ManageEngine

How to harness AI to streamline your IT operations

Simplify operations, boost uptime, and secure IT with AI: A practical guide from ManageEngine

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AI in IT: From buzzword to business value

Today, everyone seems eager to jump on the AI bandwagon, which is fueled by a mix of hype and genuine potential. From an IT management perspective, it's crucial for organizations to look beyond the buzz and truly understand the transformative value of AI.

Making IT operations smarter with AI

AI has transcended its experimental origins to become a strategic tool for IT organizations worldwide. Its integration is no longer a mere technological enhancement but a fundamental shift in how IT departments operate and deliver value.

By harnessing these capabilities, AI is transforming how IT teams operate, empowering them to optimize infrastructure, align operations with business goals, and move from reactive management to proactive innovation. By automating repetitive tasks, AI reduces operational costs and accelerates service delivery. Predictive analytics enhance incident detection, maintenance scheduling, and resource optimization, while AI-driven monitoring enables IT teams to efficiently manage growing volumes of traffic and security threats. Combined with data-driven insights and advanced analytics, AI helps organizations make smarter decisions, optimize infrastructure usage, and drive measurable business outcomes.

ManageEngine AI: Smarter, simpler, more secure

At ManageEngine, we see AI as a catalyst for meaningful business transformation. For more than 13 years, we've been advancing AI and ML to deliver real-world value. We've refined and embedded these technologies seamlessly across our portfolio, from service management and cybersecurity to endpoint management. By integrating AI deeply into our IT management solutions not as an add-on, but as a core capability, we empower organizations to harness its full potential.

Our vision is to make IT smarter, operations simpler, and business environments more secure, enabling enterprises to achieve scalability, resilience, and success in today's complex digital landscape.

ManageEngine's emphasis on owning its AI stack and maintaining control over data reflects a broader trend in enterprise technology that prioritizes transparency, privacy, and explainability.

For enterprises, this is not just a matter of innovation but of accountability, as controlling data flows and model behavior enables the development of AI systems that are explainable, privacy-conscious, and aligned with governance and compliance needs.

Alejandro Leal

Senior Analyst, KuppingerCole

Privacy isn't an afterthought at ManageEngine; it is integral to how we design and deploy AI.

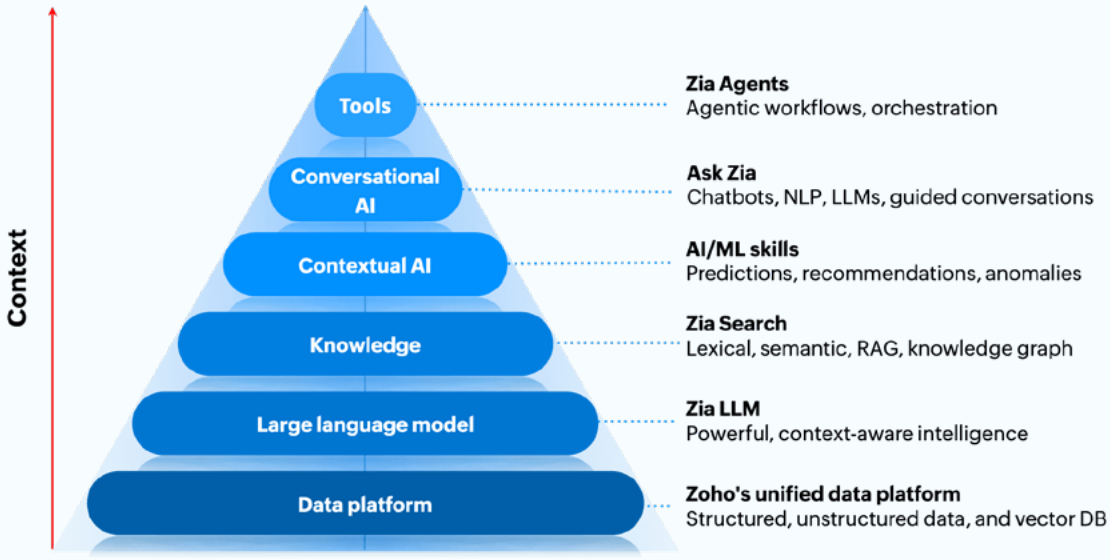
Your data and models remain exclusively yours, while privacy-bound AI is seamlessly integrated into contextual features that enable secure, intelligent innovation.

Sujatha S Iyer

Head of AI Security, ManageEngine

Zia, our AI powerhouse

Zia is ManageEngine's AI powerhouse, designed to transform IT management from reactive to proactive. By harnessing ML, natural language processing (NLP), semantic search, and large language models (LLMs), Zia empowers IT leaders to anticipate issues, automate operations, and strengthen resilience. Acting as a unified layer of intelligence across ManageEngine's platform, Zia helps organizations reduce risk, boost efficiency, and deliver seamless digital experiences at scale.



Zia Agents are self-sufficient, AI-powered bots designed to think, learn, and act smartly. Using semantic search, retrieval-augmented generation (RAG), and knowledge graphs, they deliver precise, human-like experiences resolving queries, uncovering insights, and guiding users with intelligence and ease.

Ask Zia combines the capabilities of chatbots, NLP, and LLMs to deliver natural, human-like conversations that make data and insights instantly accessible. With guided dialogues and contextual intelligence, it simplifies complex queries, enabling teams to decide faster, resolve smarter, and engage customers better.

Zia Skills empower IT with a comprehensive suite of AI and ML capabilities designed to predict, analyze, and act intelligently. From forecasting trends and detecting anomalies to NLP, sentiment analysis, and workflow automation, Zia seamlessly blends data-driven insights with contextual intelligence.

Zia Search combines lexical, semantic, RAG, and knowledge graph approaches to deliver enterprise-grade search. By uniting keyword precision, semantic understanding, AI-powered contextual answers, and relationship-driven insights, it ensures users can find not just exact matches but also the most relevant, connected knowledge across the organization.

Zia LLM is Zoho's proprietary LLM, engineered from the ground up to deliver powerful, context-aware intelligence across our entire suite of applications. It runs securely on Nvidia GPUs within our private data centers.

Zoho's vision for a unified data platform is to bring enterprise data from all applications, sources, and formats into a single governed, AI-ready environment, breaking down silos across operational, analytical, and AI workloads to enable seamless integration and governance.

How AI powers our solutions

Our AI capabilities have been purposefully developed in-house to address specific IT needs.

Grammar correction	Translation	Parsers	Language detection	Voice assistant	Keyword extraction
Sentiment analysis	Handwriting recognition	Product recommendation	Icon recommendation	NLP report generation	Data cleaning
Domain name recommendation	Chatbots	Zia search	Ask Zia	Report narration	Conversational analytics
Language prediction	Image parsing	Bin packing analysis	Phishing detection	Malicious file detection	Bot detection
Captcha	Anomalous behavior	Forecasting	Root cause analysis	Log analysis	Outage prediction
Trend detection	Seasonality detection	Classifiers	OCR	Facial recognition	Object detection
Scanning itemized receipts	Few-shot recognition	Lead enrichment	Macro suggestion	KB article recommendation	Adaptive MFA

Here's the breadth of AI capabilities across our solutions.

Note: Some capabilities are a work in progress.

AI
in action

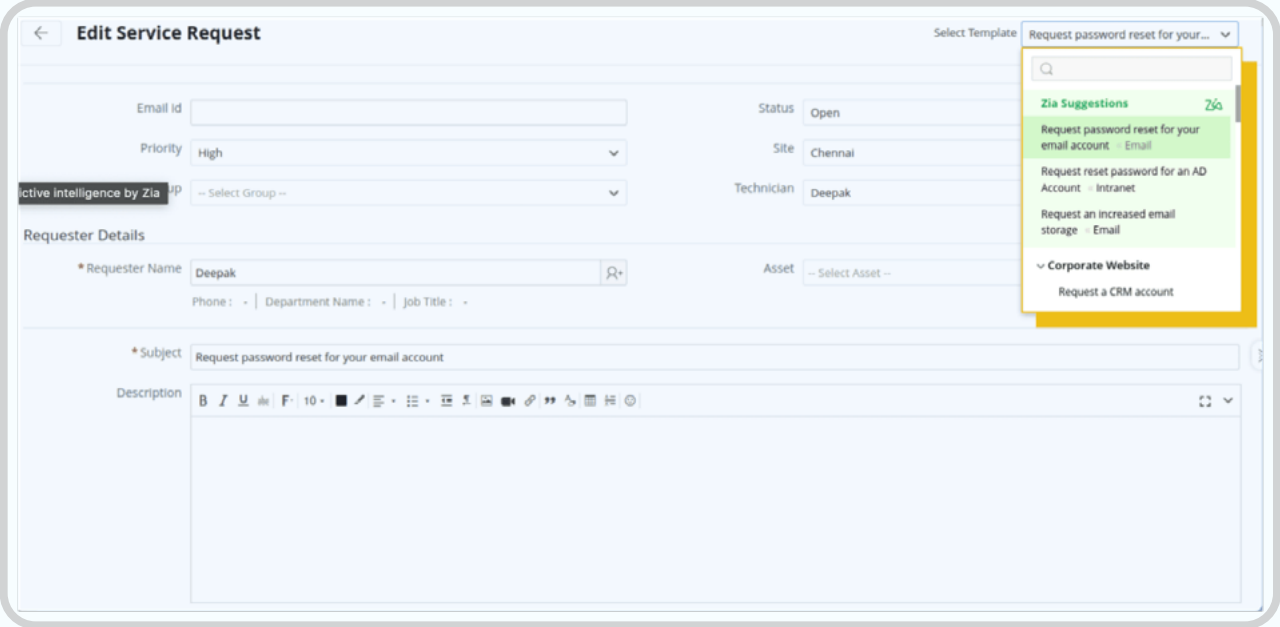
AI in USM

AI is transforming IT operations by intelligently connecting people, processes, and data. In unified service management (USM), AI acts as an ever-present assistant, providing users instant support, enabling technicians to resolve incidents efficiently, and empowering process owners to make proactive, data-driven decisions.

