Manage your network smarter, with

OpManager

The trusted network monitoring software

OpManager - Overview

In the digital age, where your network decides your networth make every penny count with OpManager. OpManager, our network monitoring software give 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
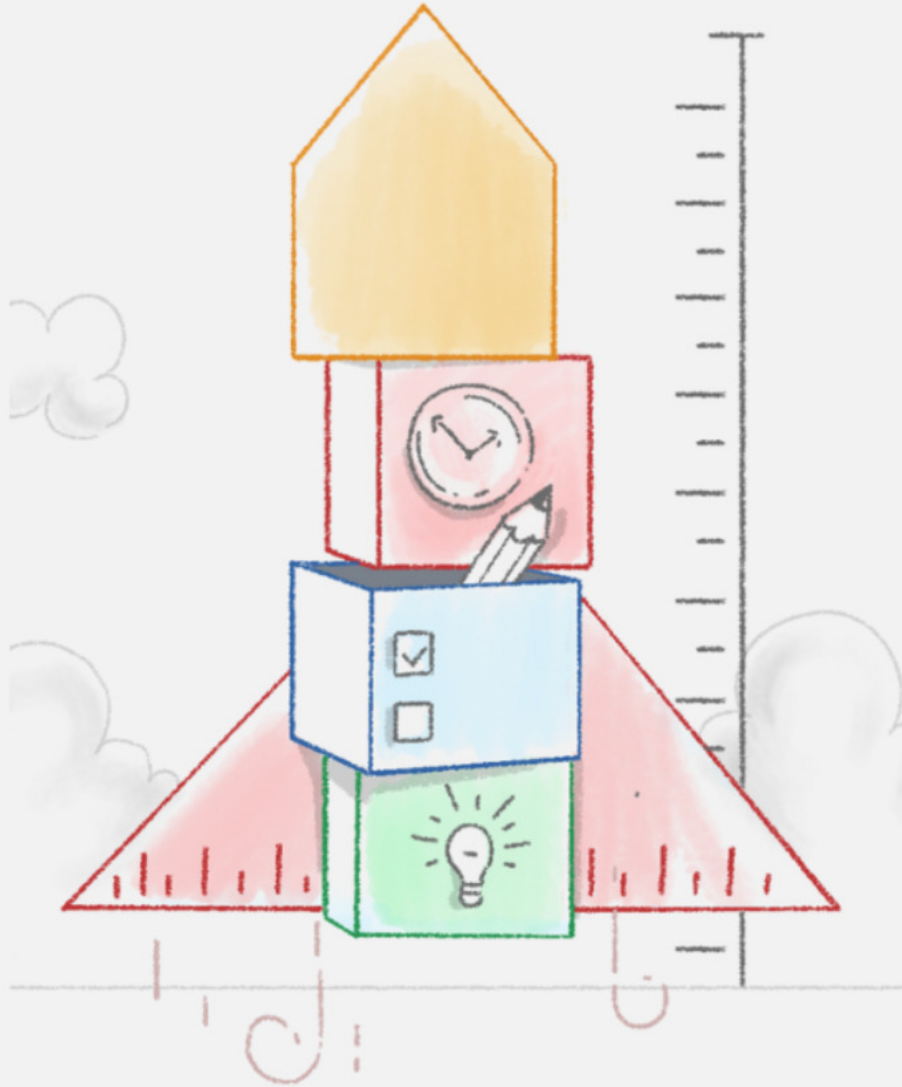
❑ DISCOVERY

❑ MONITORING

❑ FAULT MANAGEMENT

❑ VISUALIZATION

❑ REPORTS
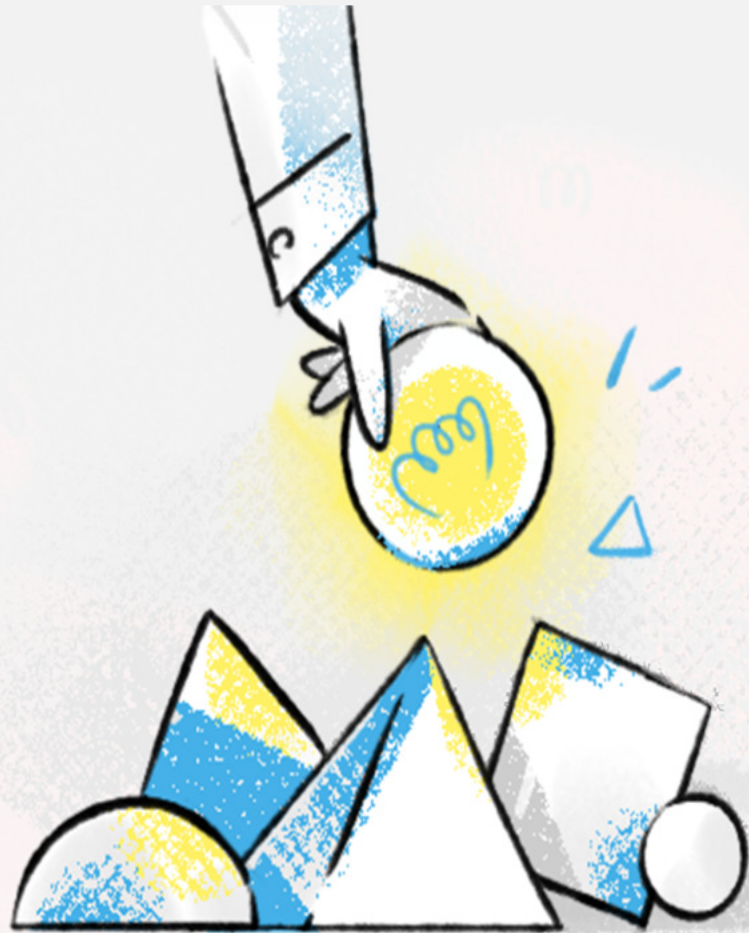
Discovery

Where it all begins.

Discovery Engine

Discovery - Input

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

⦿ v4   ◯ v6

Start IP

[   ] - [   ] - [   ] - [   ]

End IP

[   ] - [   ] - [   ] - [   ]

NetMask

255.255.255.0   ▼

❑ 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

	Network	Servers	Virtualization	Storage	Alarms	Maps
entory						
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
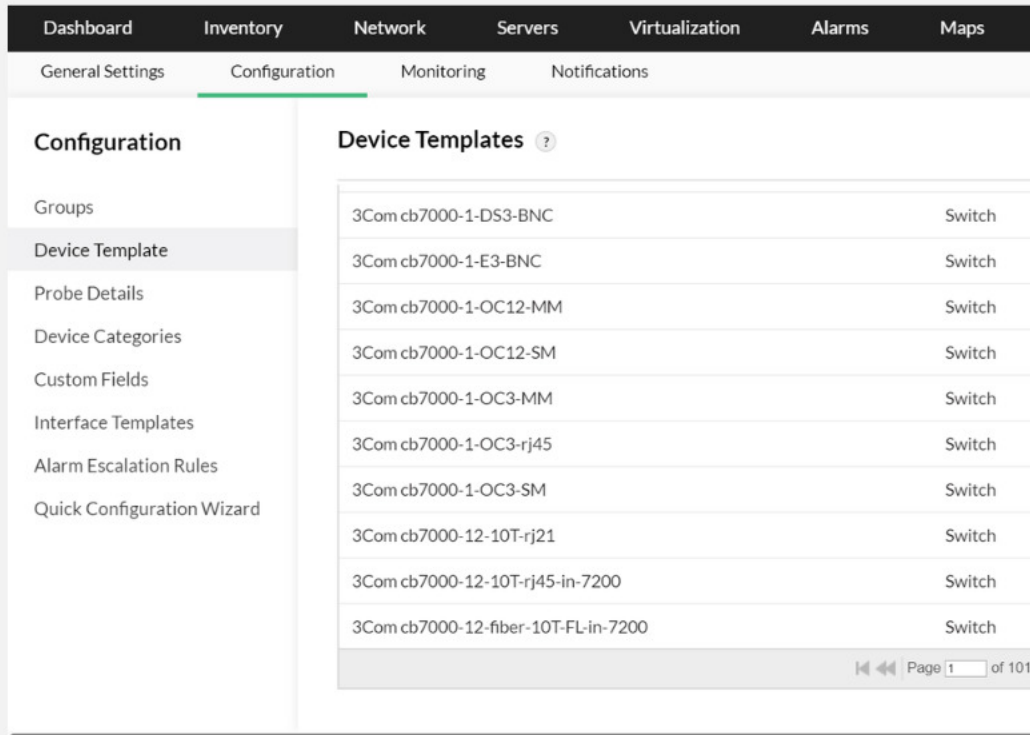
❑ OpManager comes with over 53k **vendor templates** enabling smart classification of the devices.

❑ **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
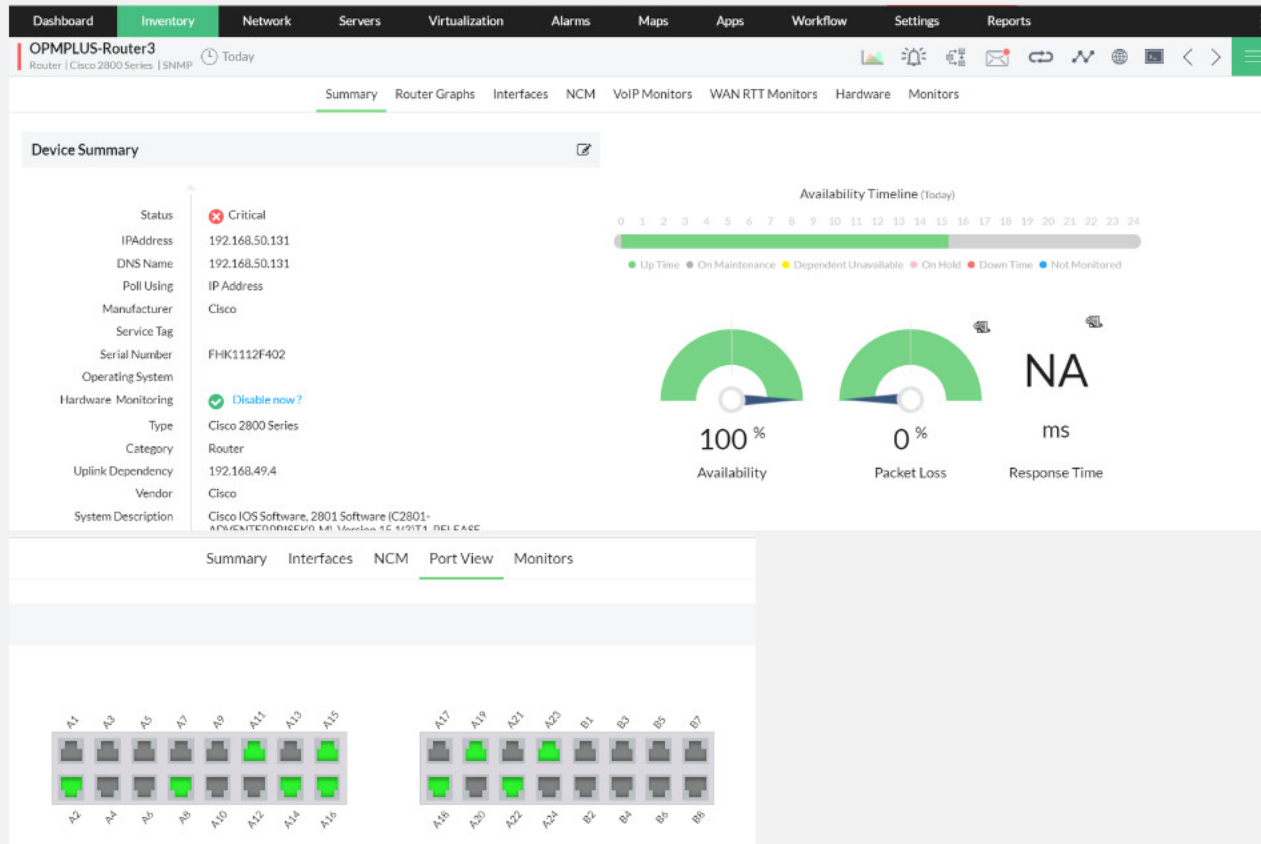
- Monitor 100+ performance metrics such as CPU, Memory, Errors & Discards, Buffer Hits & Misses, & more.

