

ManageEngine
Site24x7

Guide to ManageEngine Site24x7 for mid-market and enterprise organizations

AI-powered monitoring and observability for
modern IT



What is ManageEngine Site24x7?

ManageEngine Site24x7 is a comprehensive, global, cloud-based IT monitoring and observability platform from ManageEngine, the IT management division of Zoho Corporation. It offers unified monitoring for DevOps and IT teams, equipped with AIOps-powered capabilities to analyze the digital experience, IT operations, and observability.

15+

Years

13k+

active paying customers

150

countries

Why choose Site24x7?

With over 15 years of continuous research and development, Site24x7 is a stable product with long-term customers. ManageEngine inherits its customer-centric culture from Zoho Corporation, prioritizing customer satisfaction by actively listening to customer needs and incorporating them into product features within its offerings, like Site24x7.

Being a part of ManageEngine's comprehensive suite of IT management products—including IT service management (ITSM), unified endpoint management (UEM), and security information and event management (SIEM)—Site24x7 is one of many convenient solutions ManageEngine offers for IT management requirements.

The principles that guide us



Accountability to our customers

At Site24x7, the customers are the most important stakeholders, and their continuous belief fuels our success. To uphold this commitment steadfastly, we listen to them via the Site24x7 community and act on their requests, ensuring our accountability to a diverse and enduring global user community.



Commitment to privacy and security

Data privacy is both a legal issue and a moral one. For every account, GDPR-level privacy policies regarding data ownership, access, and deletion are applied by default. We also ensure that our stringent security protocols are rigorously tested and regularly audited.



Continuous research and development

On average, Site24x7 invests 60% of its revenue back into research and product development. With a focus on value and quality, we channel user fees directly into deepening our feature offerings, compounding value year after year.



Deep customizability

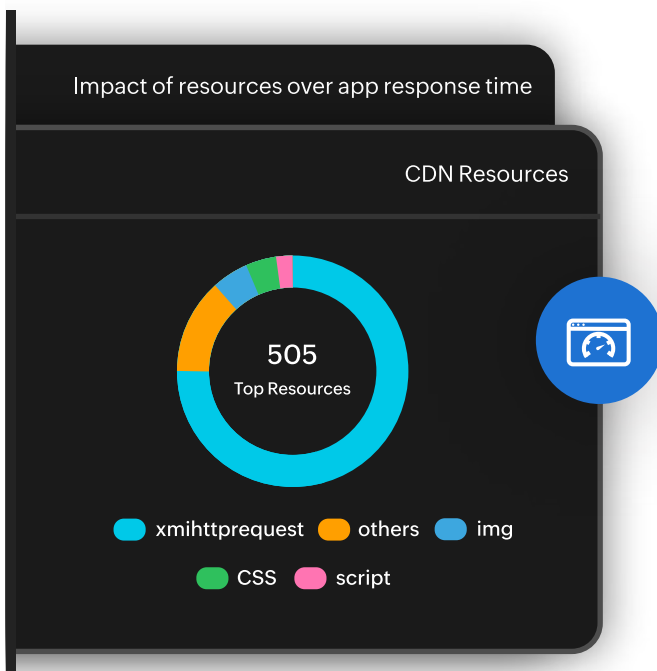
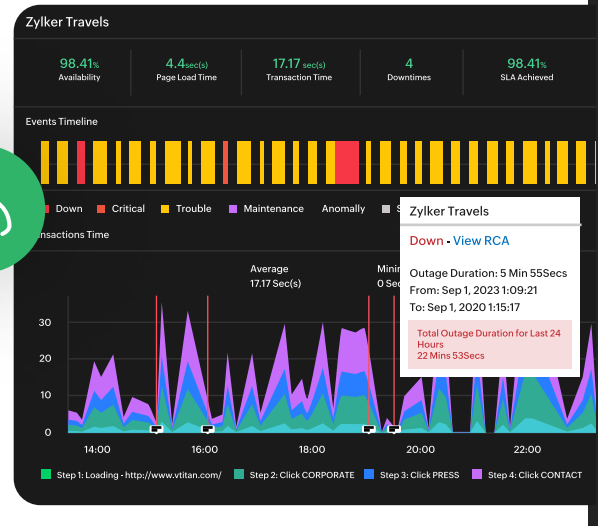
From individual UI elements to integration with existing tools, Site24x7's software ecosystem is flexible enough to create a perfect fit for every organization, so no customer has to adjust their workflows to fit the software.

Digital experience solutions

Ensure best-in-class uptime, performance, and security for all your digital assets.

Synthetic monitoring

Identify and address potential bottlenecks and functionality issues by synthesizing user journeys and transactions before they impact your end users, and monitor website availability.



Real user monitoring

Track and analyze actual user interactions with websites or applications in real time for data-driven decisions to improve user experiences.

Website security monitoring

Maintain your brand reputation with secure websites by continuously monitoring SSL certificate expiration, domain expiration, and website content changes.