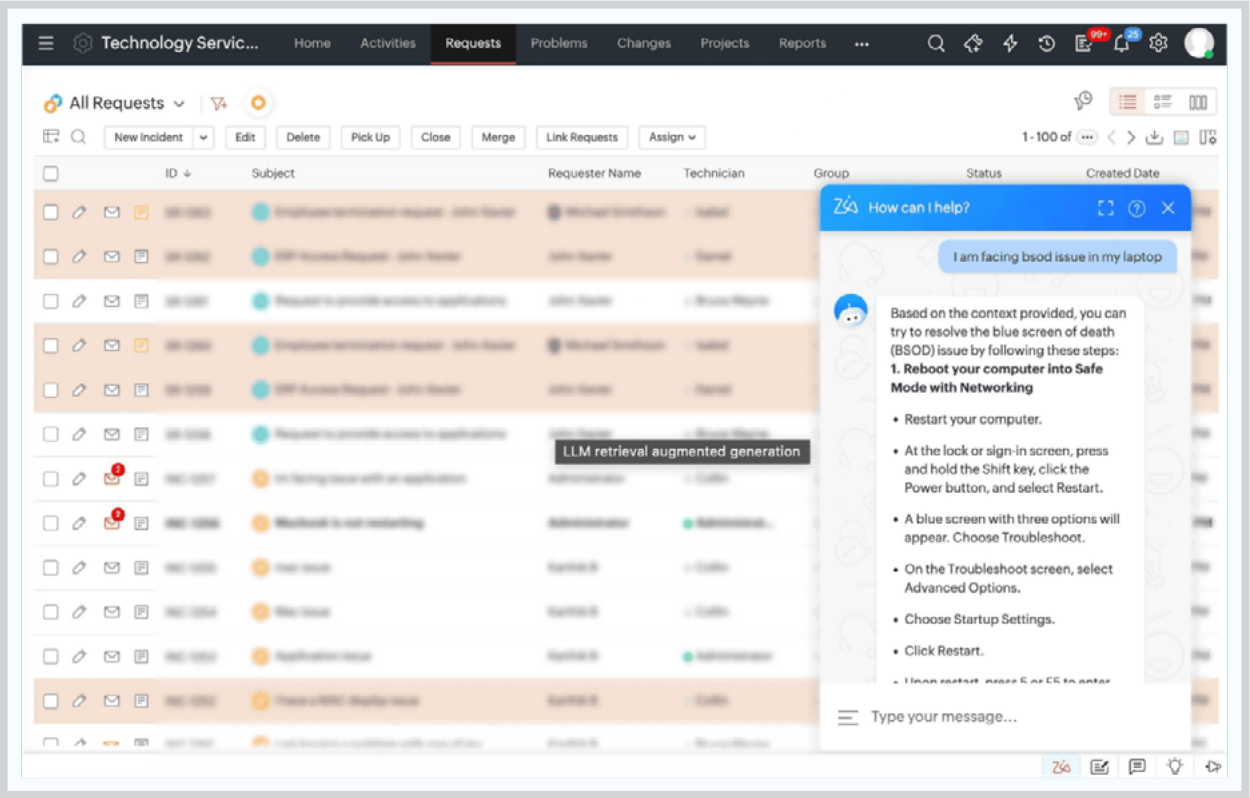
Deliver faster support and intelligent self-service

AI is making IT support frictionless and intuitive by providing instant, intelligent help.

Employees no longer need to search across multiple systems or submit long forms to get what they need. With **intelligent public and private knowledge search powered by GenAI**, employees can find accurate, contextual solutions drawn from both internal documentation and trusted external sources. Whether they're seeking how-to guides, configuration steps, or policy clarifications, AI retrieves the most relevant answer in seconds.

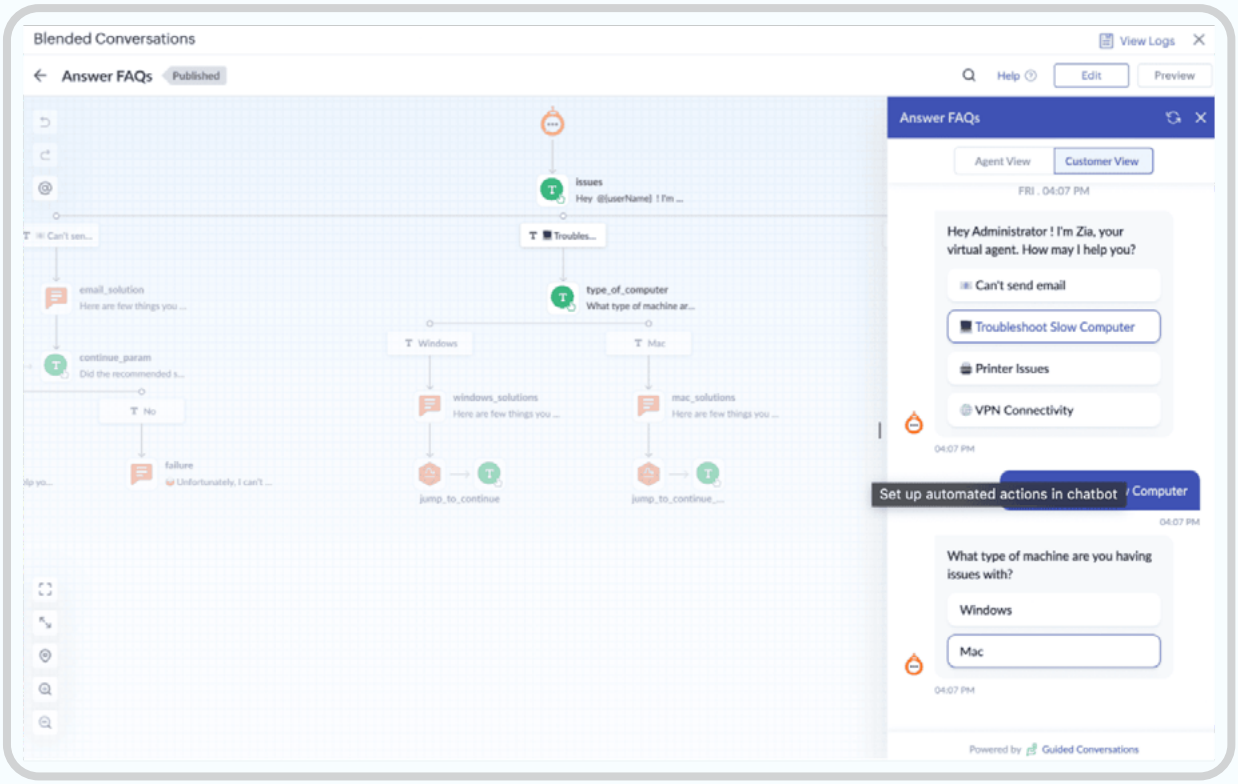


Recommend appropriate templates to your requesters.



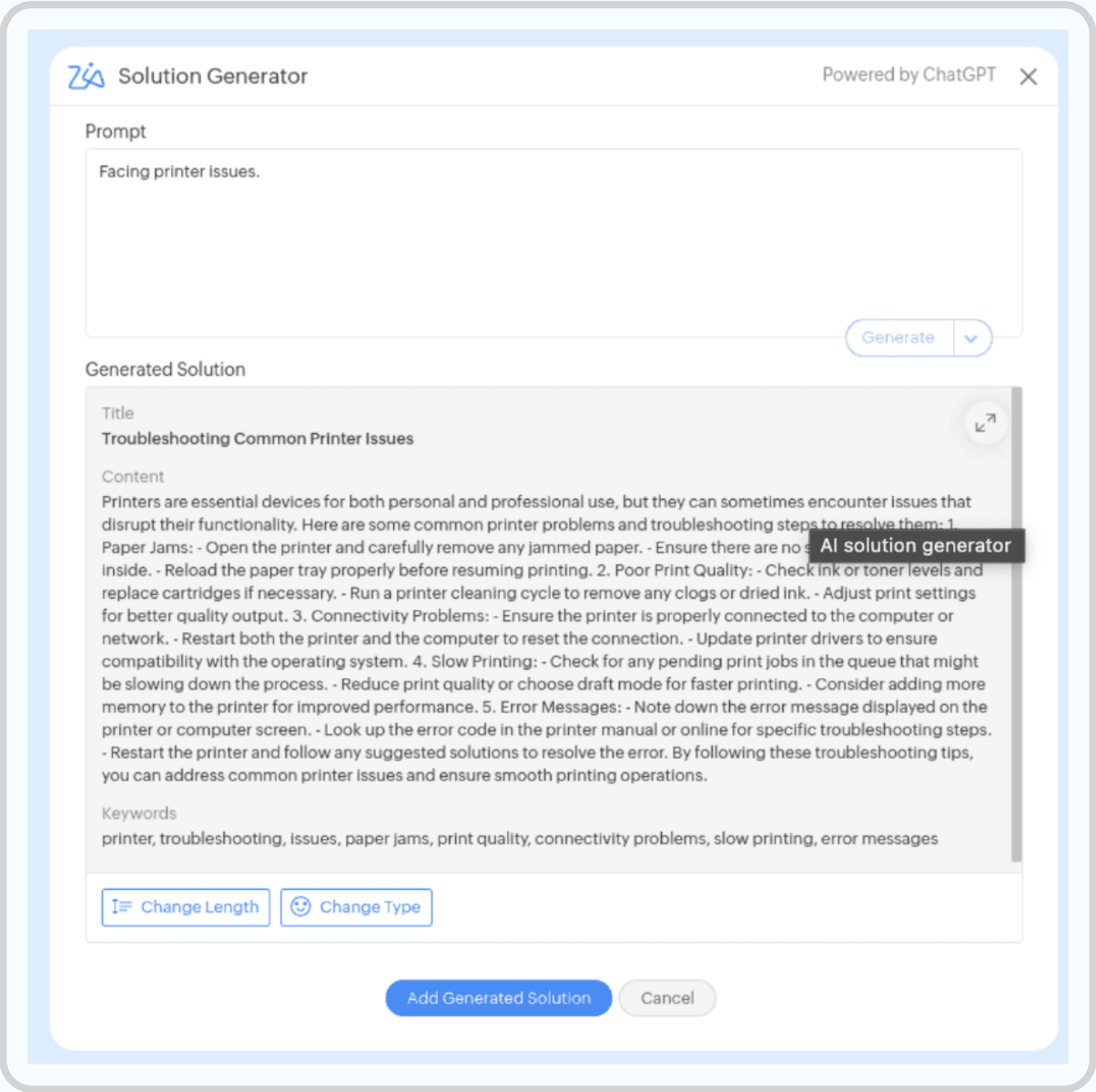
Provide users contextual recommendations by extracting key information from solution articles in the knowledge base using Zia's RAG.

Through **automated yet human-like conversation flows,** Zia provides personalized assistance via text or voice, handling everything from password resets to complex multi-step service requests by understanding context, intent, and sentiment. These conversational experiences extend across web, mobile, and voice interfaces, ensuring consistent support no matter where employees engage.



Build intuitively flowing conversations that guide employees with predefined questions, replies, and automated actions.

What makes Zia's ecosystem truly powerful is its flexibility of intelligence sources. Organizations can choose between Zia's enterprise-tuned LLM, ManageEngine's native private model, or public LLMs such as ChatGPT or Azure OpenAI, depending on compliance needs and data preferences.



Generate structured, ready-to-use solutions with simple natural language prompts.

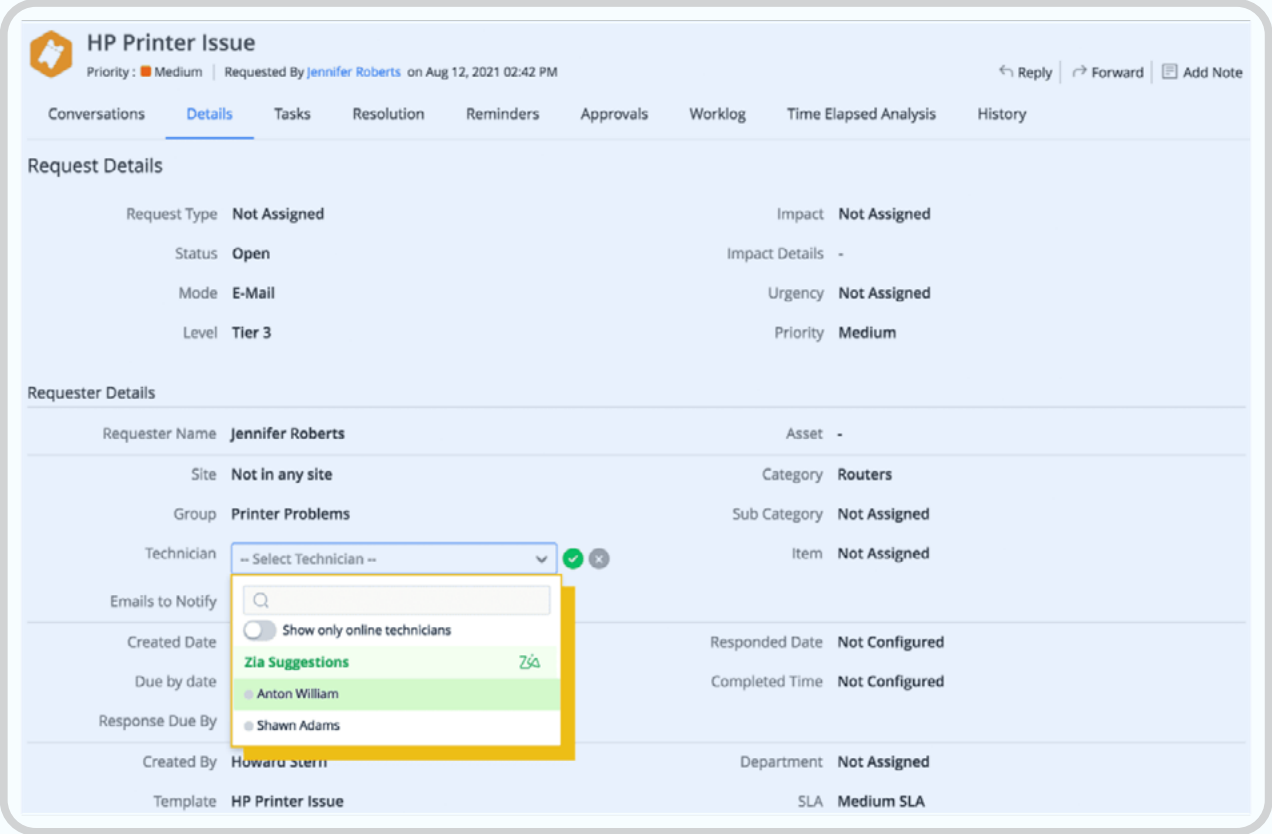
Additionally, Zia can perform ticketing actions directly within the chat, enabling employees to create, update, or close requests without leaving the conversation. Even quick report generation is possible through contextual search, allowing employees or managers to view status updates or service metrics instantly.