- 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.
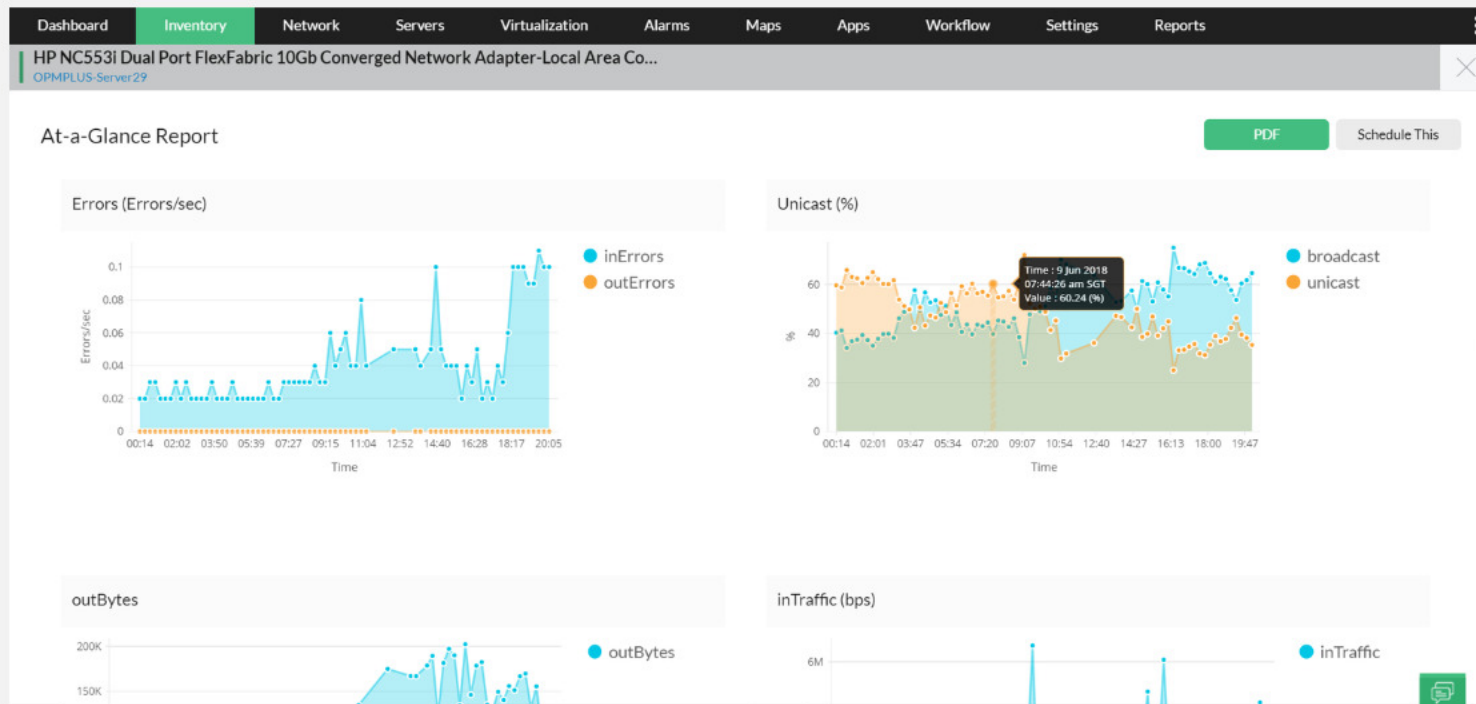
Windows/Linux Server Monitoring
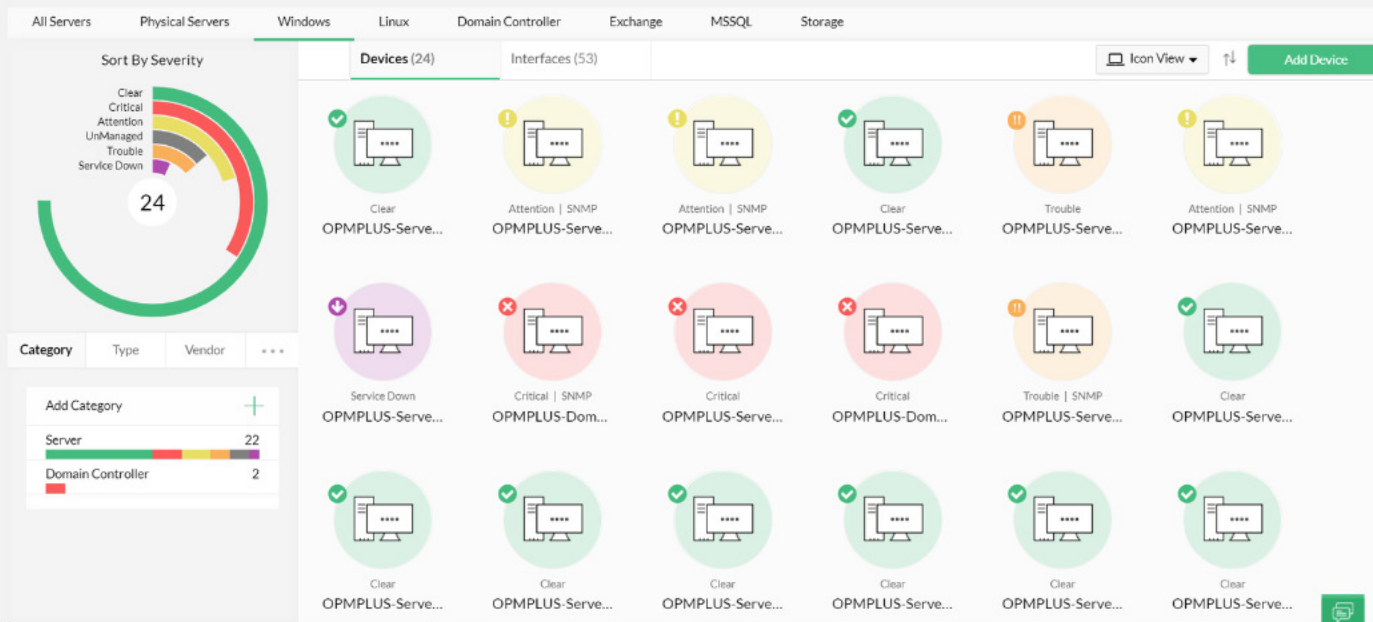
❑ Monitor CPU, Memory & Disk Utilization of Windows and Linux servers via WMI and SNMP/CLI.

❑ 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
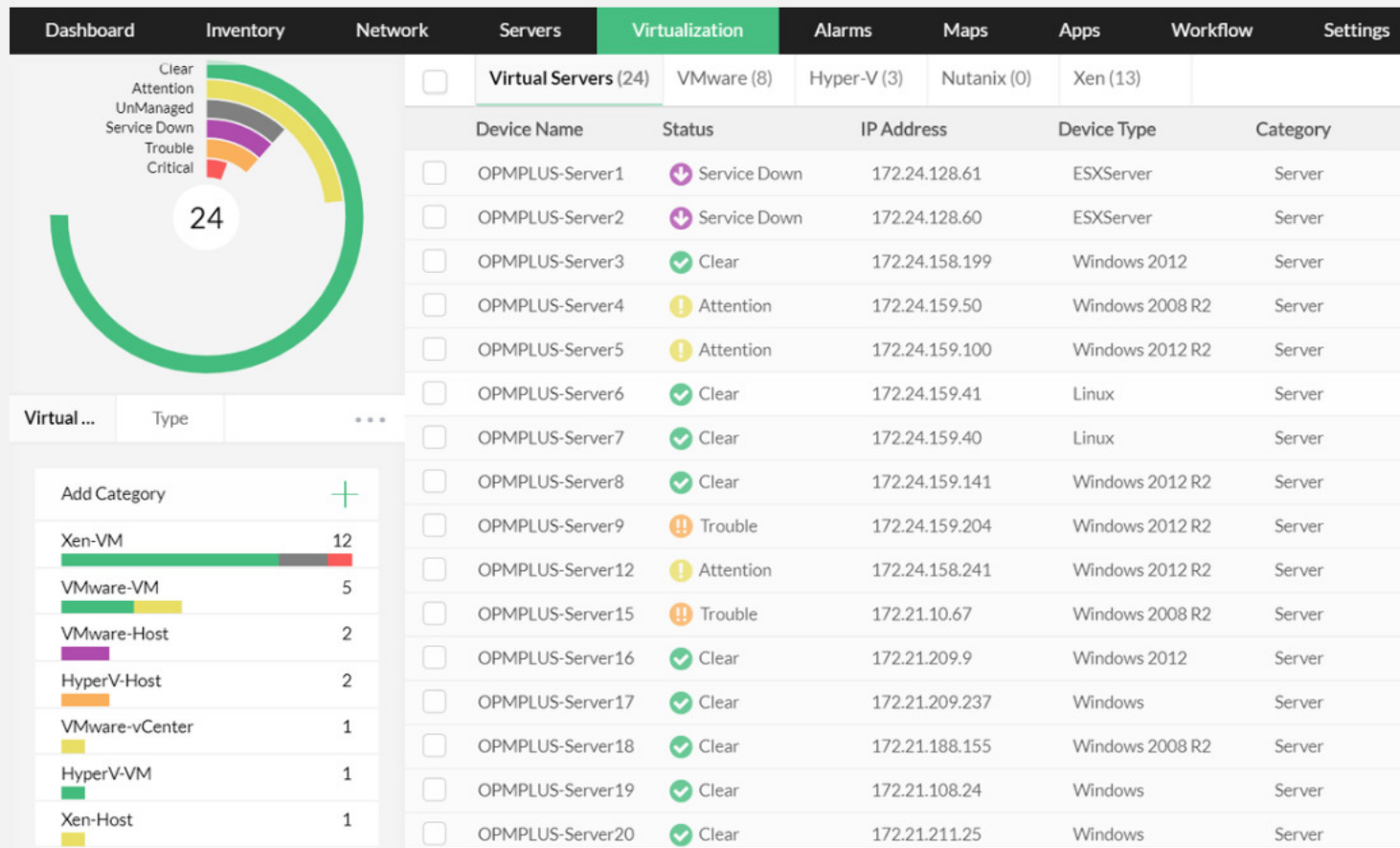
- ❑ Monitor Host and VM performance via vCenterAPIs, WMI, and Hypervisor-APIs.

- ❑ Monitor performance metrics such as CPU ready, Memory Swap, Disk I/O Usage, Disk Read Requests, Datastore Write Requests, and 50 more.

- ❑ Out-ofthe-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

- Manage your wireless networks with WLC monitoring.

- Ensure continuous availability of your access points. By monitoring SNR, no. of clients, transmitted & recieved 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 elatency, with specific hop-by-hop performance metrics for better network planning.

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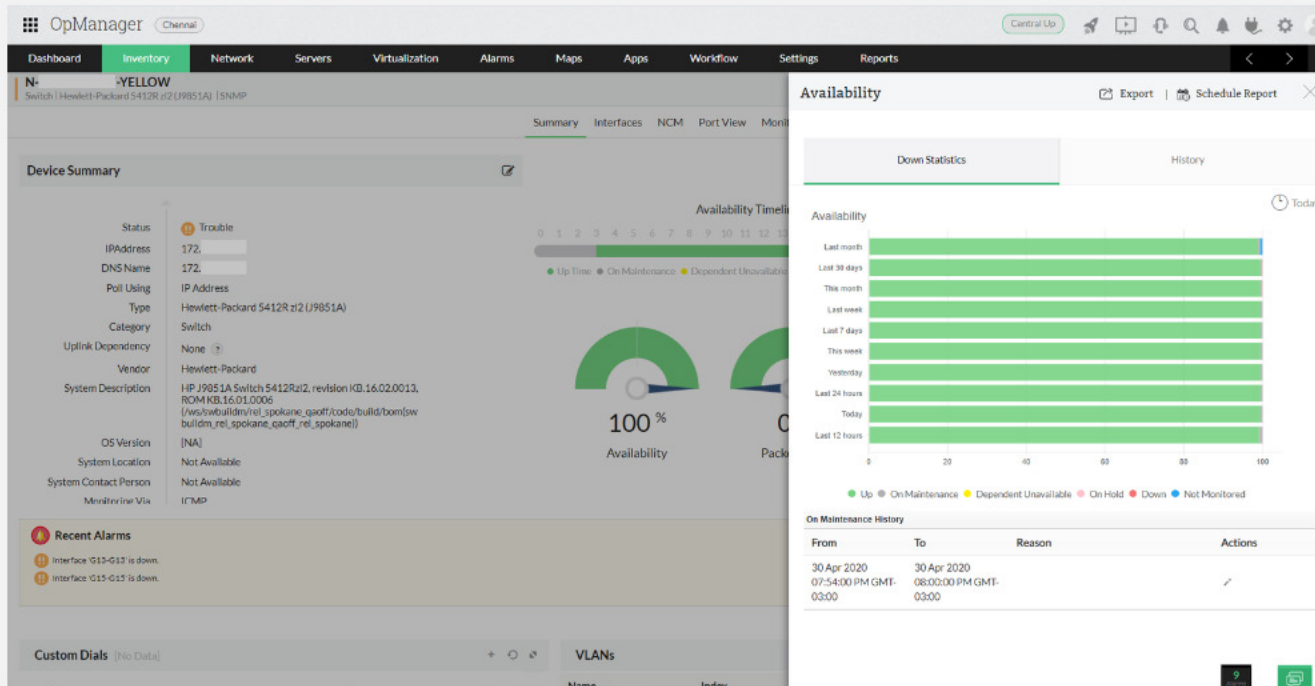
Efficiently monitor and manage all your storage devices such as RAID and Tape Library with the help of storage monitor add-on. Its features include:

- ❑ 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.
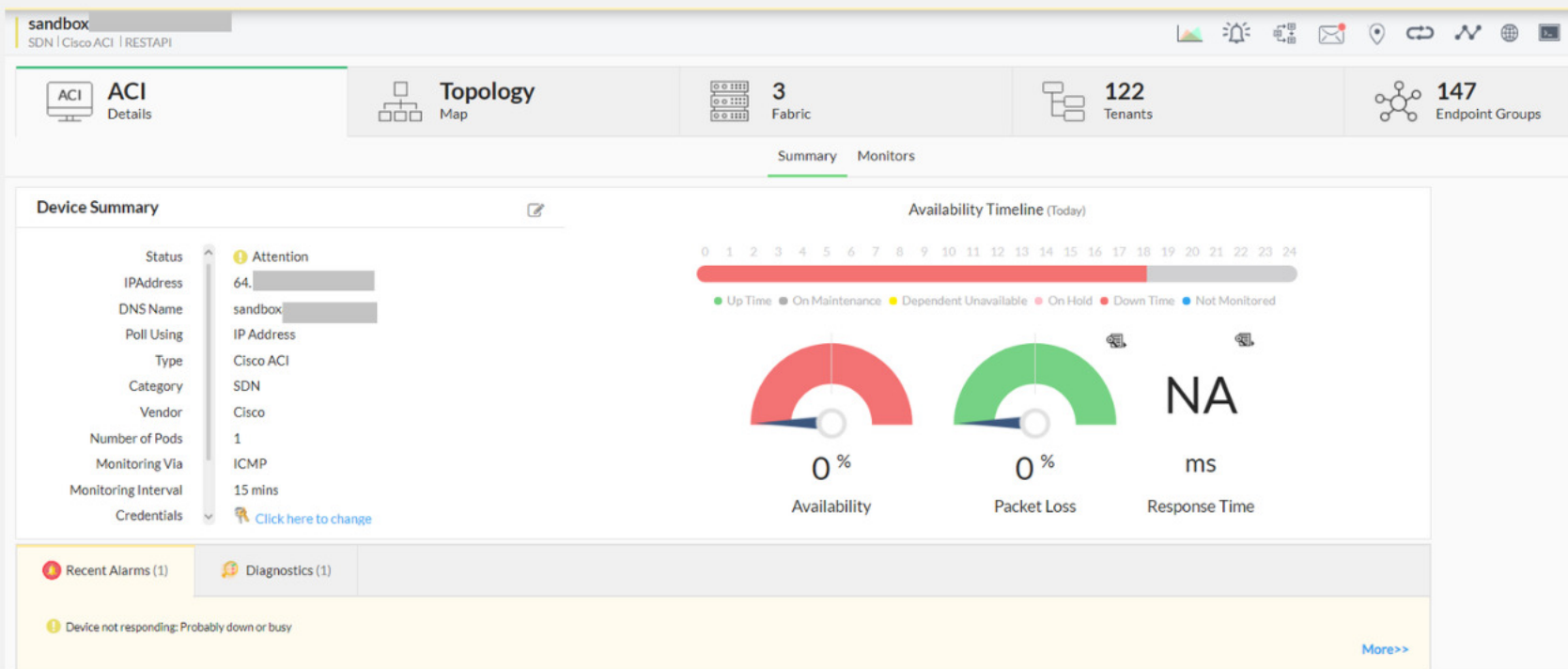
CISCO Monitoring
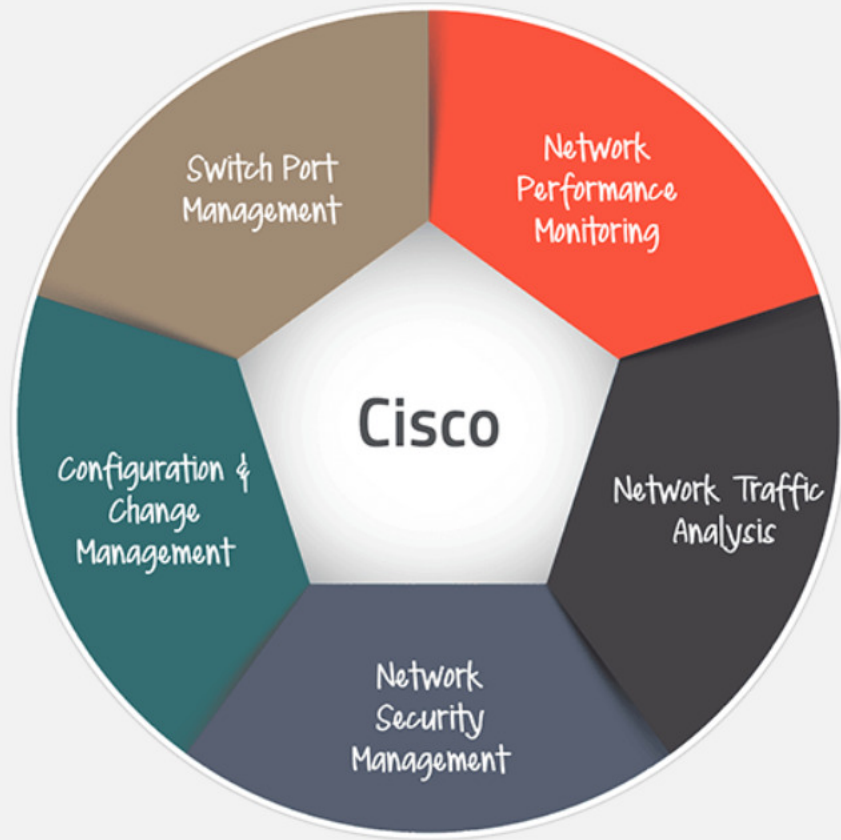
- ❑ OpManager's Cisco network monitoring tools support a wide range of Cisco devices such as ASR series, Catalyst series, Nexus, UCS, etc. and technologies such as NetFlow, IP SLA, etc.

- ❑ **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.
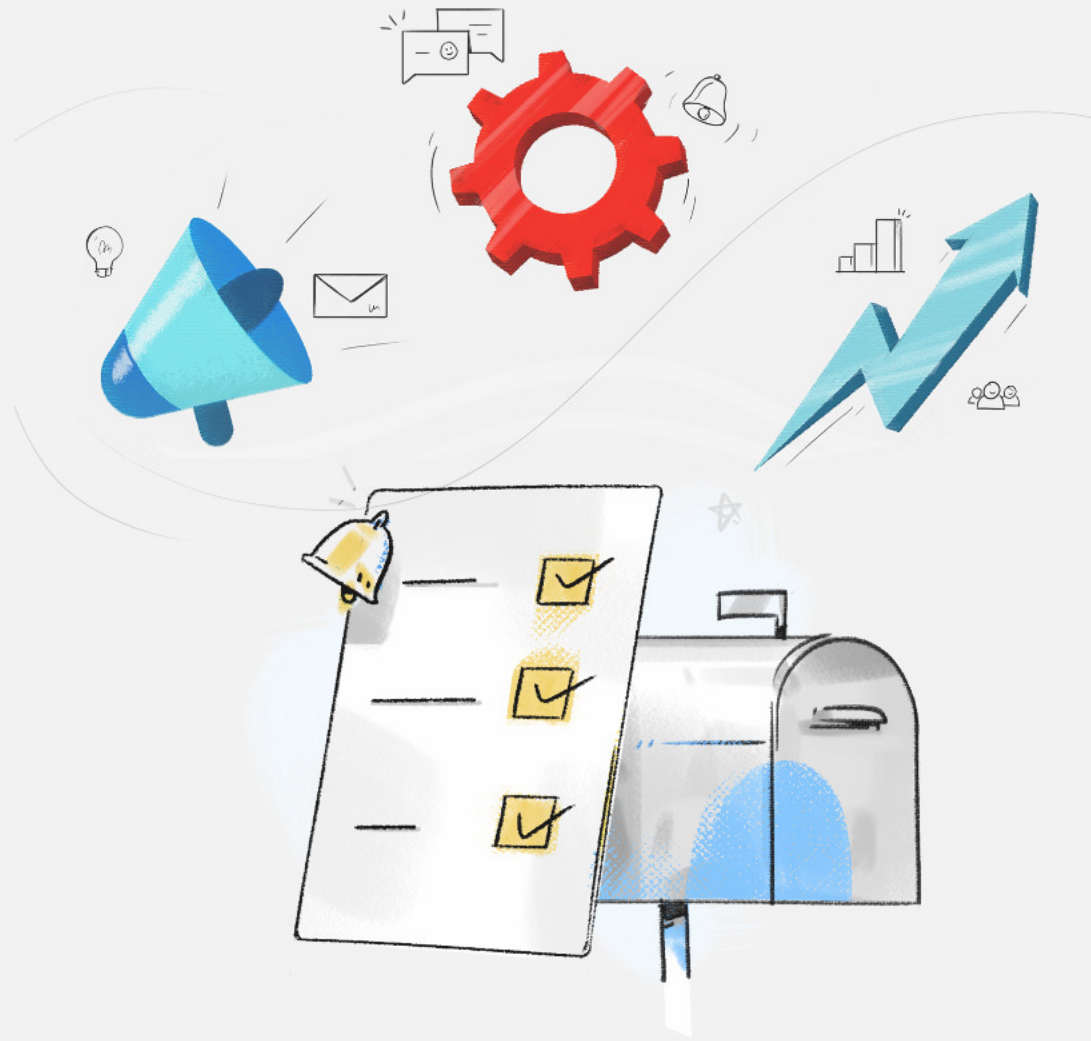
CISCO Meraki Monitoring
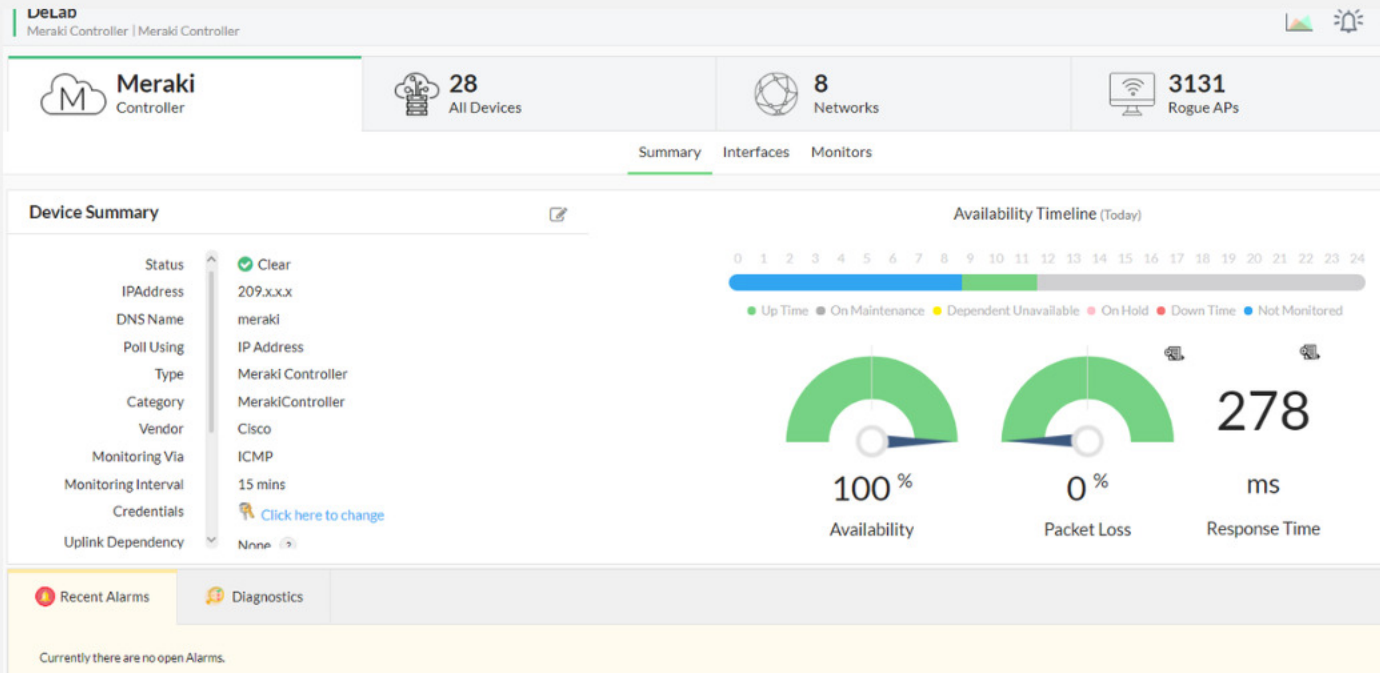
- ❑ OpManager offers a complete all-inclusive inventory for monitoring **Cisco Meraki Organization** with service set identifier (SSID) mapping.

- ❑ 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

Probe 1 : Remote Location 1
Probe 2 : Remote Location 2
Probe 3 : Remote Location 3
Central Location
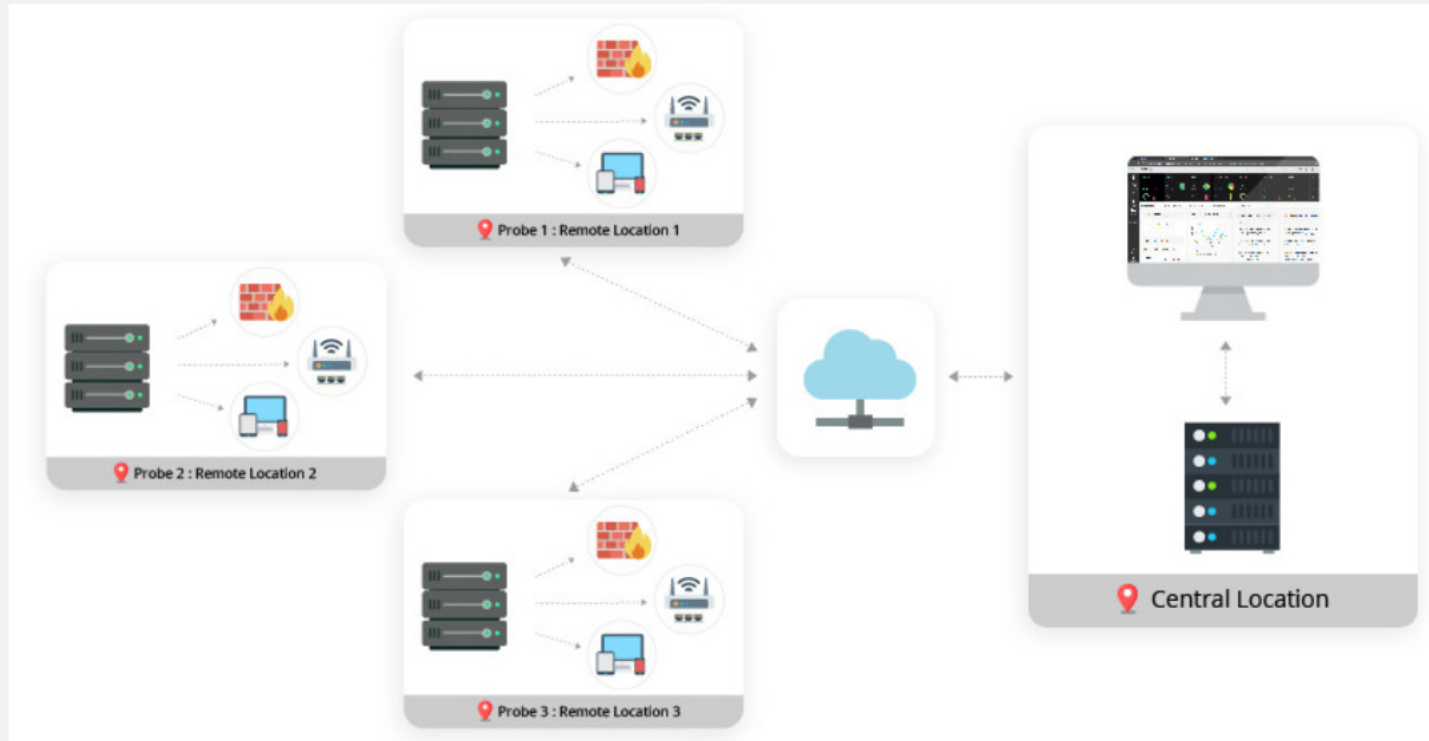
❏ OpManager's distributed monitoring eliminates the need of individual updates and configuration for every remote site.

