
- Multi-site Monitoring
- Up to 180 days data maintenance
- Failover Support



# Pricing and Scalability

## SCALABILITY :

| EDITION        | Standard                  | Professional              | Enterprise                 |
|----------------|---------------------------|---------------------------|----------------------------|
| No. Of Devices | Upto <b>1,000 Devices</b> | Upto <b>1,000 Devices</b> | Upto <b>10,000 Devices</b> |

## PRICING :

| EDITION     | Standard                               | Professional                           | Enterprise                                 |
|-------------|--|--|--|
| Price Range | Starts @ <b>245 USD for 10 devices</b> | Starts @ <b>345 USD for 10 devices</b> | Starts @ <b>11,545 USD for 250 devices</b> |

# AWARDS AND RECOGNITION



Recognized as a May 2019 Gartner Peer Insights Customers' Choice for Network Performance Monitoring and Diagnostics Software



Recognised as an April 2019 Gartner Peer Insights Customers' Choice for IT Infrastructure Monitoring Tools.



Network Management and Monitor Vendor of the Year 2018, 2019

# CUSTOMERS AND TESTIMONIALS



**NOC team,  
Hinduja Global Solutions**

"OpManager is an ever-improving monitoring solution with new features such as greater reporting capabilities, additional performance monitoring, failover support, and an enhanced dashboard with a great overview of all of our devices. It is the most beneficial tool we have."

"Brief reports on each devices is helping us achieve our SLA targets. Apart from reports, OpManager also helps me troubleshoot issues like latency and bandwidth utilization."

**Shabbir Faisal,  
Network Operations Specialist,  
Khalifa University**


L'ORÉAL  
PARIS



SIEMENS



SAINT-GOBAIN



ManageEngine

**THANK YOU**

To know more, visit [www.OpManager.com](http://www.OpManager.com)