The result? Higher satisfaction, reduced ticket volume, and a culture of self-service empowerment that scales effortlessly.

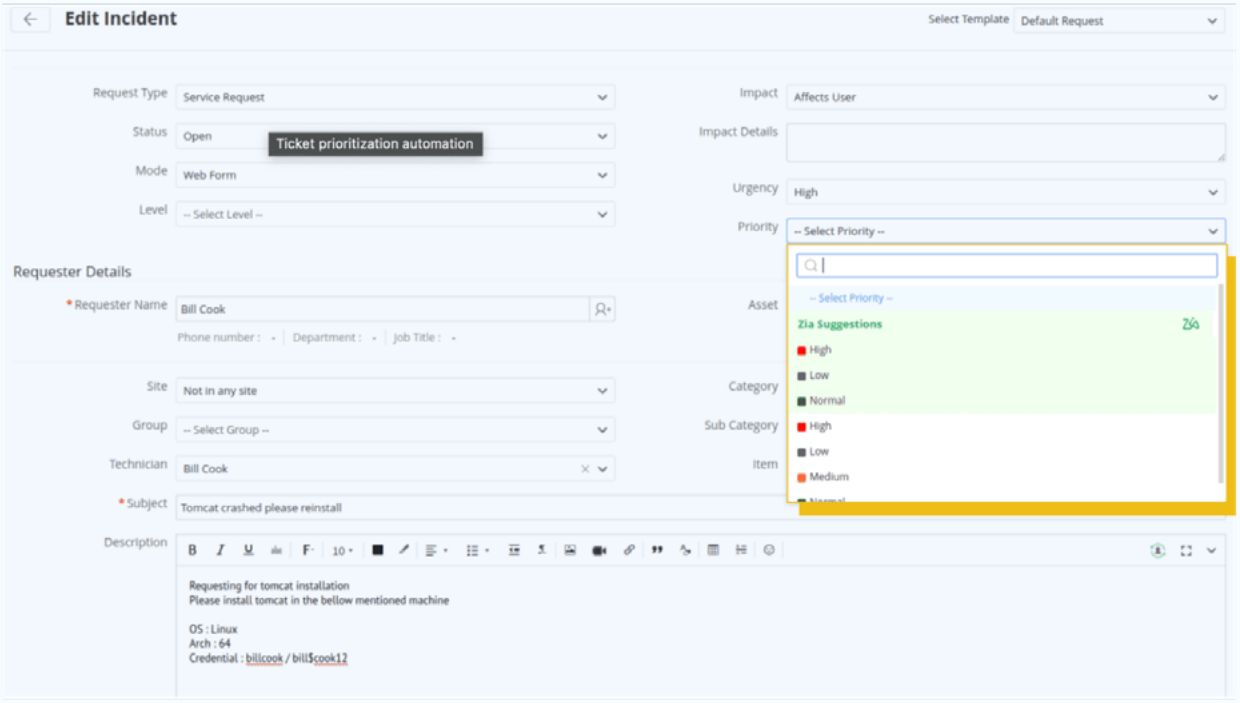
Drive faster resolutions with intelligent insights

For IT technicians, AI becomes an intelligent partner that streamlines operations, surfaces insights, and automates time-consuming tasks.

Through intelligent triage and routing, incoming tickets are automatically categorized, prioritized, and assigned to the right technician, cutting down response times dramatically.

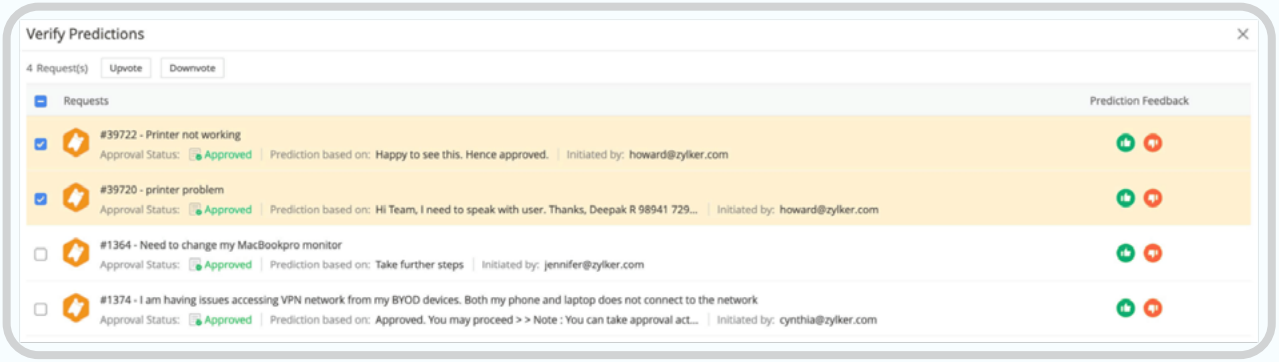


Put the right technician to work with intelligent routing predictions.

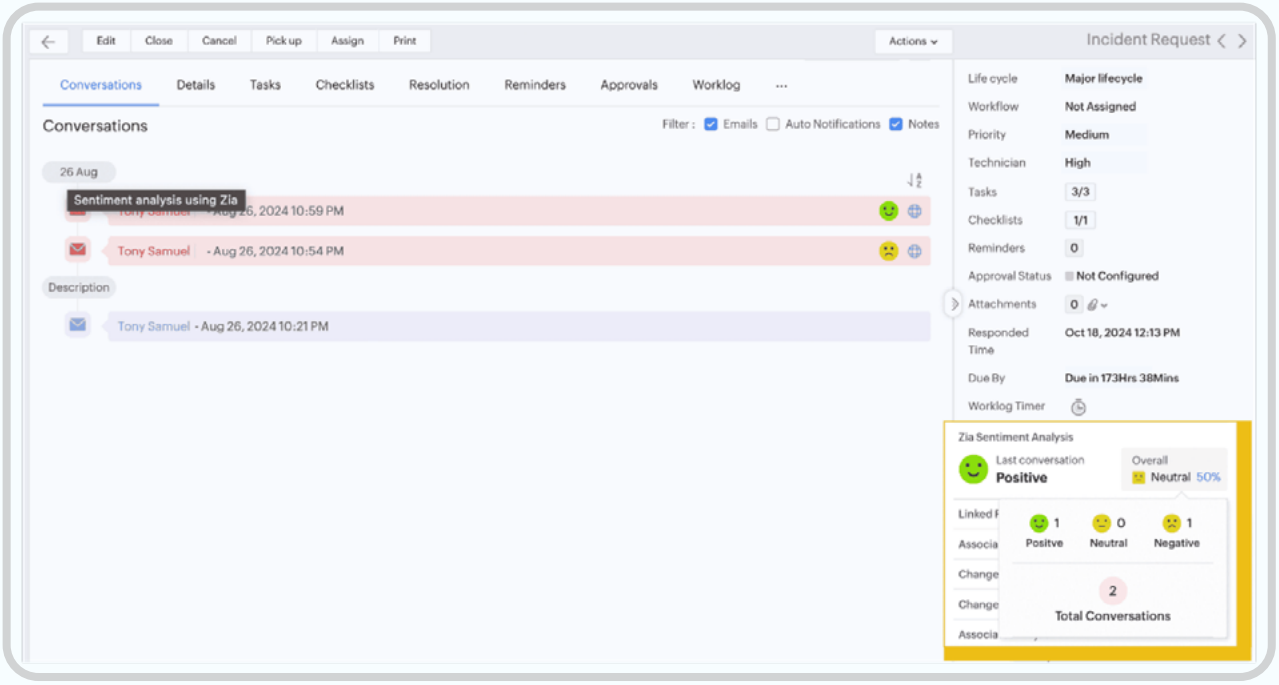


Anticipate priorities based on relevant ticket attributes.

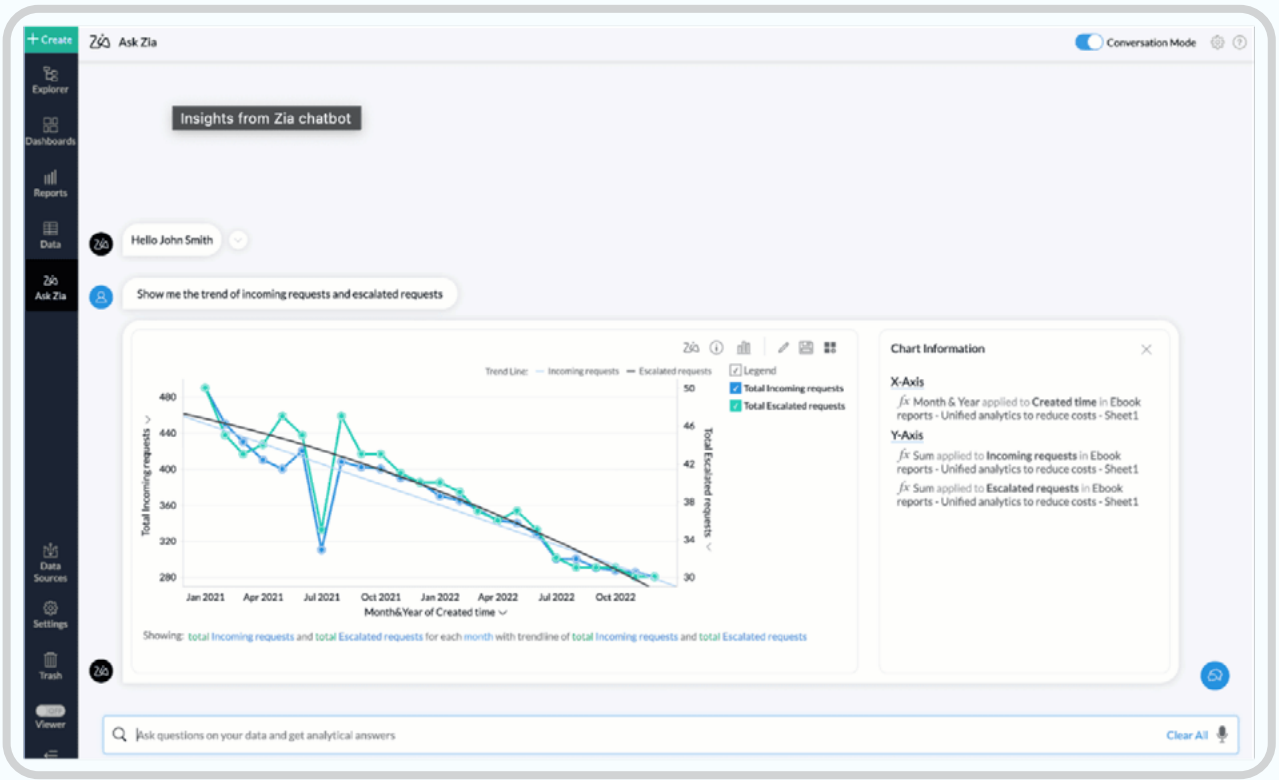
With **instant ticket conversation summaries**, Zia ensures that technicians have a concise understanding of context before diving into long email chains or chat transcripts.