❏ 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

- 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.

Traps & Syslogs

- OpManager collects traps and syslogs to detect faults in the network.

- It processes them into meaninful 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.
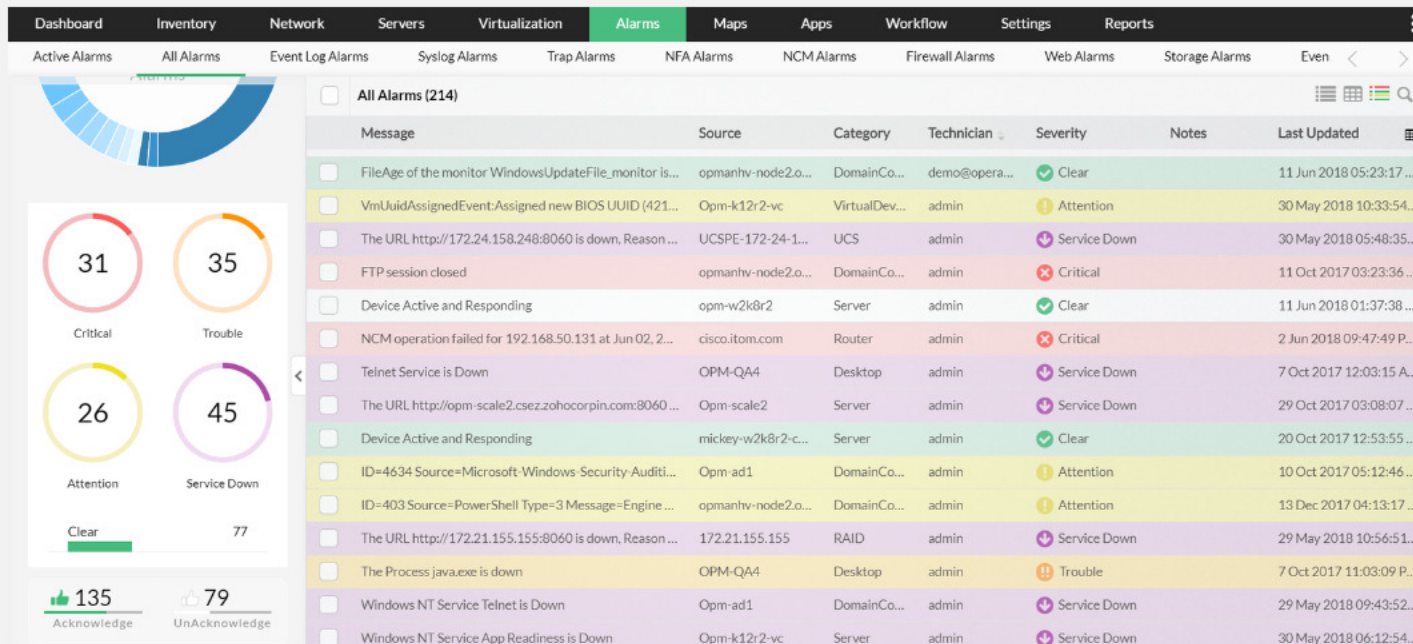
Root Cause Analysis (RCA)
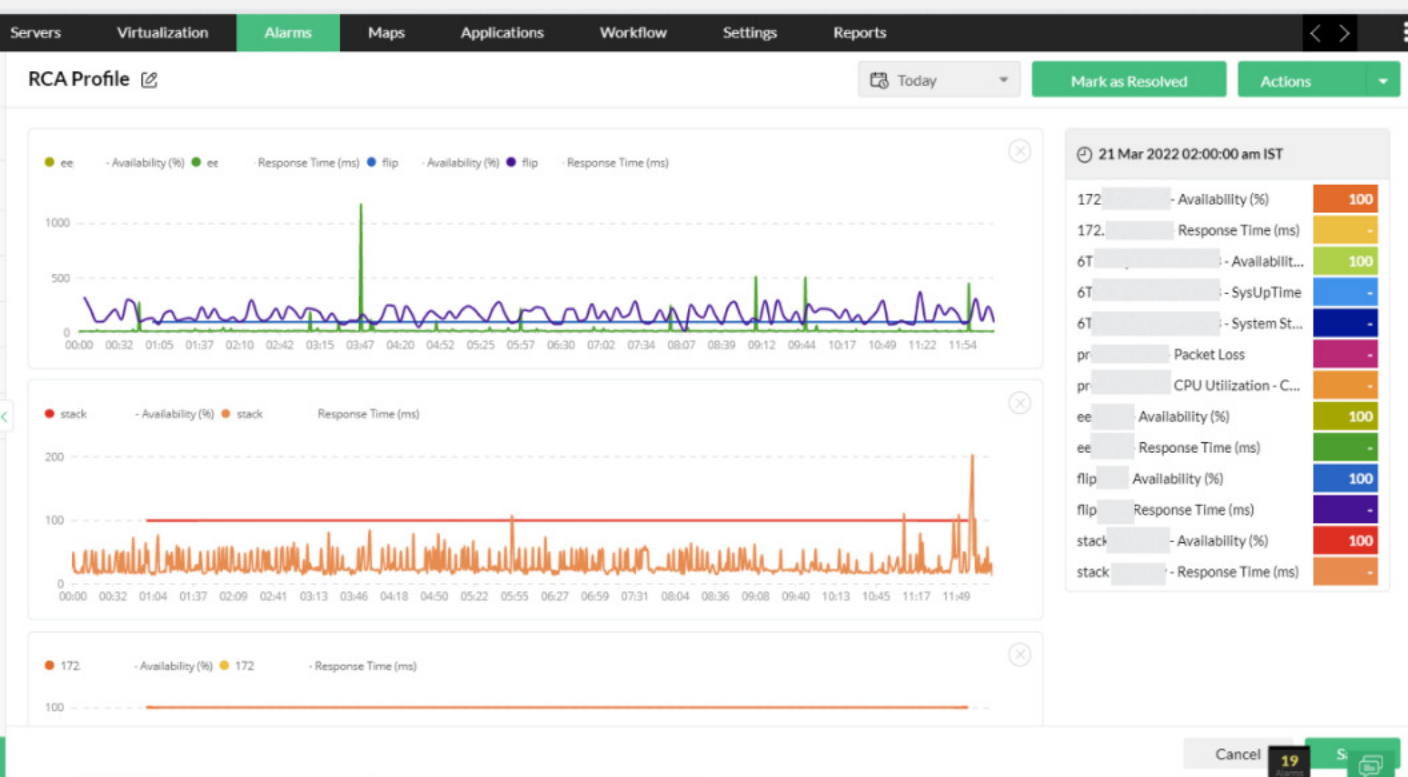
- ❑ Root Cause Analysis feature enables you to visualize, analyze and correlate IT monitoring data of your devices, interfaces and URLs in a centralized console and accelerates the process of identifying the root cause of network issues.

- ❑ With the help of RCA profile, aggregate multiple performance data/monitors as graphs on a common time line.

Workflow Automation
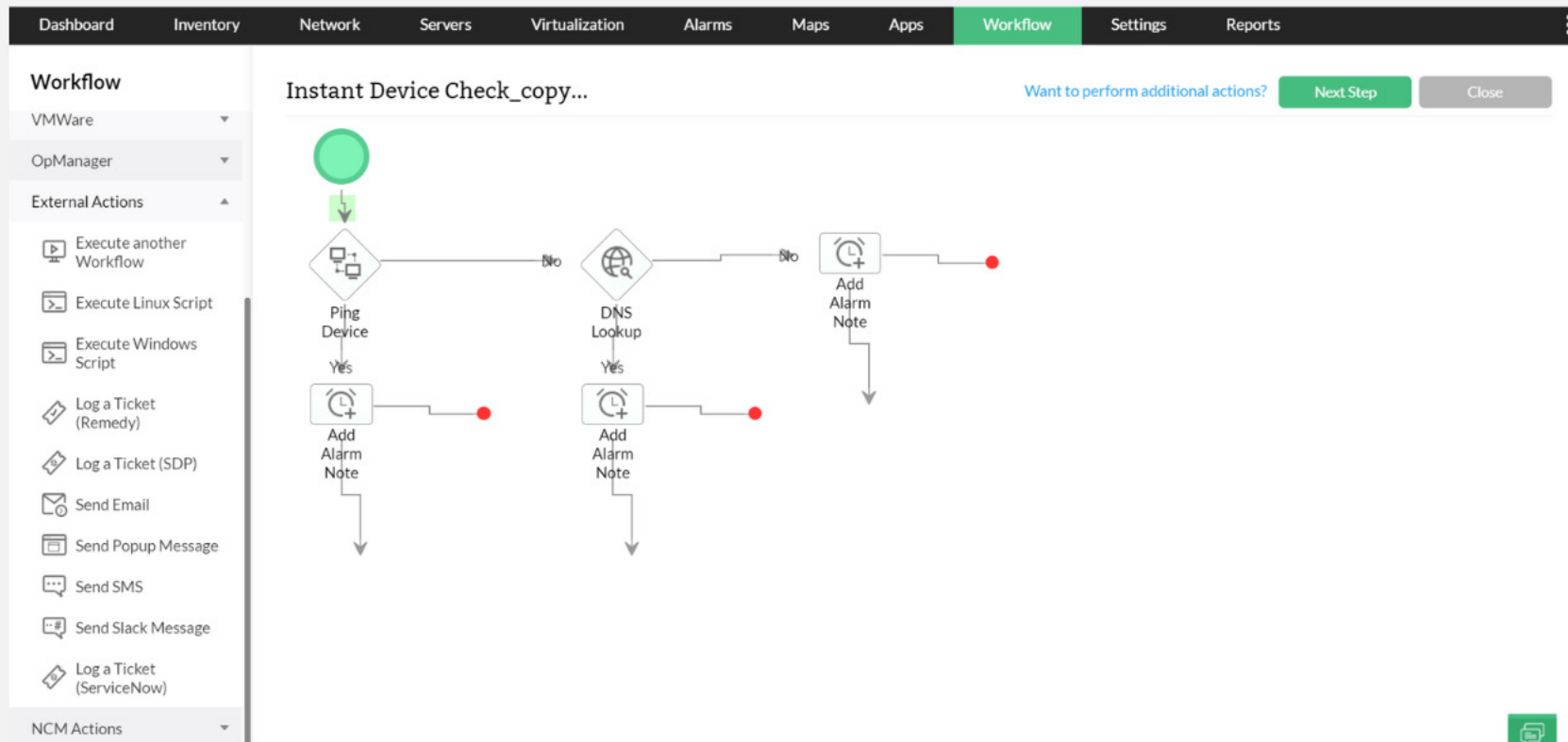
- If-else condition based workflows to automate L1 & L2 troubleshooting activities and repeated IT tasks.

- 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

- ❑ 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

❑ **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

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 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

OpManager - webhook integration

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.

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.