Webpage Stats

Page Name	Money
Webpage URL	http://money.rediff.com
Page Size	169.32 KB
Element Defacement Status	1/5 elements modified
Script Defacement Status	✓
Anchor Defacement Status	✗
Image Defacement Status	✓
Link Defacement Status	✓
IFrame Defacement Status	✓
Text Defacement Status	✗

IT operations management solutions



Infrastructure monitoring

Monitor the health and performance of your hybrid IT infrastructure, including legacy servers, virtual machines, and docker and Kubernetes workloads.



Cloud monitoring

Gain holistic visibility into applications deployed on multi-cloud environments like AWS, Azure, and GCP, and optimize the performance of your cloud services.



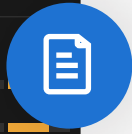
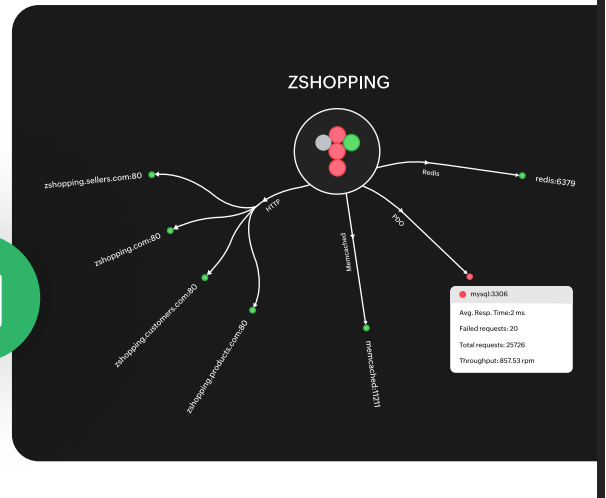
Network monitoring

Track network performance, traffic and bandwidth utilization, and manage network configurations—all from a single console.

DevOps solutions

Application performance monitoring (APM)

Reduce the mean time to repair application performance issues with effective troubleshooting using code-level visibility.

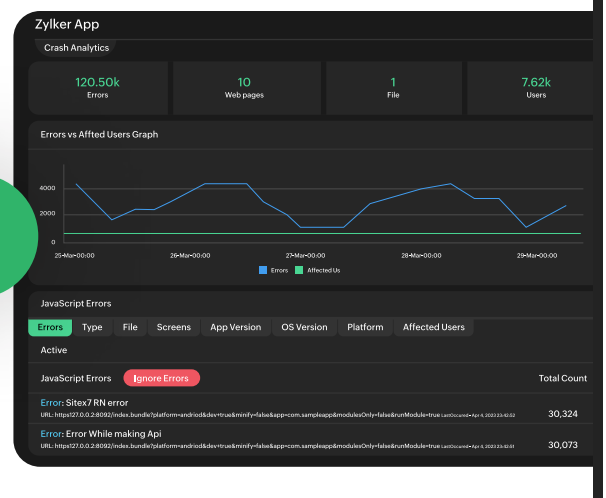


Log management

Detect potential issues and respond quickly with centralized log management and analysis from systems, applications, and network devices.

Mobile APM

Identify and address issues related to app responsiveness, crashes, and latency, ensuring a reliable mobile experience for users.



Privacy as a principle

- GDPR-level protections are applied to every account, even those located outside of the EU.
- We have believed in the value of privacy since before it became legally required or morally fashionable.
- Zoho's data protection officer and our dedicated privacy team report directly to the CEO.
- We maintain redundant data centers in the US, EU, Japan, China, Australia, and India.

Secure at every layer

- ISO 27001, ISO 27017, and ISO 27018 certified.
- SOC 2 Type II compliant in Security, Confidentiality, Processing Integrity, Availability, and Privacy
- Transport Layer Security (TLS 1.2/1.3) with strong ciphers required for all connections to Zoho servers.
- Data encryption in transit (TLS with perfect forward secrecy) and at rest (AES-256)

Proven solution for enterprise needs



Observability and resilience

Enhance IT resilience by incorporating observability, which offers accurate data for informed decision-making and effective SLA management.



Scalability

The platform scales elastically and accommodates over 250,000 resource monitors for our top enterprise customers.



Automation

Auto-heal incidents by streamlining repetitive and time-consuming tasks, reducing manual errors and allowing IT teams to focus on more strategic initiatives.



AIOps

Reduce downtime and improve reliability with AI-powered anomaly detection and forecasts for your dynamic and complex IT landscape.



Dashboards

Improve decision-making with an at-a-glance view of your entire infrastructure on intuitive dashboards, with hand-picked business-critical metrics.

Enterprises trust Site24x7



“

With Site24x7 monitoring these environments 24/7, 365 days of the year, the manpower needed to monitor assets and infrastructure has significantly come down. That's helping us bring down our total cost and the cost of investment."

Prashant Ahire, VP of information technology, IIFL

Are you ready to enhance observability and improve the efficiency of your IT environment?

Schedule a personalized demo with our tech experts. Reach out to

eval@site24x7.com

ManageEngine
Site24x7