Reopen tickets and greenlight requests by letting Zia interpret email replies.

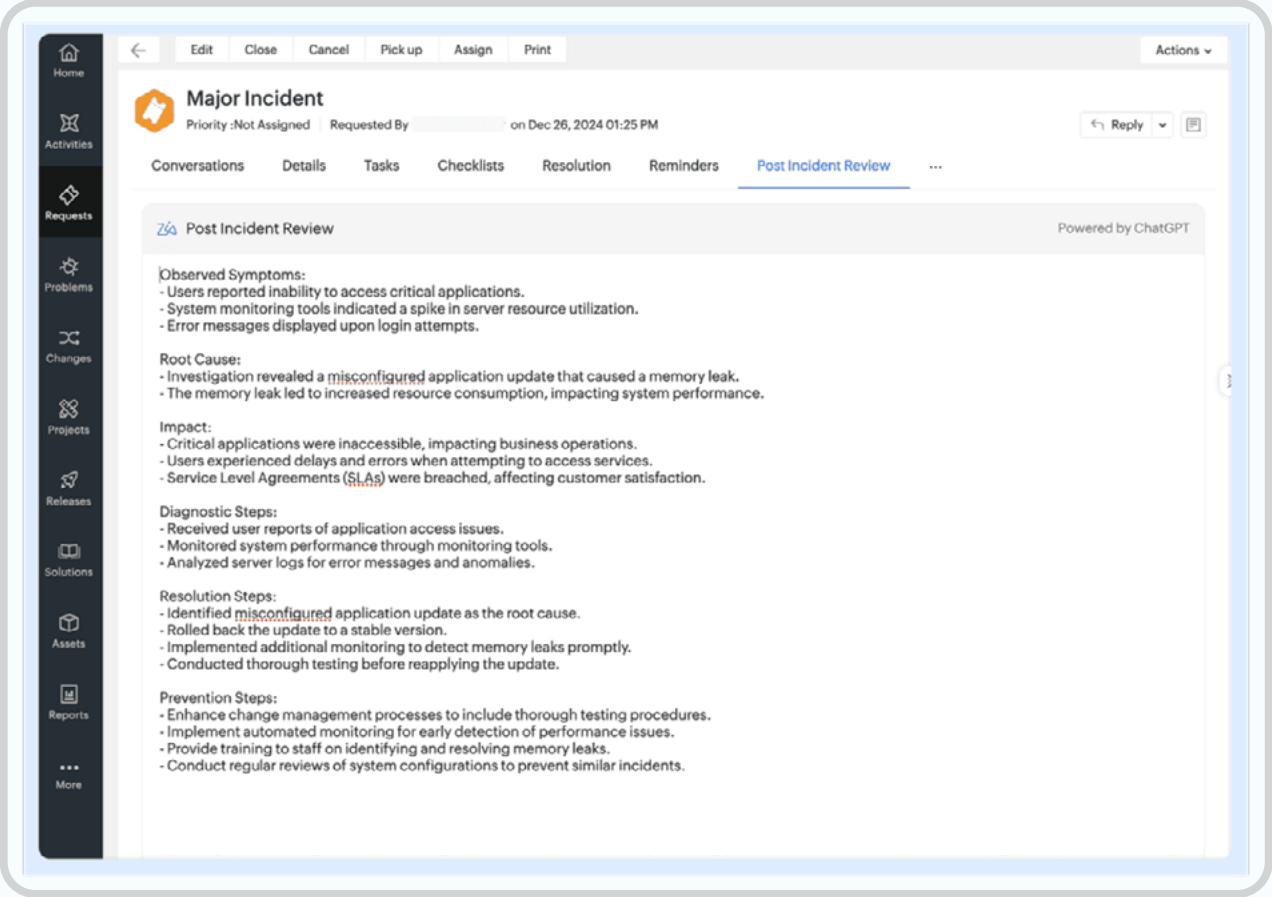


Take appropriate ticketing actions by understanding end-user emotions with sentiment



Get to insights faster by letting Zia extract meaningful data from tickets.

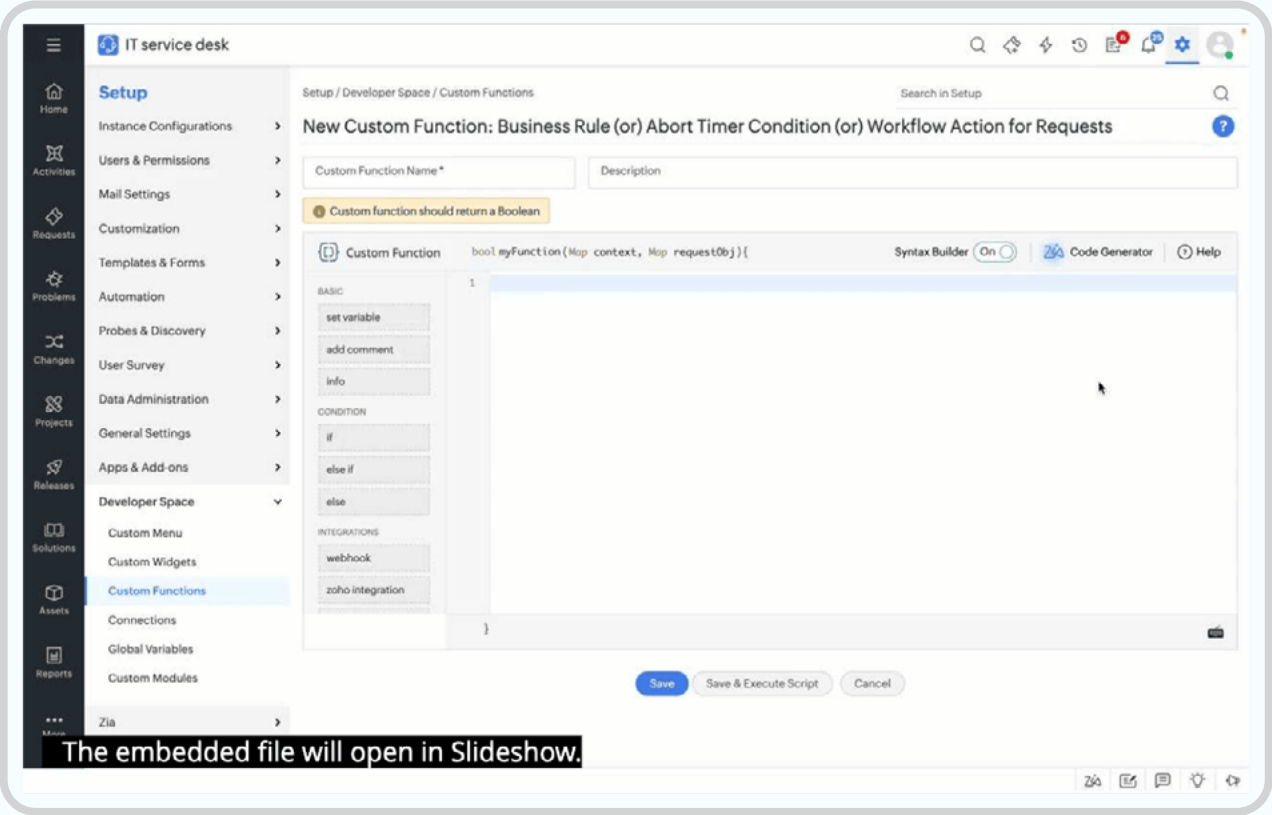
Once an incident is resolved, AI can draft comprehensive post-incident reviews, documenting the resolution path, root cause, and lessons learned automatically.



Draft comprehensive post-incident reviews.

As knowledge builds, **Zia instantly generates reusable artifacts** including how-to documents, known error records, and solution templates that feed back into the knowledge base to improve future efficiency.

When automation is needed, Zia provides a **low-code console for custom actions,** where technicians can generate code for bespoke automations in seconds. This allows teams to rapidly build or modify workflows, like automatically reassigning tickets, restarting services, or updating assets, without writing extensive code.



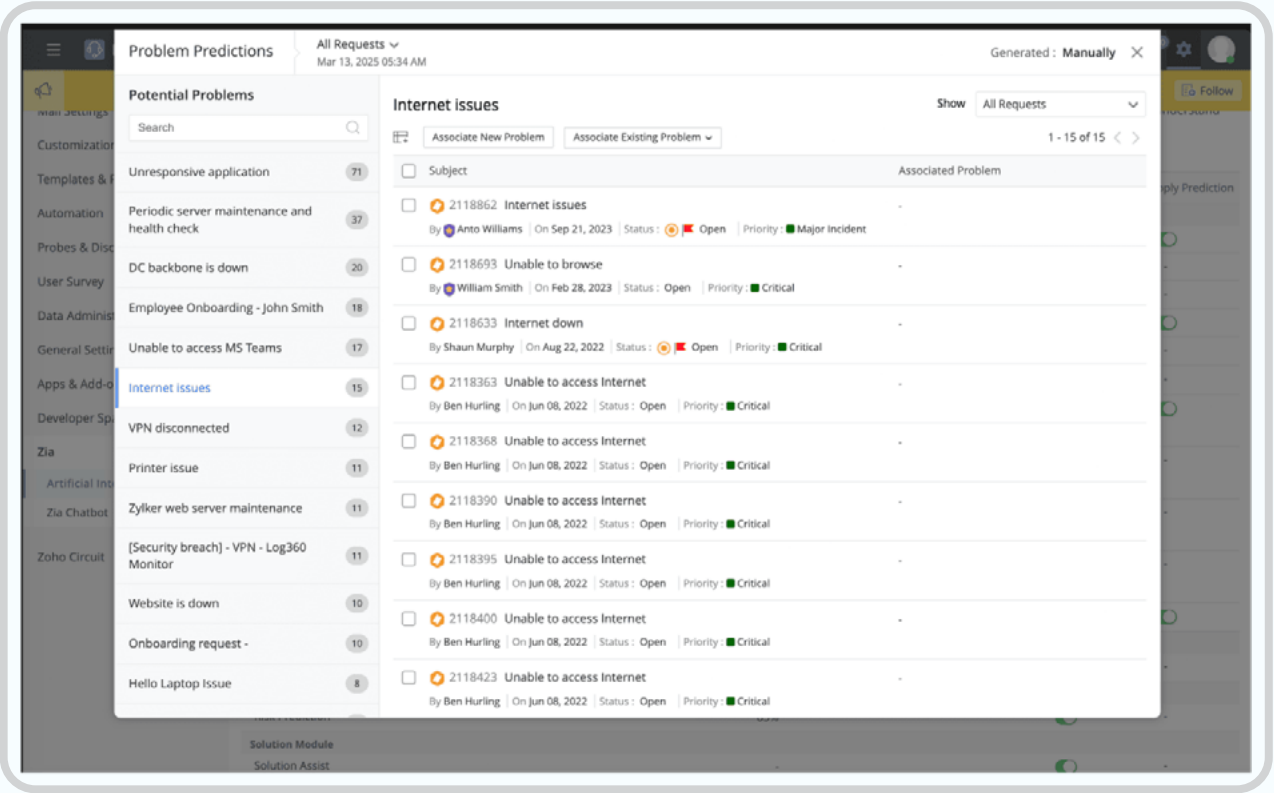
Prompt and generate low-code custom functions in Deluge.