JIRA Service desk with OpM

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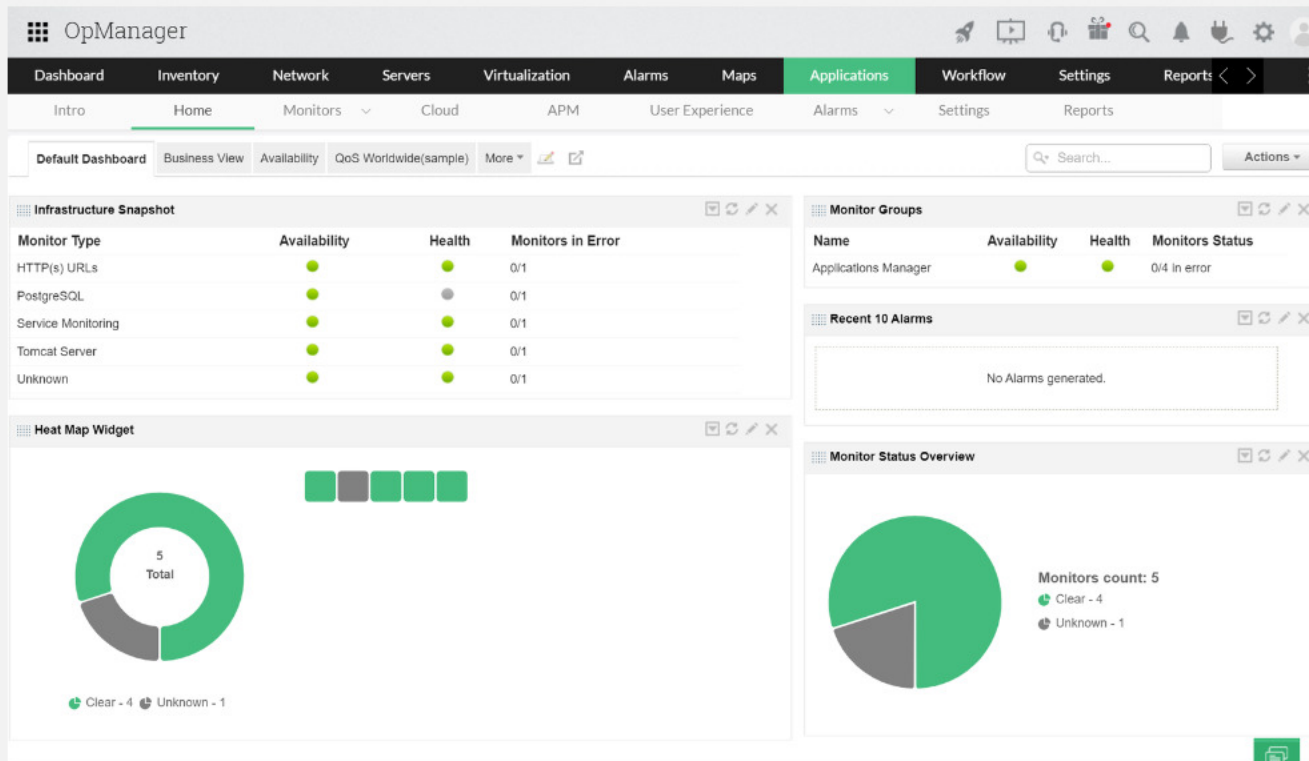
OpManager's Applications Manager (APM) add-on helps to,

- ☐ 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,
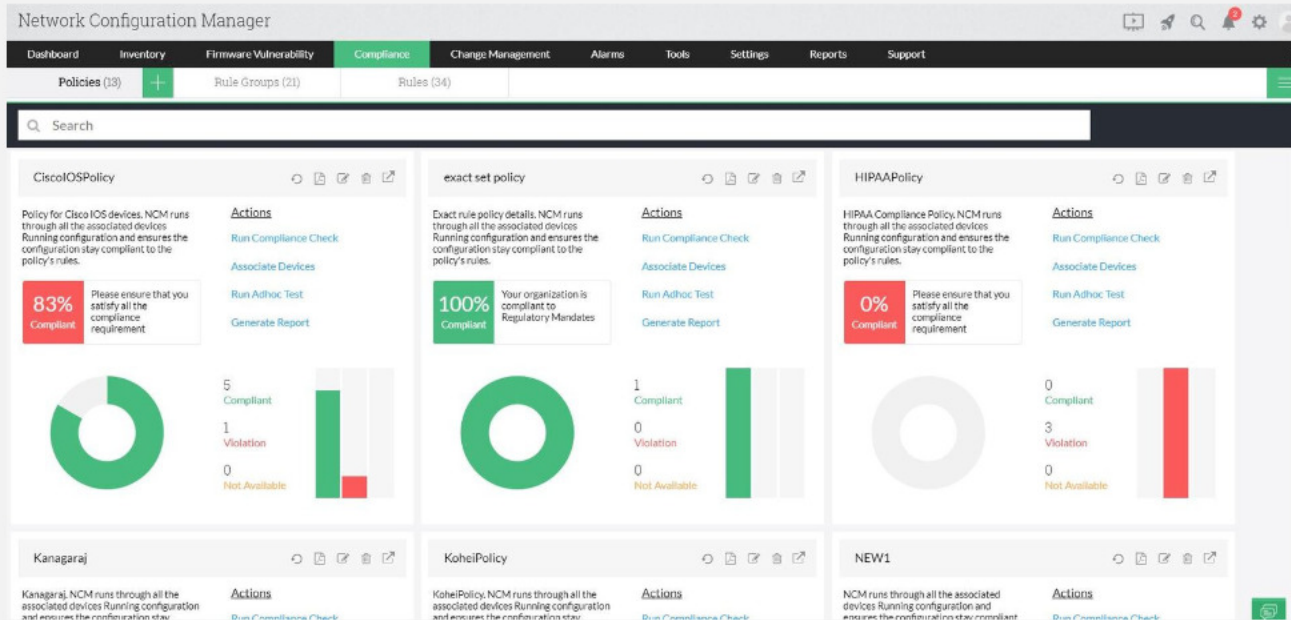
- ❑ Trigger backups and reduce network device down time.

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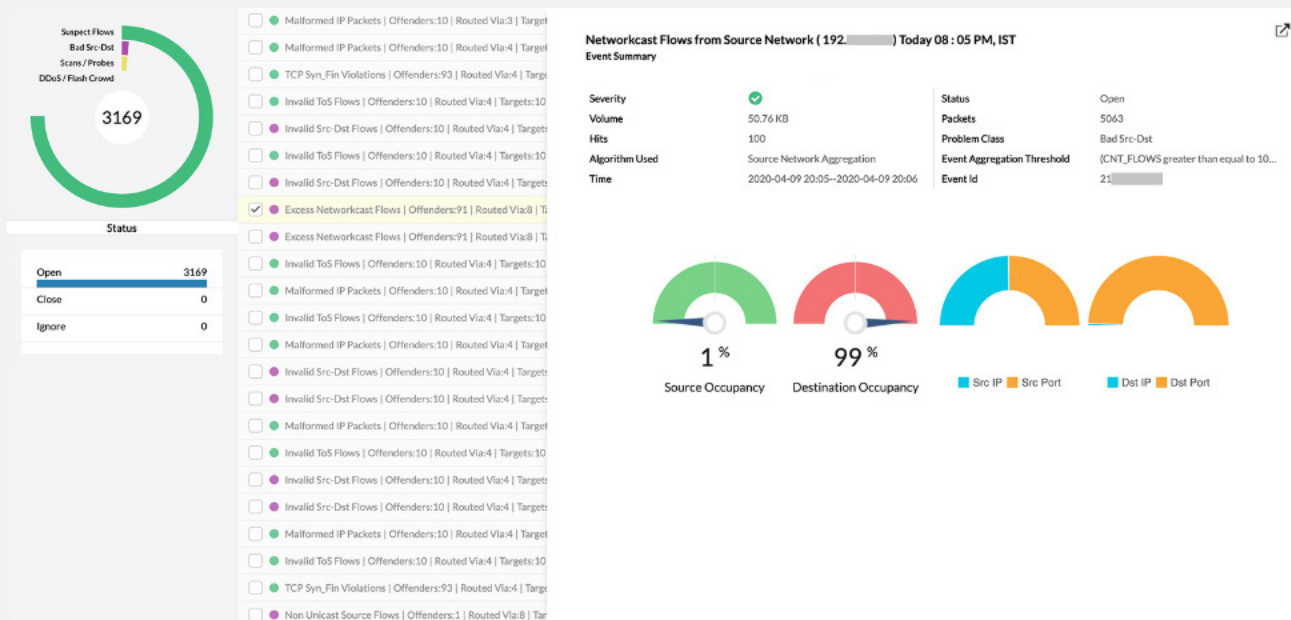
OpManager's Netflow Analyzer (NFA) add-on helps to,

❑ 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.
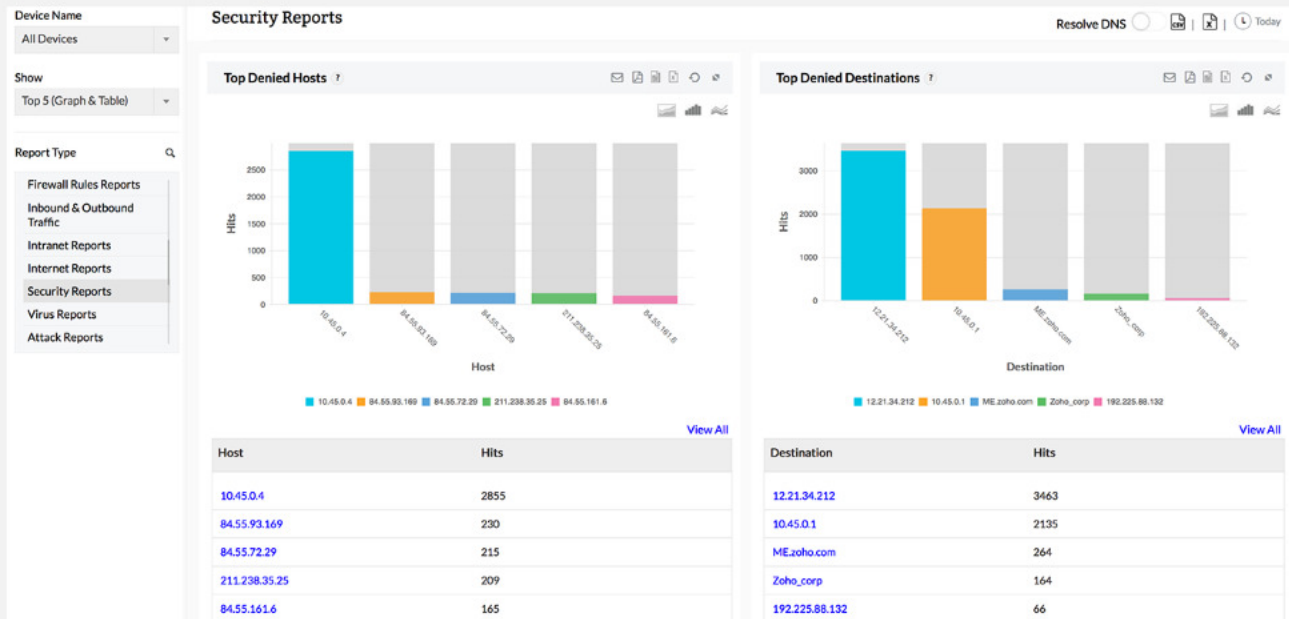
OpUtils add-on
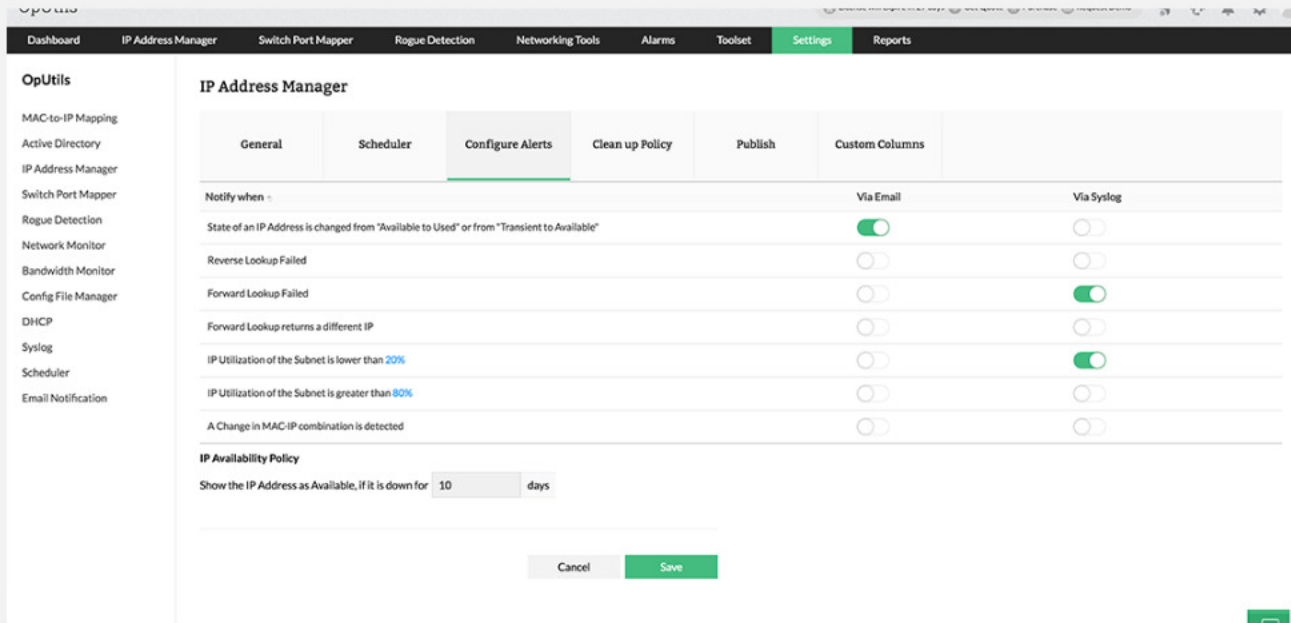
OpManager's OpUtils add-on helps to,

❑ 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
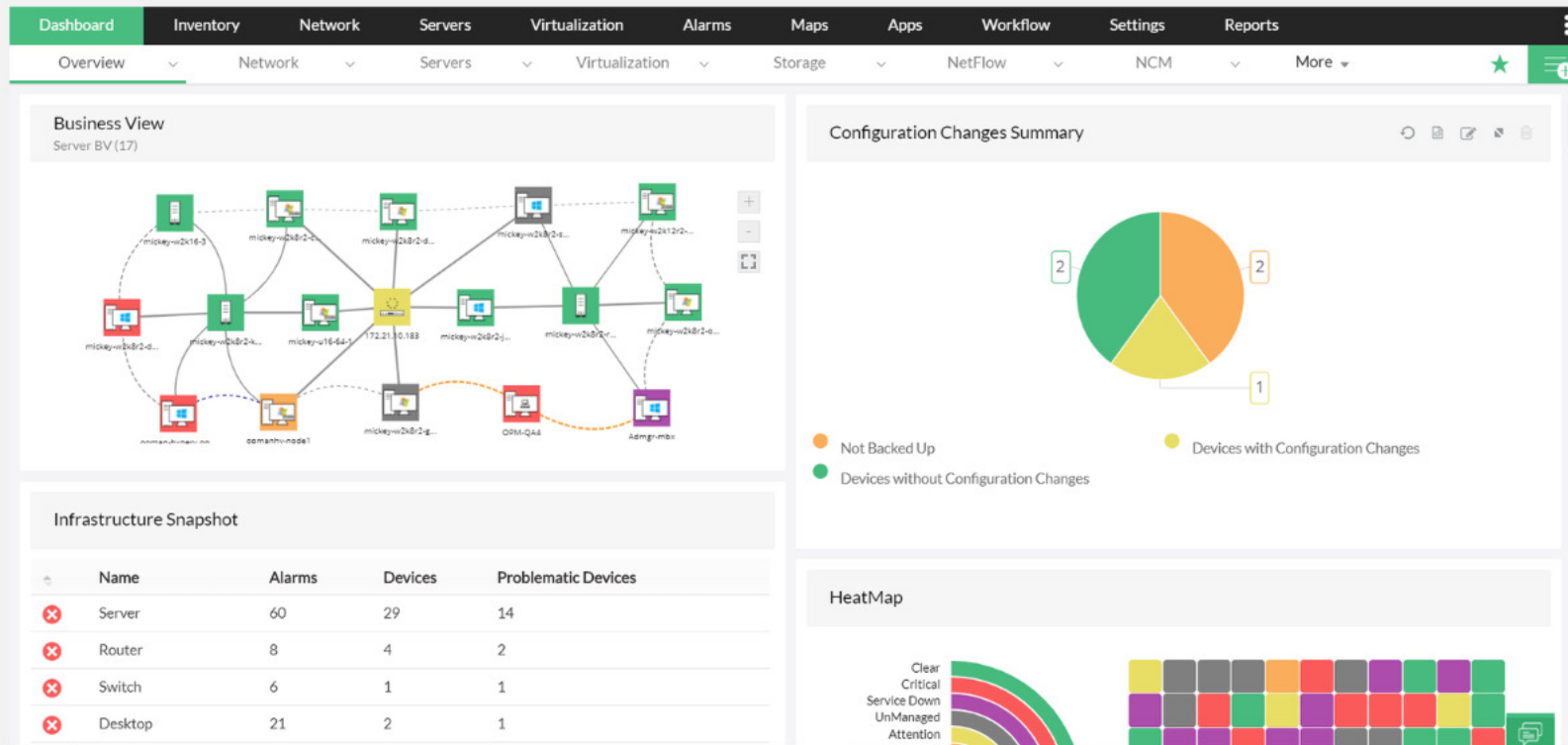
❑ View the performance of your entire network at-a-glance.

❑ 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
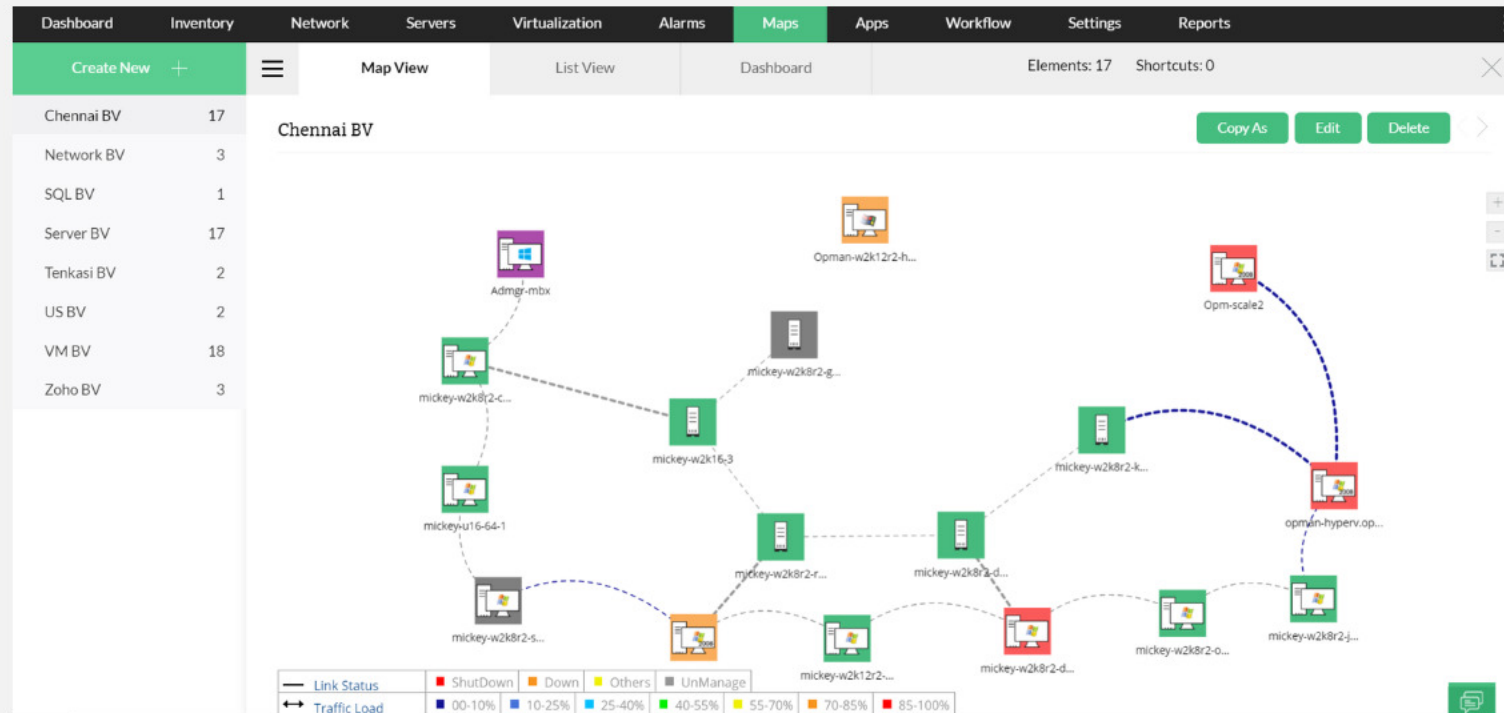
- Create logical views of your network and view its performance collectively.

- 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
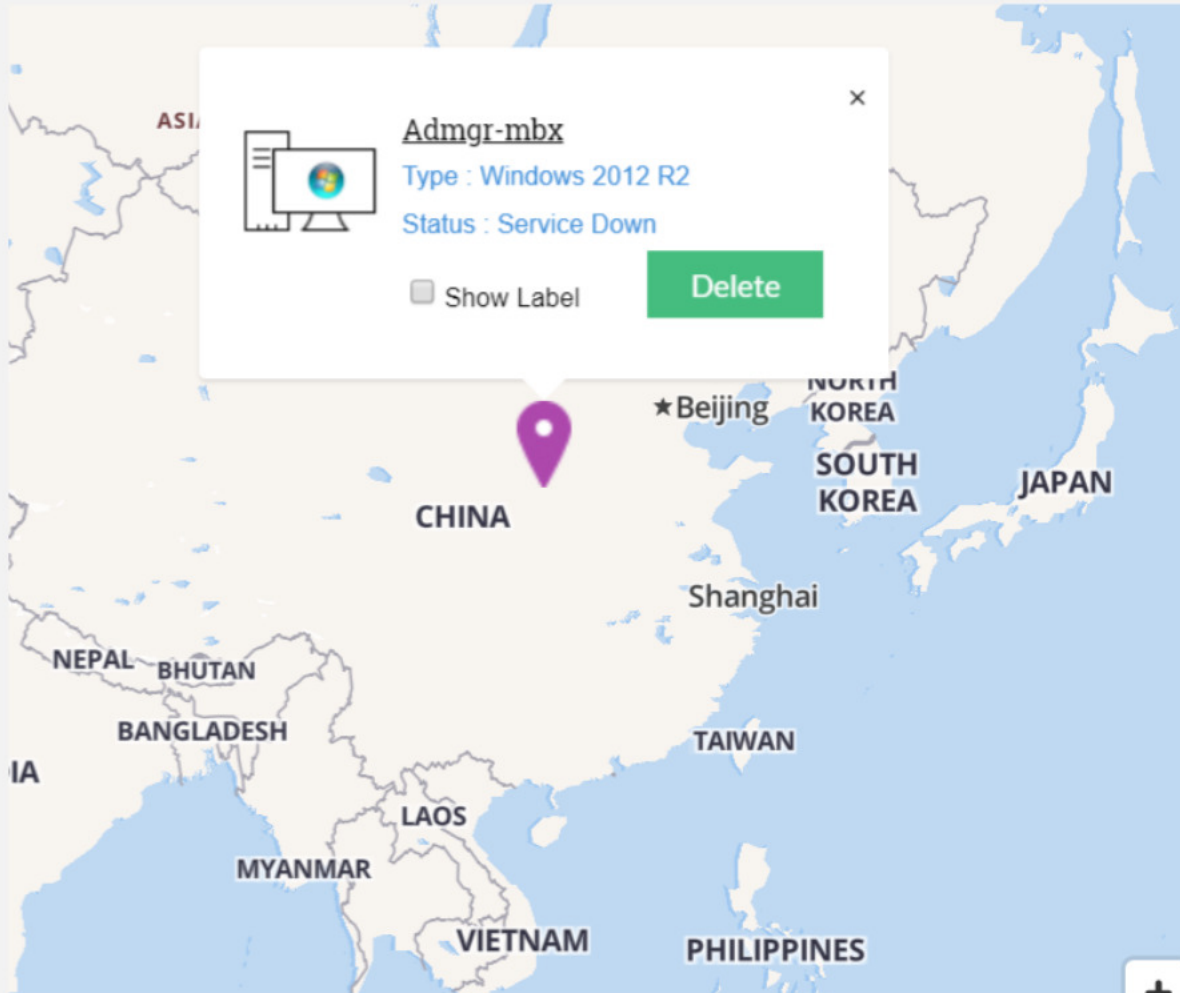
- ❑ Visualize the network geographically with ZOHO maps/Google maps.

- ❑ Provide the latitude and longitude details to keep the devices on their exact location.

Layer 2 Maps
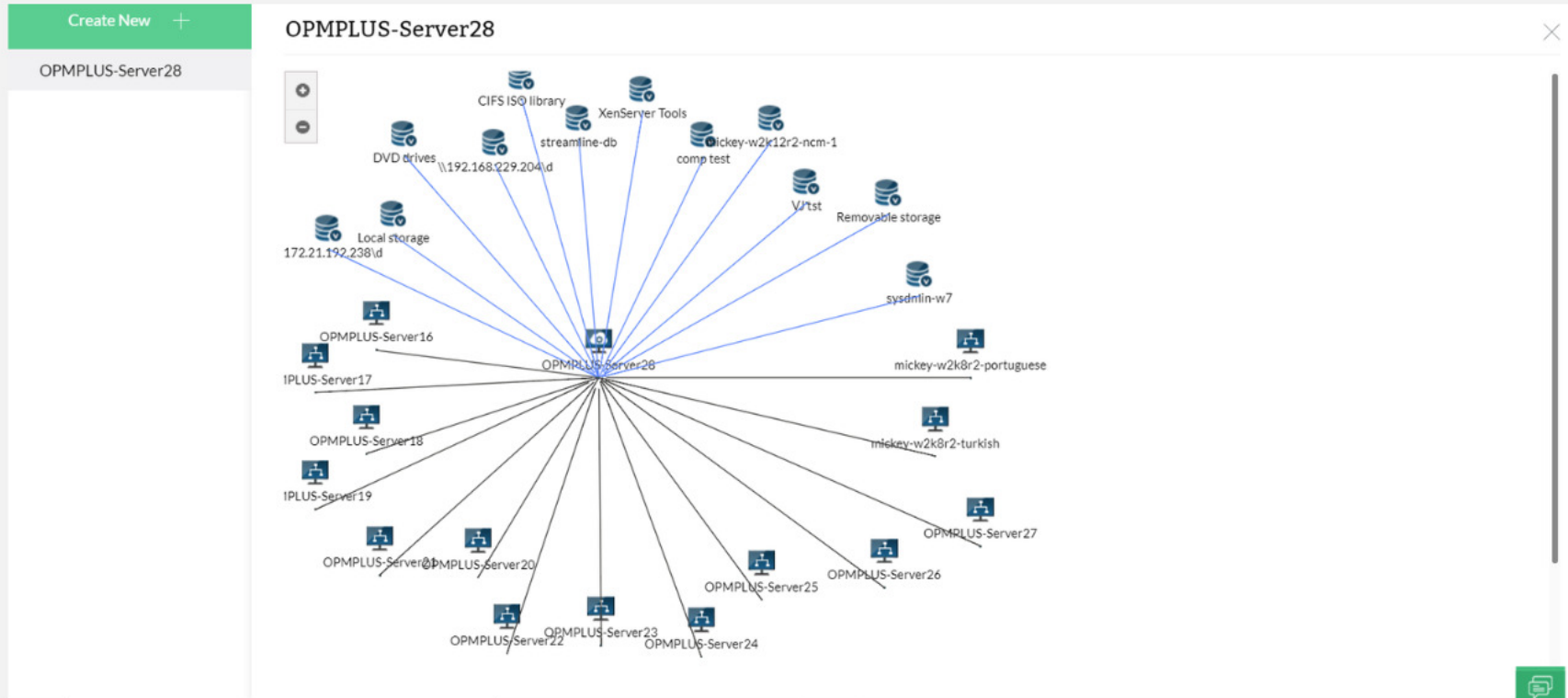
- ❑ Visualize your L2 topology