Moreover, because AI is now integrated across channels, technicians can trigger ticketing actions, asset updates, or service approvals directly through chat, blending human oversight with intelligent automation.

With these features, AI transforms IT teams from reactive troubleshooters into **data-driven problem solvers.**

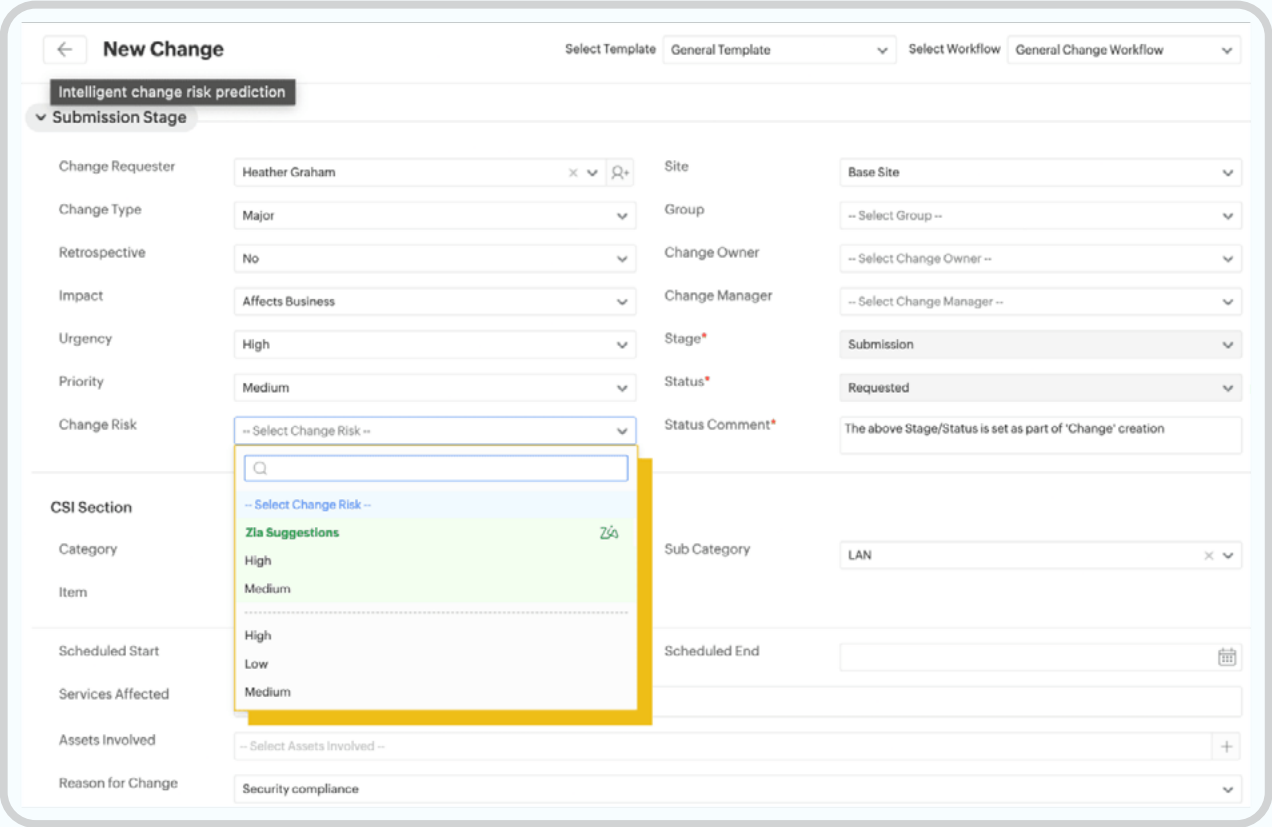
Strengthen IT operations with proactive intelligence and predictive control

For IT leaders, AI delivers a new level of predictive visibility and strategic control. By applying incident clustering, AI uncovers hidden correlations across tickets, revealing recurring issues before they snowball into major outages.



Identify potential problems by having Zia analyze incident trends.

Change risk prediction enables data-backed decision-making by flagging potentially risky changes before they impact business systems.



Drive successful changes with intelligent change risk predictions.

AI also detects and automates asset receipts from emails, eliminating a common manual cost while improving accuracy in inventory and asset management.

When customization is needed, **Zia's low-code console** provides flexibility to integrate new automations or monitoring workflows that are supported by AI-generated code snippets that accelerate rollout.

Process owners also benefit from **AI-driven insight generation,** where Zia extracts key metrics and generates **quick reports through contextual prompts,** allowing leaders to understand ticket trends, SLA compliance, and change success rates in natural language.

In parallel, **Zia's multi-model intelligence** (integrated with Zia LLM, ManageEngine LLM, or trusted public models) ensures that organizations can tailor their AI strategy according to data sensitivity and performance needs without compromising compliance or control.

The outcome is **reduced risk, smarter planning**, and a stronger, more resilient IT ecosystem.

AI in SIEM

AI is revolutionizing cybersecurity by transforming how organizations detect, investigate, and respond to threats. ManageEngine Log360, our unified security information and event management (SIEM) platform, empowers security teams to move faster and smarter by streamlining analysis, enriching context, and accelerating response to evolving attacks.

Log360 goes beyond static correlation rules by using ML and behavioral analytics to identify subtle patterns that signal emerging threats. These systems continuously learn what normal activity looks like across the environment, enabling them to detect anomalies such as insider threats, credential misuse, or zero-day exploits. This adaptive, behavior-based approach enhances detection accuracy and minimizes false positives, allowing analysts to focus on what truly matters.

For specialized log management and compliance monitoring, EventLog Analyzer applies AI to automate the collection, parsing, and analysis of log data from diverse sources. It uses ML to baseline normal log patterns, automatically identify anomalies that indicate security or compliance risks, and generate intelligent audit reports for regulations like the PCI DSS, HIPAA, and the GDPR.

By correlating events, AI turns data overload into actionable insights. It automatically maps security alerts to frameworks like MITRE ATT&CK®, giving analysts clear visibility into the tactics and techniques behind attacks for richer, contextual understanding.

AI further accelerates investigations by summarizing complex incidents in natural language, visualizing attack timelines and offering data-driven remediation guidance. Through automation and GenAI-powered insights, the SIEM can triage alerts, prioritize high-risk events, and guide security teams toward faster, more effective resolutions.

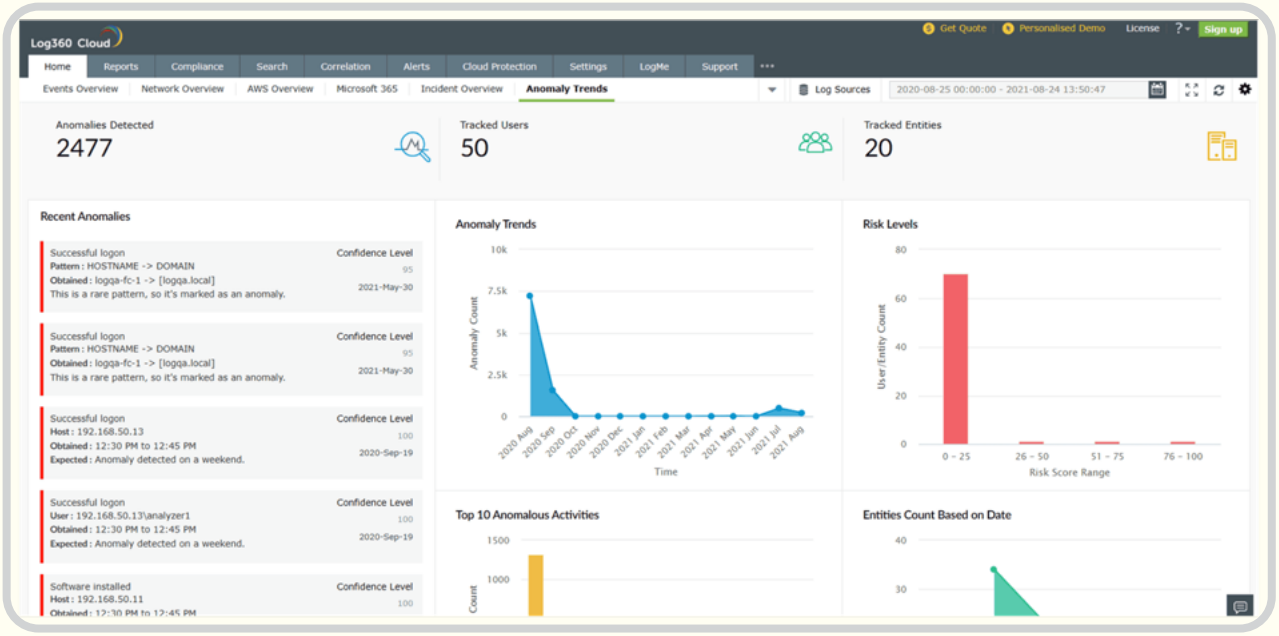
AI transforms SIEM from a reactive monitoring tool into an intelligent, proactive defense system—one that empowers organizations to stay ahead of threats with clarity, speed, and confidence.

Stay ahead with smarter detection and proactive defense

With Log360's **UEBA engine,** AI becomes a vigilant analyst that continuously learns normal behavior and identifies anomalies in real time.

By profiling users and entities across login patterns, access behavior, and location trends, it establishes **dynamic baselines** to detect threats such as **lateral movement, privilege abuse, and impossible travel.**

Each user and entity is assigned a **risk score**, enabling teams to instantly spot high-risk behavior in context. By **grouping related anomalies** and **prioritizing alerts** based on severity, our SIEM solution reduces alert fatigue and helps analysts **investigate faster and respond smarter.**



Anomaly trends

Make better decisions with contextual intelligence

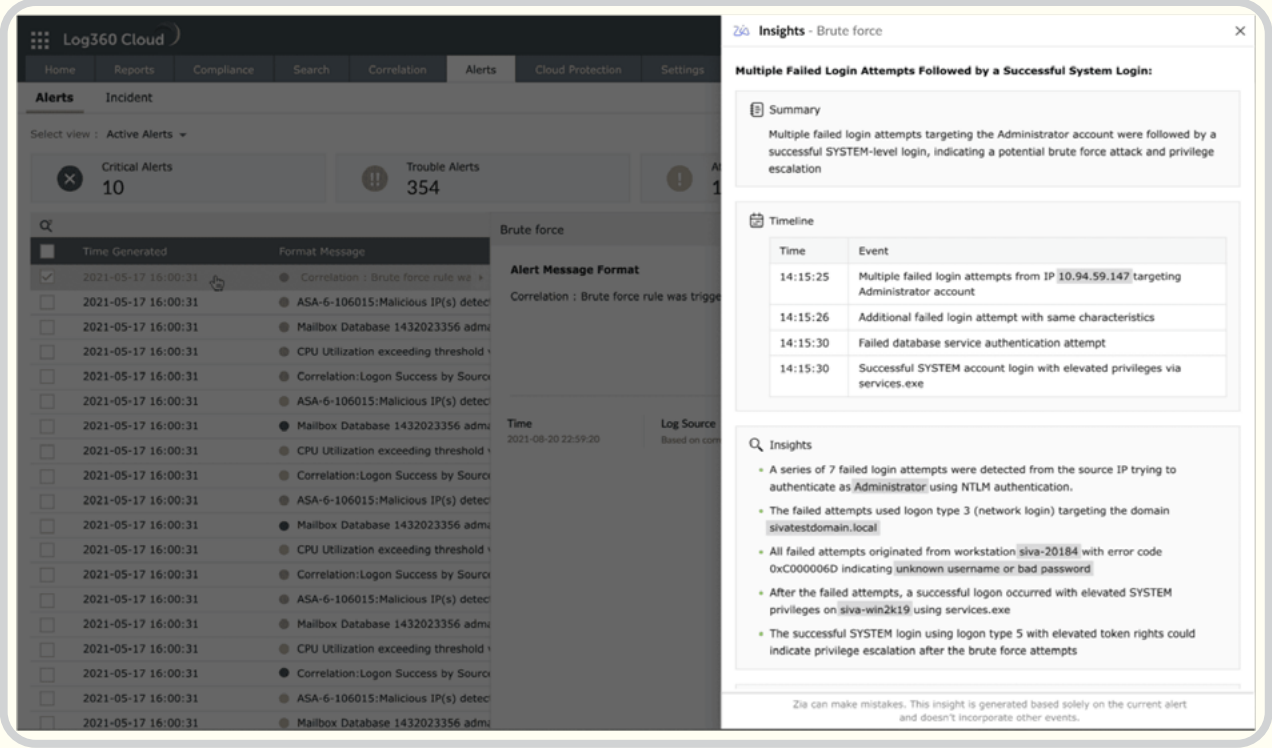
AI helps security teams cut through data noise by **automatically correlating events.** Through GenAI-driven Zia Insights, our SIEM solutions **converts complex logs and alerts into natural-language summaries** that simplify investigation and speed decision-making.

It also **maps security alerts to the MITRE ATT&CK® framework,** giving analysts clear visibility into the tactics and techniques behind each incident. This contextual understanding empowers teams to see not only what happened, but also the why and how behind every attack.

Speed up investigations with guided, intelligent response

Zia Insights goes beyond detection and acts as an intelligent assistant during investigations. It visualizes attack timelines, helping analysts reconstruct threat sequences and understand the full scope of an incident.

AI-generated remediation tips in plain language guide analysts through the next steps and by automating correlation and surfacing key insights, our SIEM solutions ensures that high-priority threats are resolved swiftly and confidently.



Visualize attack progression through entity-specific insights.

AI in IAM

AI is redefining identity security by continuously learning user behavior and strengthening access governance.

AI-powered identity and access management (IAM) solutions analyze user activity patterns to establish baselines for normal behavior, helping to spot anomalies and surface potential insider threats before they escalate. By applying ML-driven recommendations, they streamline provisioning and access reviews, suggesting the most appropriate group memberships and highlighting which access rights to retain or revoke.

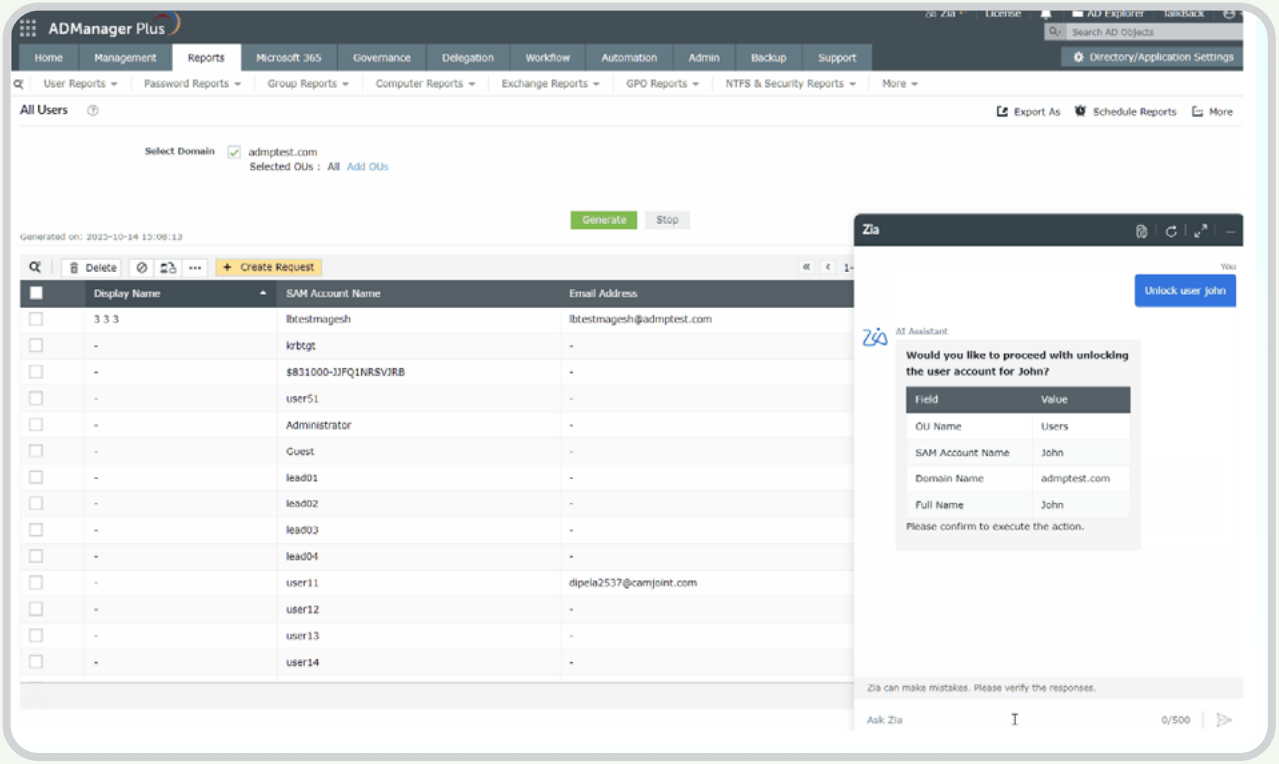
With AI guiding access decisions, organizations can maintain consistent, compliant controls while minimizing manual effort. This intelligent automation not only enhances operational efficiency but also reinforces a Zero Trust security posture.

Transform complex Active Directory operations with AI

Zia, the AI assistant, transforms complex Active Directory operations into simple conversations.

Using natural language, administrators can instantly perform tasks like unlocking accounts, resetting passwords, and generating reports without navigating menus.

Zia Insights delivers AI-driven group membership analysis, including anomaly detection, peer comparison scores, and actionable recommendations to enforce least privilege access.

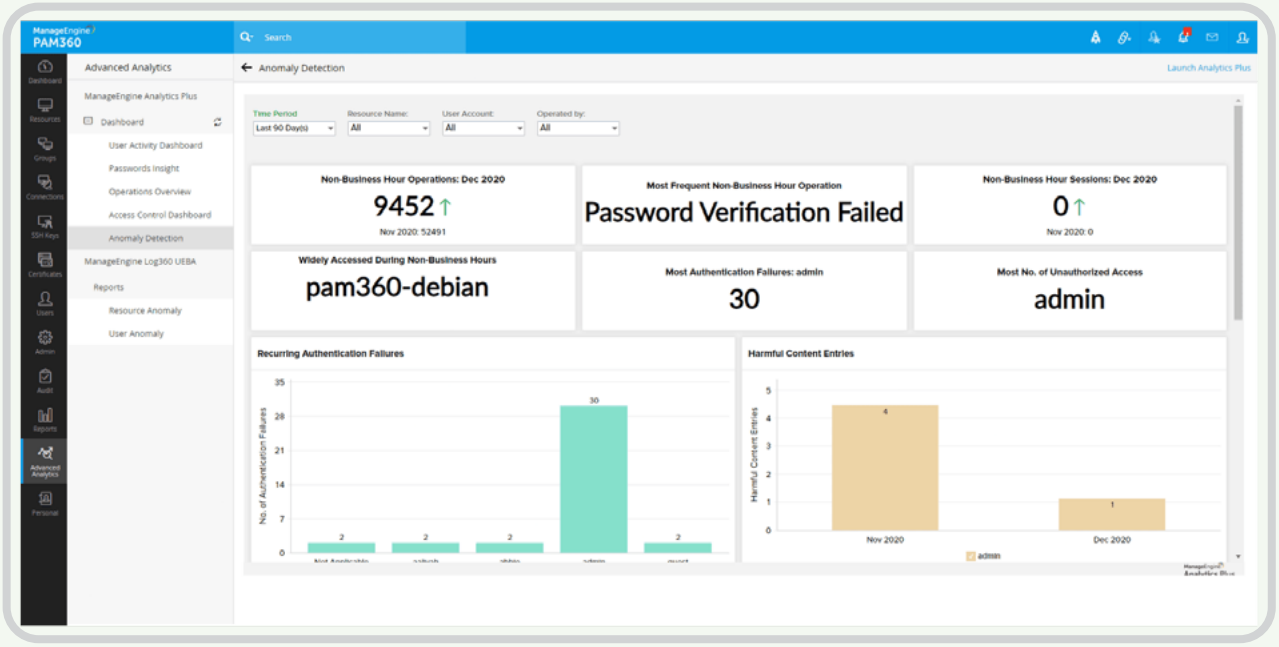


Translate complex Active Directory operations into simple conversations.

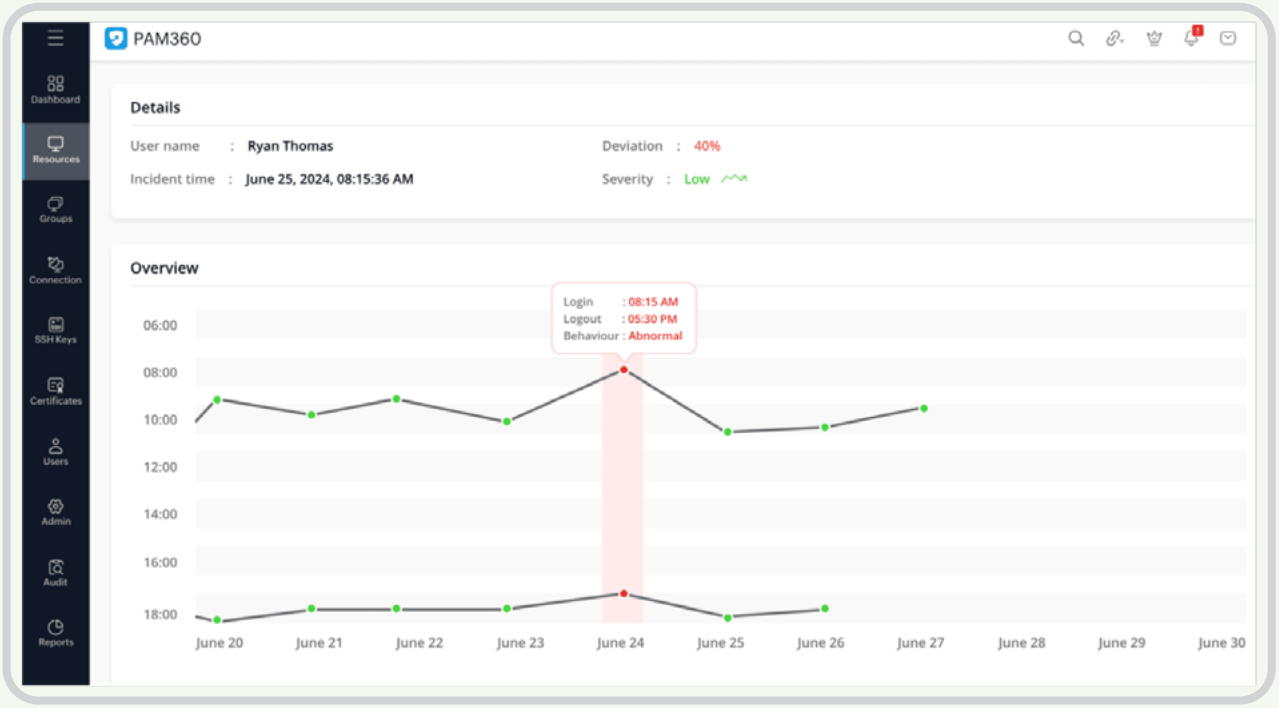
Detect anomalous behavior and enforce smarter protection

By **establishing dynamic baselines** of normal activity, such as login times, access frequency, and resource usage, the system detects deviations that indicate risk.