- ❑ 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
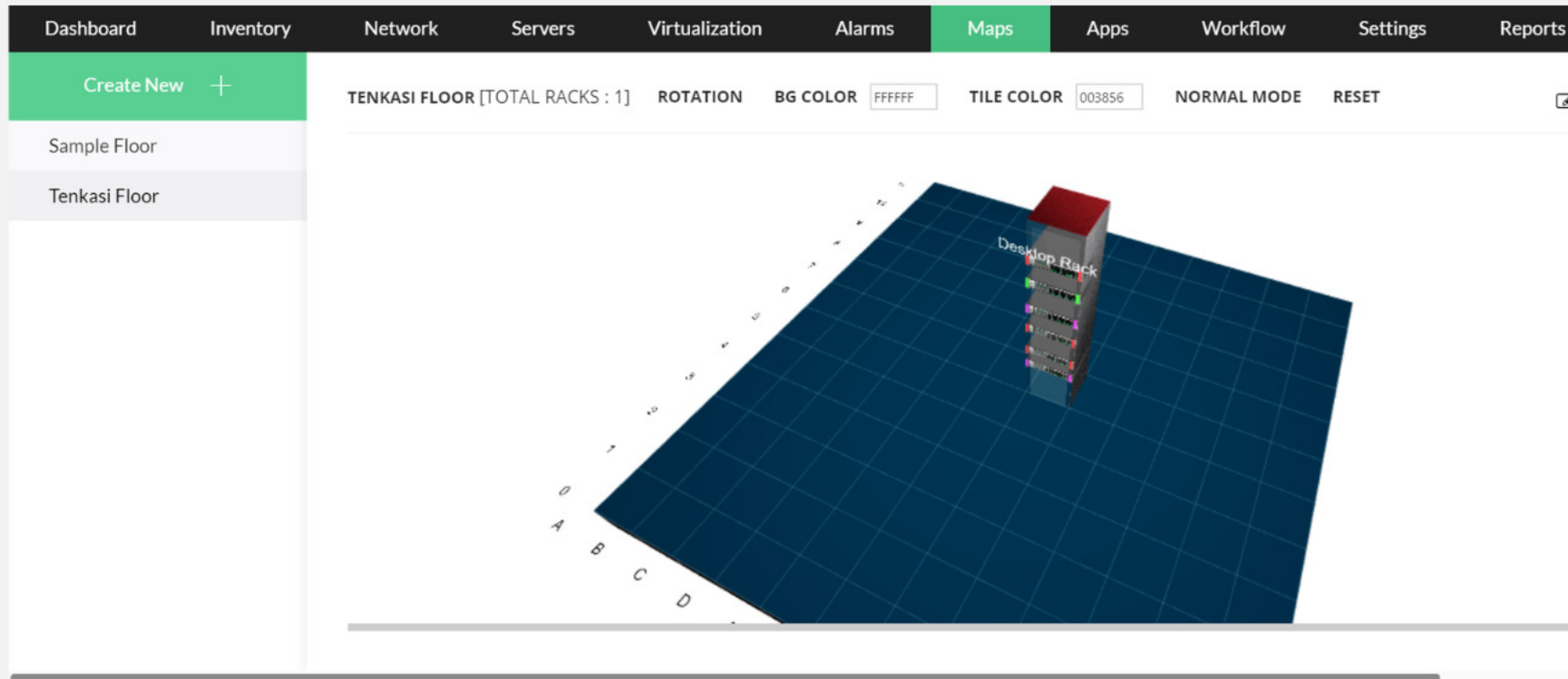
- Create mock view of racks in your data center with the devices mounted on them.

- 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
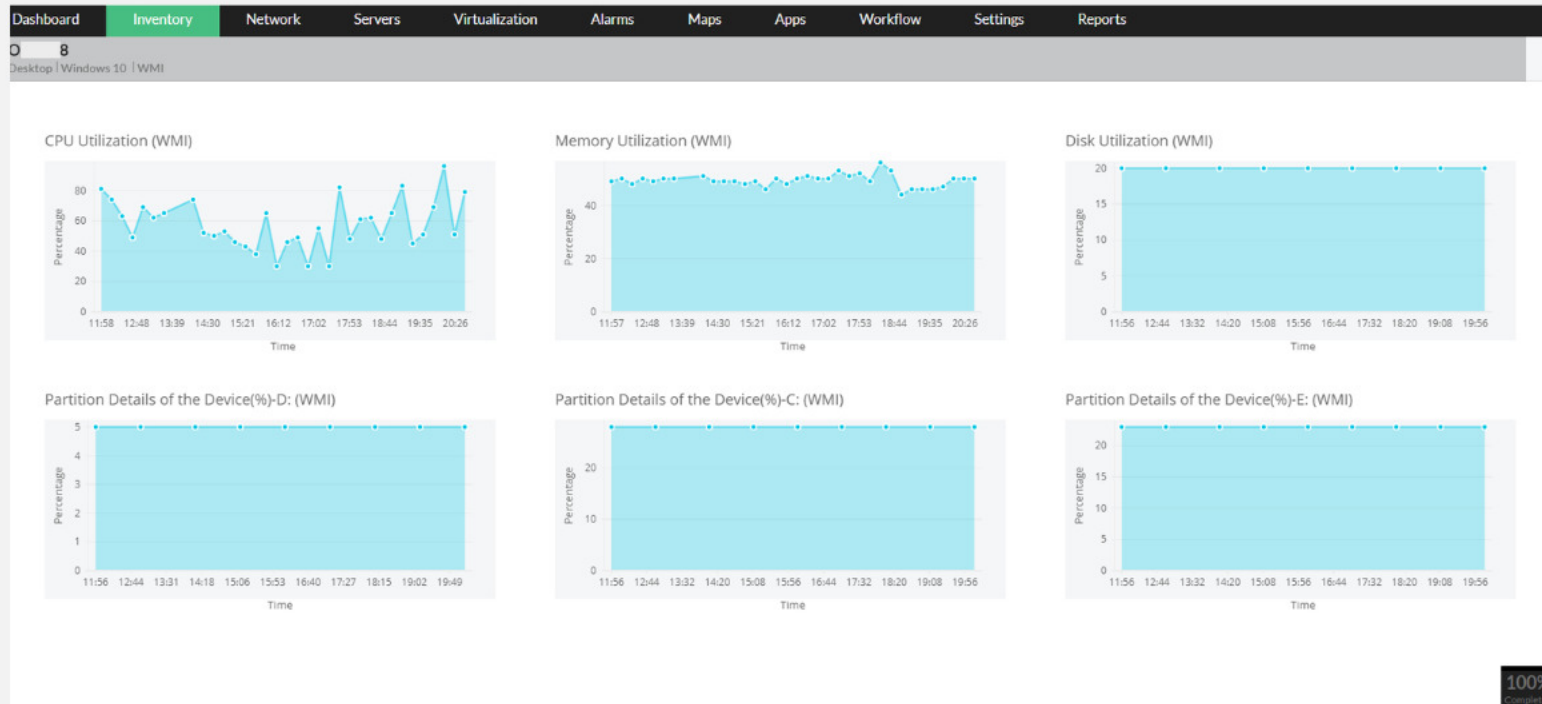
- ❑ OpManager, with its NOC network monitoring functionality, enables IT admins to instantly report on device performance in real-time without having to use another tool to remotely access the problem device.

- ❑ 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!
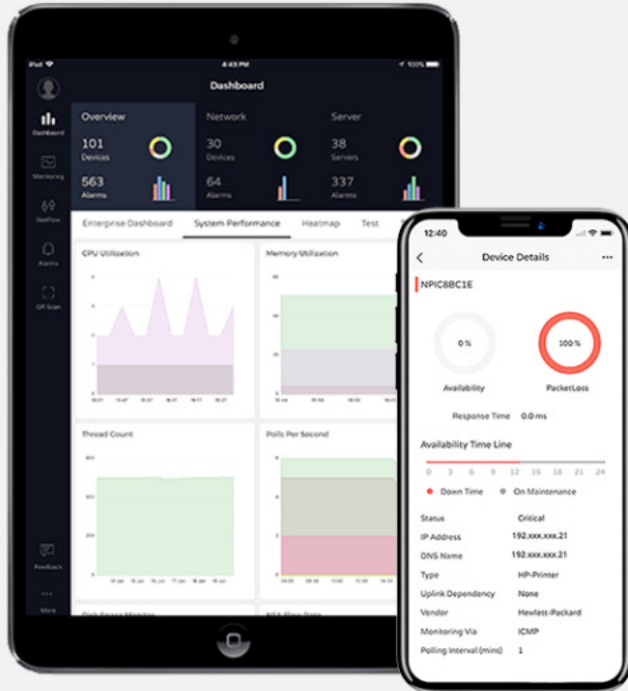
- ❏ OpManger offers mobile apps for Android, IPhone and IPad helps you monitor your network, perform basic troubleshooting.

- ❏ 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.
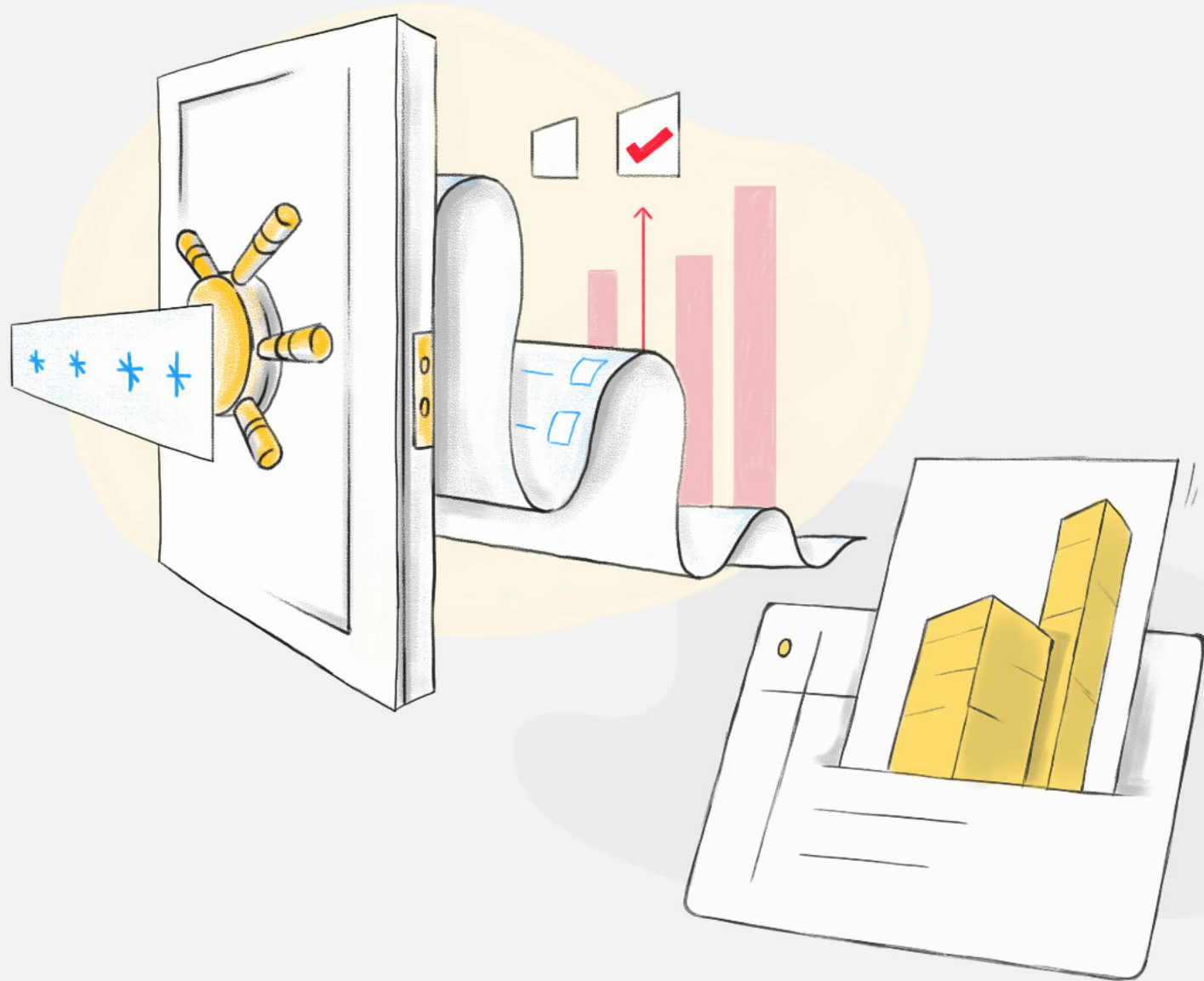
Reports

Presenting patterns to plan.