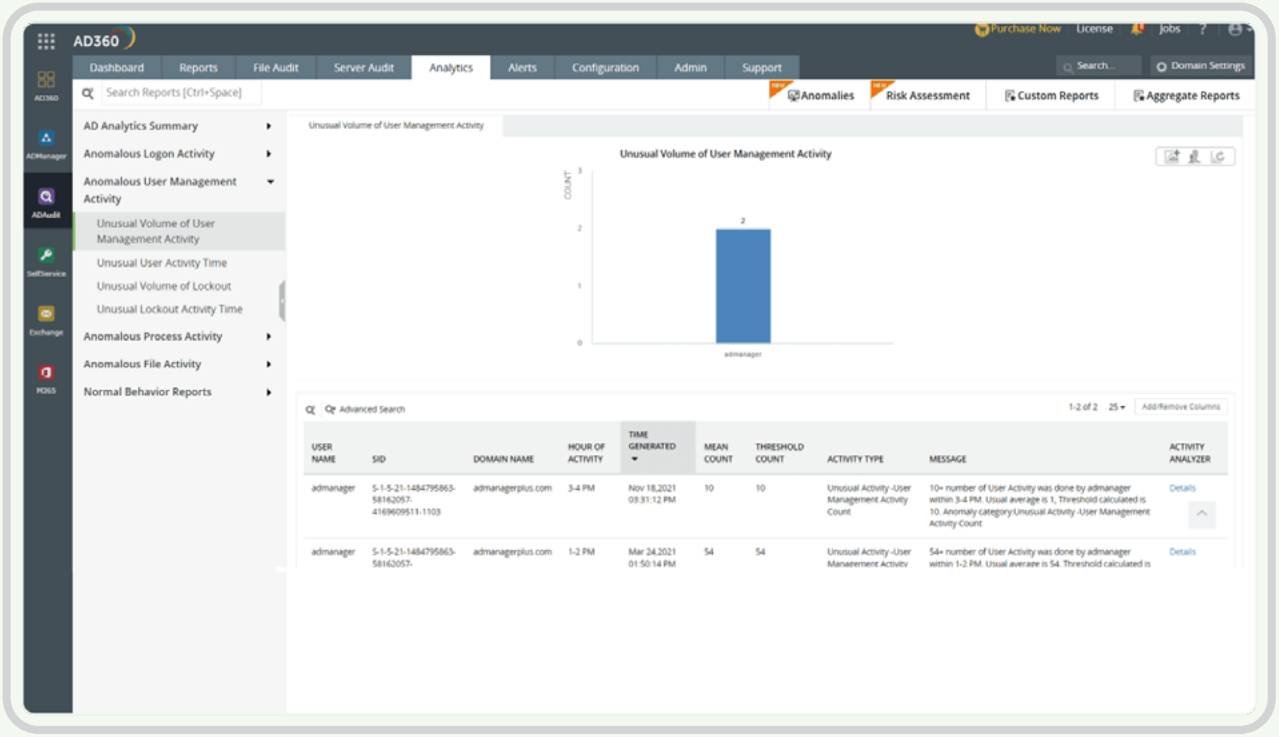
When anomalies occur, security teams receive real-time alerts with contextual insights, enabling swift, focused action before issues escalate.



Anomaly detection.



Detect and predict anomalies with the help of a deep learning-based threat detection system.



Insider threat detection.

Authenticate smarter with context-aware access control

AI enhances authentication policies by factoring in user location, device type, and login history to validate access attempts.

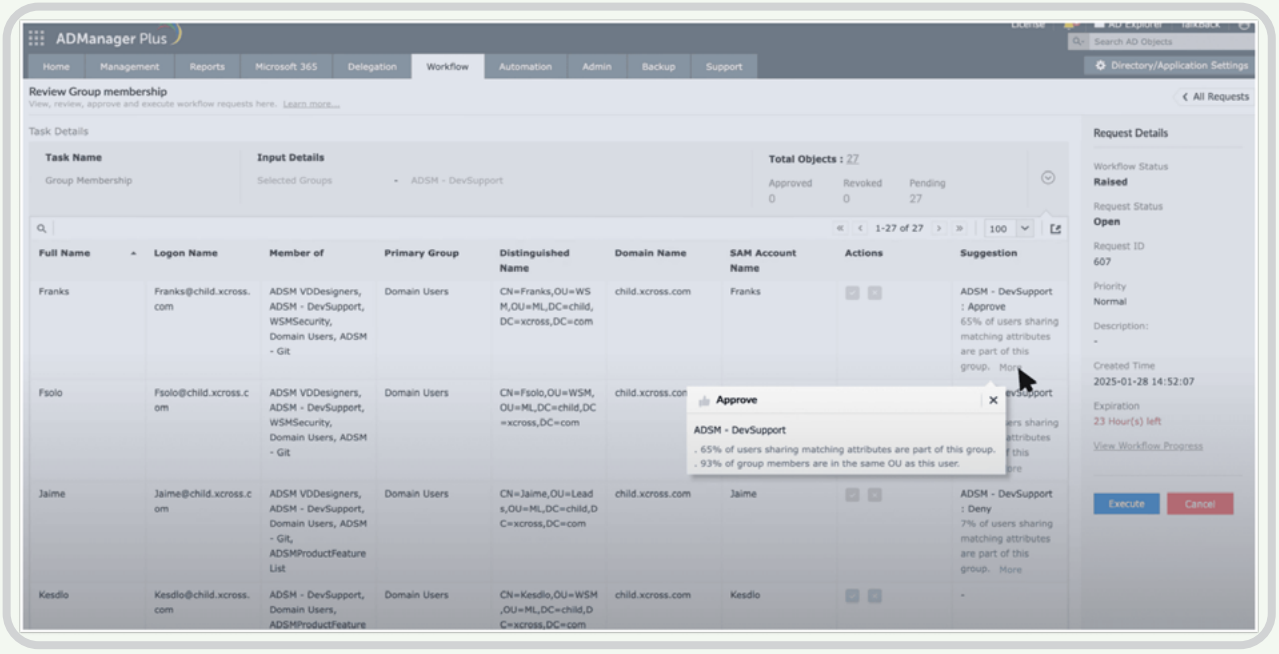
This **context-aware intelligence** helps ensure that only legitimate users and trusted devices gain access to your network, strengthening defenses against credential theft and session hijacking. By continuously assessing behavior and risk, AI makes authentication more adaptive, intelligent, and secure without adding friction for users.

Predict risk by learning user behavior using AI-based session monitoring and analysis.

Provision smarter and govern access more efficiently

AI simplifies identity management by providing **ML-driven recommendations for access provisioning and certification reviews.**

It analyzes usage patterns and role-based needs to suggest the most appropriate group memberships and access rights, while flagging excessive or outdated permissions. This ensures users have the right access at the right time, minimizing overexposure and maintaining a clean, compliant access environment.



Access recommendations.

AI in ITOM and observability

AI is transforming IT operations management (ITOM) and observability by turning vast streams of performance data into proactive intelligence. With AI at its core, IT operations move beyond reactive troubleshooting to achieve real-time awareness, predictive insights, and autonomous optimization.

By analyzing data from applications, devices, and network components, AI provides a comprehensive visualization of business-critical systems and their dependencies, giving administrators a wider, unified view of the entire IT ecosystem. It helps detect network congestion, latency issues, and resource bottlenecks, dynamically optimizing traffic flow and allocation to enhance both performance and user experience.

AI-driven analytics continuously learn from patterns in your IT environment, enabling predictive maintenance that identifies anomalies and anticipates outages before they affect performance. This reduces downtime, improves reliability, and ensures smoother service delivery.

Routine operational tasks like provisioning, configuration management, and fault resolution are automated through intelligent orchestration, cutting down manual effort while increasing accuracy and speed. At the same time, AI strengthens network security by analyzing traffic behavior, detecting threats early, and supporting rapid, proactive incident response.

Beyond operations, AI empowers IT teams to make strategic decisions backed by data. By analyzing historical performance and utilization data, it forecasts future demand, optimizes resource planning, and drives smarter investments that elevate overall business performance.

AI models can consolidate alerts from metrics, logs, anomaly detectors, and monitor states into a single intelligence layer. AI-driven correlation then connects related alerts into one incident instead of noisy fragments. Causal analysis maps the event chain to isolate the true trigger, not just surface symptoms.

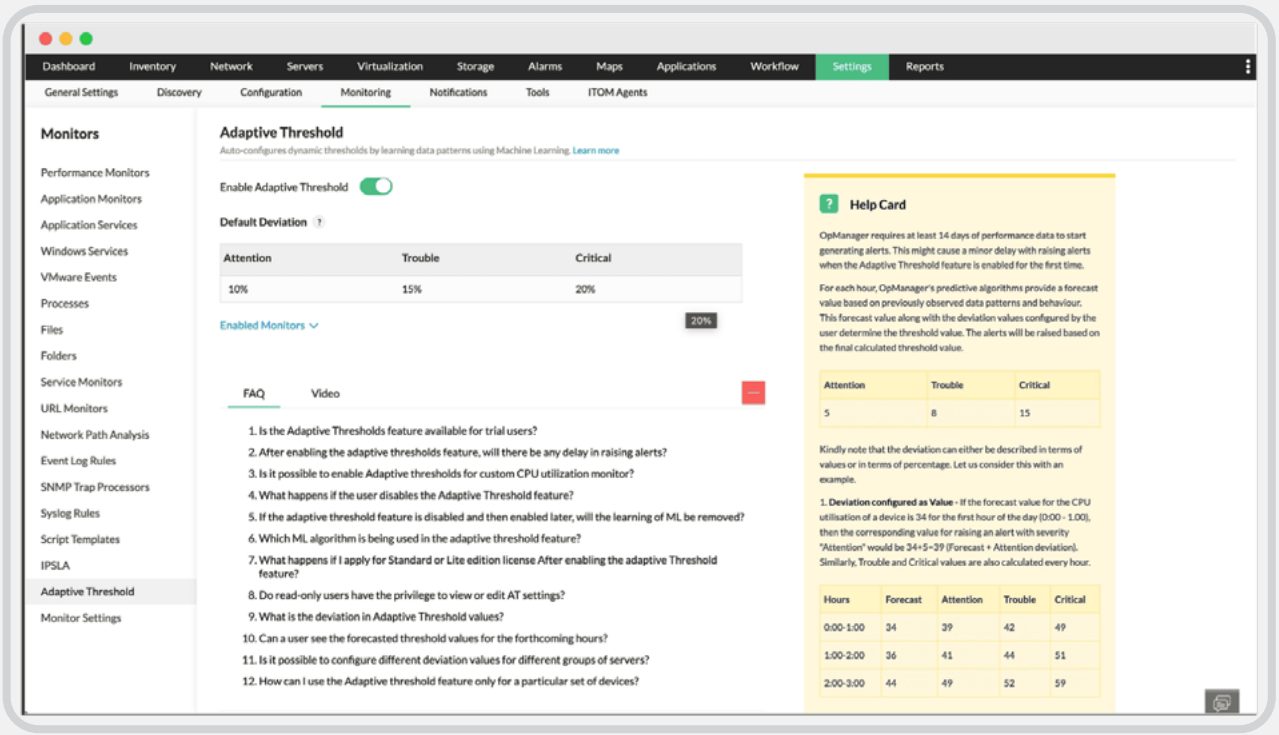
With GenAI (i.e., LLM) integrations, AI transforms raw monitoring data into concise, actionable summaries that accelerate decision-making. It detects trends and behavioral patterns across vast datasets to surface insights humans would miss. Through its NLP chatbot, users get instant, context-aware answers sourced from knowledge base.