Easy-to-use Report Builder
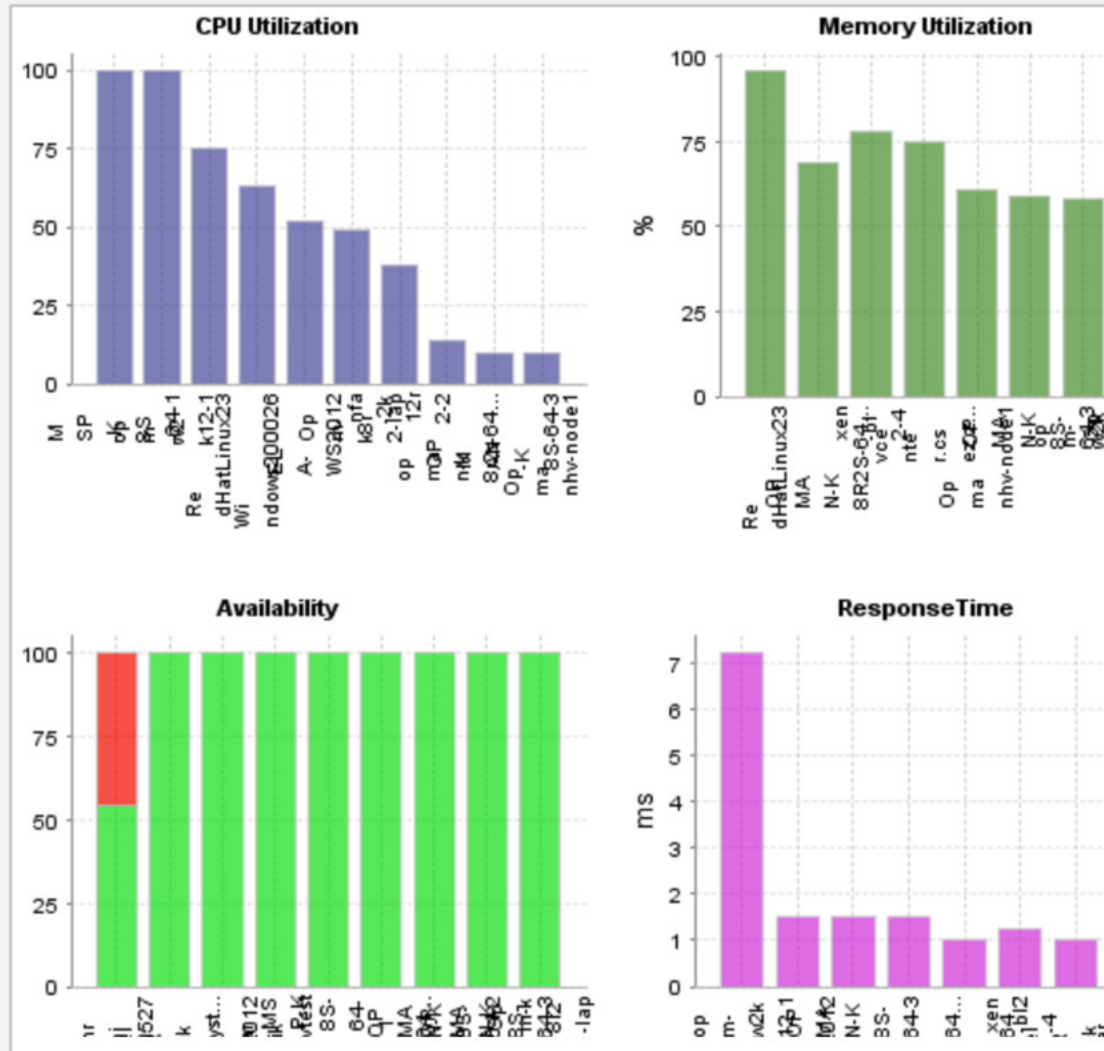
- ❑ OpManager provides exhaustive performance reporting with over 100 in-built reporting profiles .

- ❑ Schedule and email reports.

- ❑ Create custom reports with data of your choice.

- ❑ Export reports to XLS and PDF.

- ❑ Print reports from GUI.
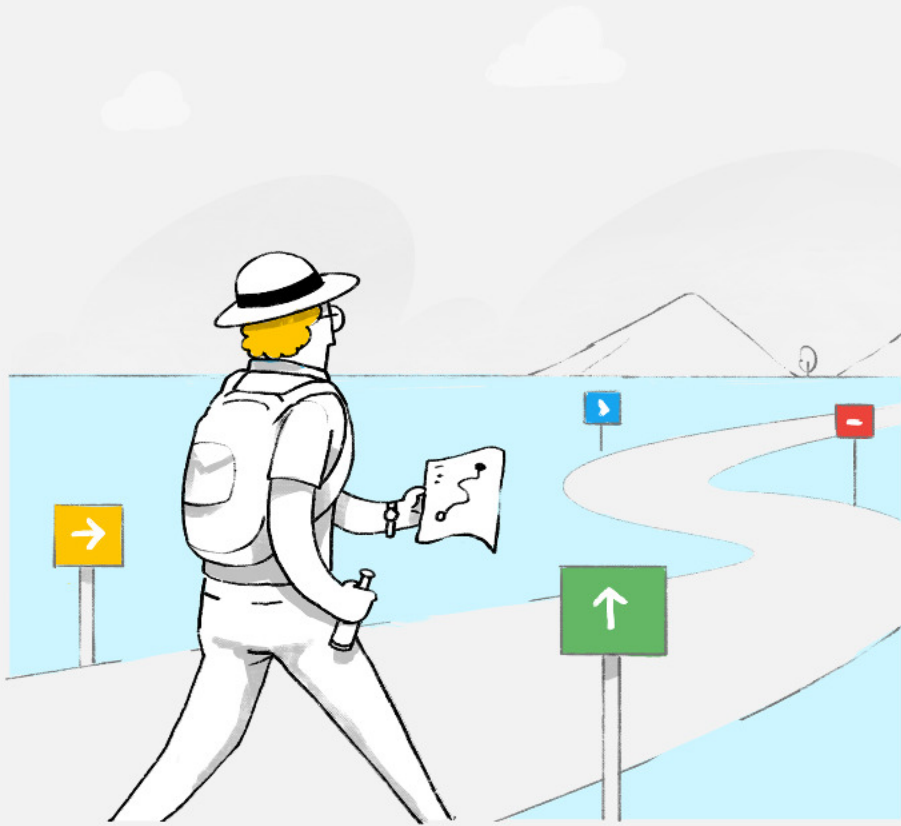
Potential Roadblocks

5 potential roadblocks to look out for

01 Complicated setup process

02 Unauthorized configuration changes

03 Lack of Transparency

04 Tedious recovery process

05 Unstructured future plans
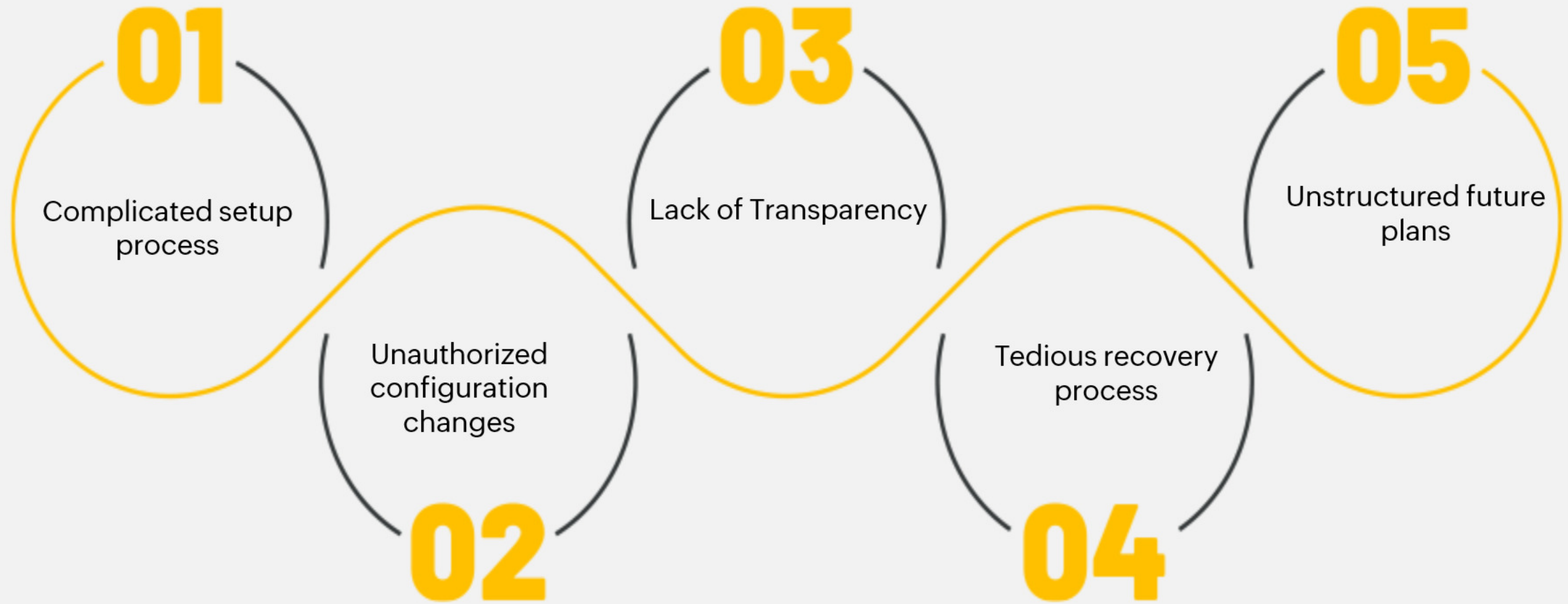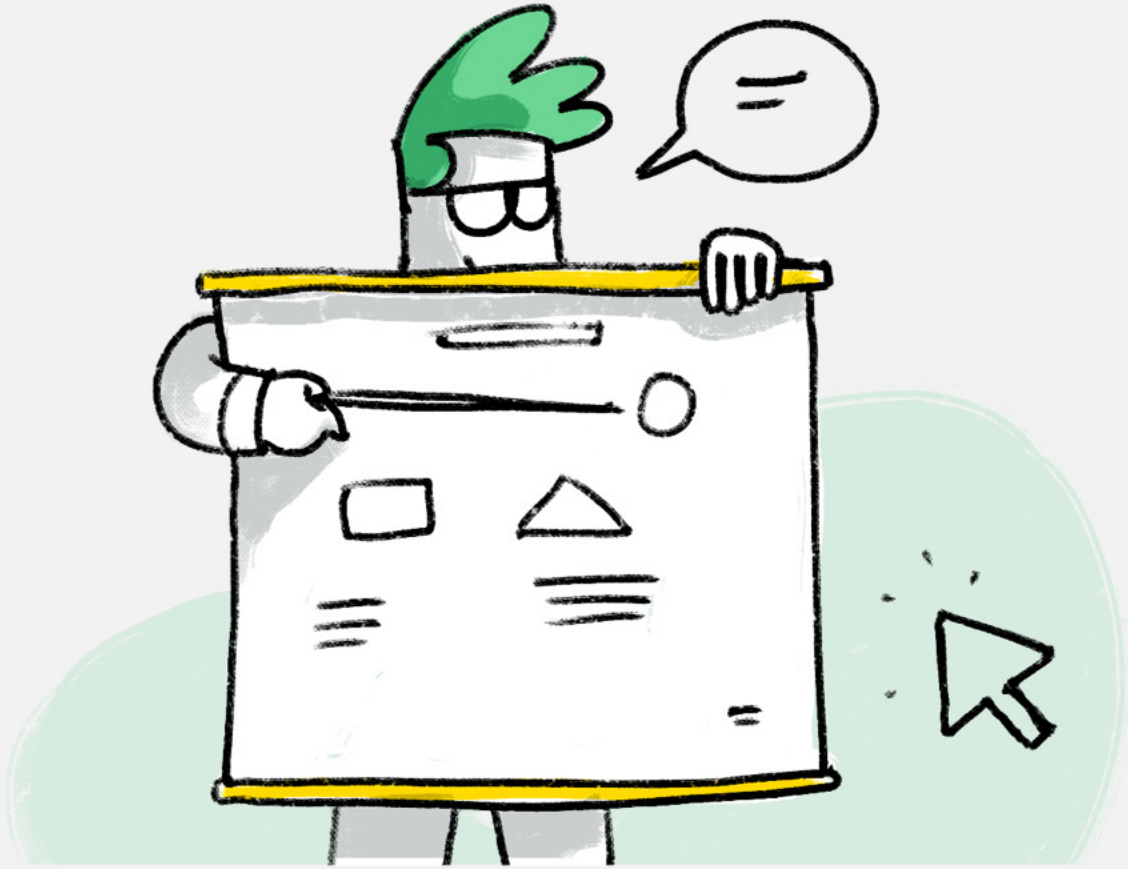
Let's see how OpManger's unique features help overcome these roadblocks!

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 edtions 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.
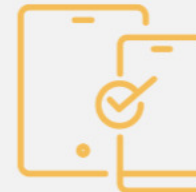
Dedicated onboarding expert

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 **1,000 Devices**	Upto **1,000 Devices**	Upto **10,000 Devices**

PRICING :

EDITION	Standard	Professional	Enterprise
Price Range	Starts @ **245 USD for 10 devices**	Starts @ **345 USD for 10 devices**	Starts @ **11,545 USD for 250 devices**

AWARDS AND RECOGNITION

Software Reviews
CHAMPION
2022
NETWORK MONITORING - ENTERPRISE

Gartner peerinsights customers' choice 2019

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

Gartner peerinsights customers' choice 2019

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

NETWORKWORLD MIDDLE EAST AWARDS

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 llatency and bandwidth utilization."

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

L'ORÉAL PARIS   NASA   DHL   at&t   SIEMENS   TIME WARNER CABLE   Alcatel·Lucent   SAINT-GOBAIN

ManageEngine

THANK YOU

To know more, visit www.OpManager.com