AI brings clarity, efficiency, and foresight to IT operations and observability by enabling organizations to operate with agility, ensure resilience, and deliver exceptional digital experiences.

Eliminate noise for smarter decision making

Cut through the noise with **AI-powered data filtering and correlation** that intelligently eliminates irrelevant alerts, consolidates information across devices, and highlights what truly matters. By leveraging advanced algorithms to dynamically **set and adjust performance thresholds based on historical trends,** AI helps ITOps teams drastically reduce false positives and missed alerts thereby enabling faster, more accurate responses and more confident decision-making.

Aggregated performance data for faster and precise fault identification.



Setting an adaptive threshold using AI and ML for proactive monitoring.

Gain complete visibility with automated insights

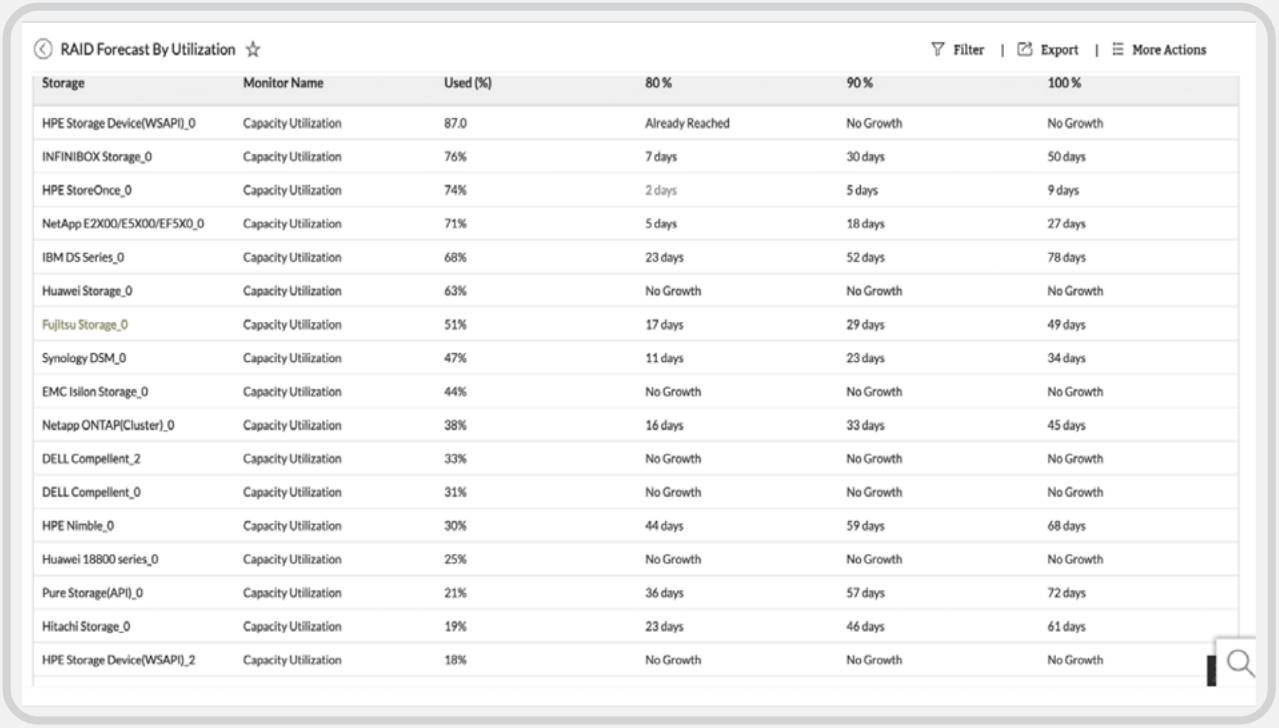
Get a unified view of your IT landscape with **AI-powered, in-depth reports** that track performance, availability, and configurations across your entire infrastructure. These automated insights help teams **make smarter decisions**, identify optimization opportunities, and maintain a consistently healthy network environment.

Automate fault resolution with intelligent workflows

Leverage **AIOps-driven automation and real-time topology mapping** to detect, diagnose, and resolve faults faster. By orchestrating workflows and streamlining responses, AI reduces mean time to resolve, enhances visibility, and ensures reliable, agile network operations.

Plan smarter with AI-powered capacity forecasting

Proactively plan and optimize resource usage with **AI-driven capacity forecasting.** By analyzing workload patterns, performance data, and usage trends, AI helps IT teams anticipate demand, prevent bottlenecks, and reduce unnecessary costs, ensuring optimal performance before issues arise.

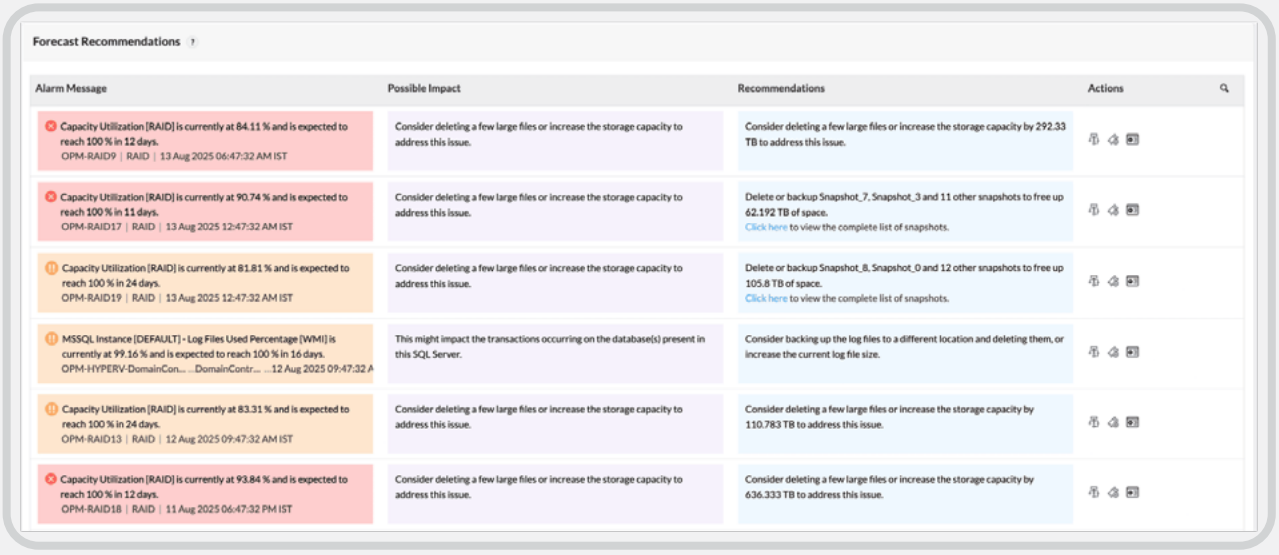


RAID Forecast By Utilization

Filter | Export | More Actions

Storage	Monitor Name	Used (%)	80 %	90 %	100 %
HPE Storage Device(WSAPI)_0	Capacity Utilization	87.0	Already Reached	No Growth	No Growth
INFINIBOX Storage_0	Capacity Utilization	76%	7 days	30 days	50 days
HPE StoreOnce_0	Capacity Utilization	74%	2 days	5 days	9 days
NetApp E2X00/E5X00/EF5X0_0	Capacity Utilization	71%	5 days	18 days	27 days
IBM DS Series_0	Capacity Utilization	68%	23 days	52 days	78 days
Huawei Storage_0	Capacity Utilization	63%	No Growth	No Growth	No Growth
Fujitsu Storage_0	Capacity Utilization	51%	17 days	29 days	49 days
Synology DSM_0	Capacity Utilization	47%	11 days	23 days	34 days
EMC Isilon Storage_0	Capacity Utilization	44%	No Growth	No Growth	No Growth
Netapp ONTAPI(Cluster)_0	Capacity Utilization	38%	16 days	33 days	45 days
DELL Compellent_2	Capacity Utilization	33%	No Growth	No Growth	No Growth
DELL Compellent_0	Capacity Utilization	31%	No Growth	No Growth	No Growth
HPE Nimble_0	Capacity Utilization	30%	44 days	59 days	68 days
Huawei 18800 series_0	Capacity Utilization	25%	No Growth	No Growth	No Growth
Pure Storage(API)_0	Capacity Utilization	21%	36 days	57 days	72 days
Hitachi Storage_0	Capacity Utilization	19%	23 days	46 days	61 days
HPE Storage Device(WSAPI)_2	Capacity Utilization	18%	No Growth	No Growth	No Growth

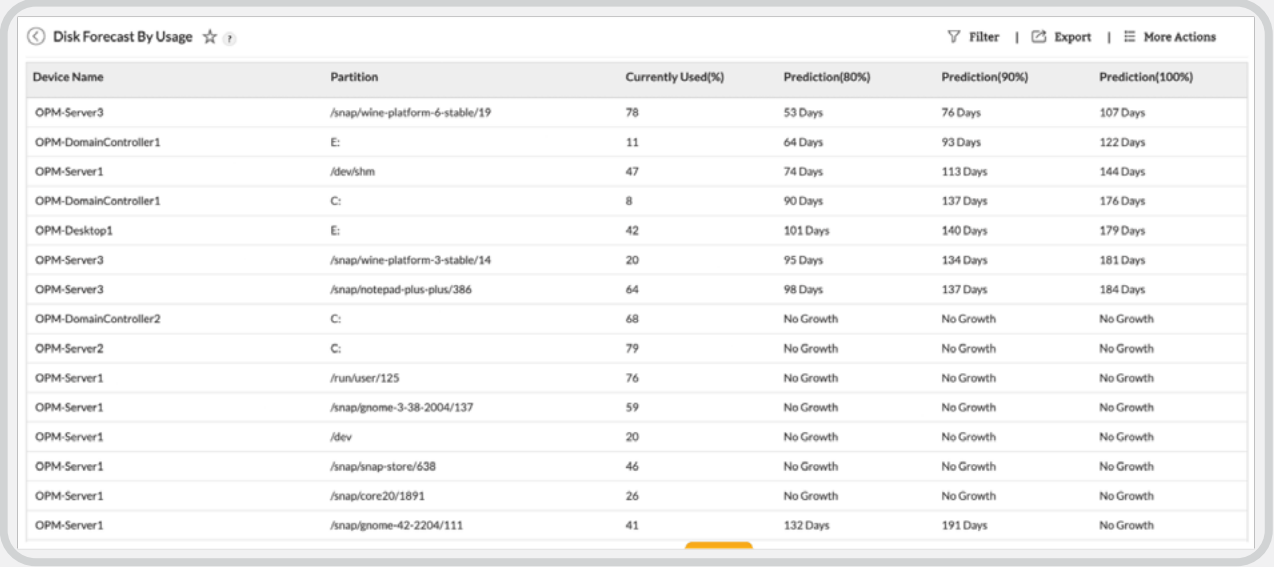
Storage capacity forecasting.



Forecast Recommendations

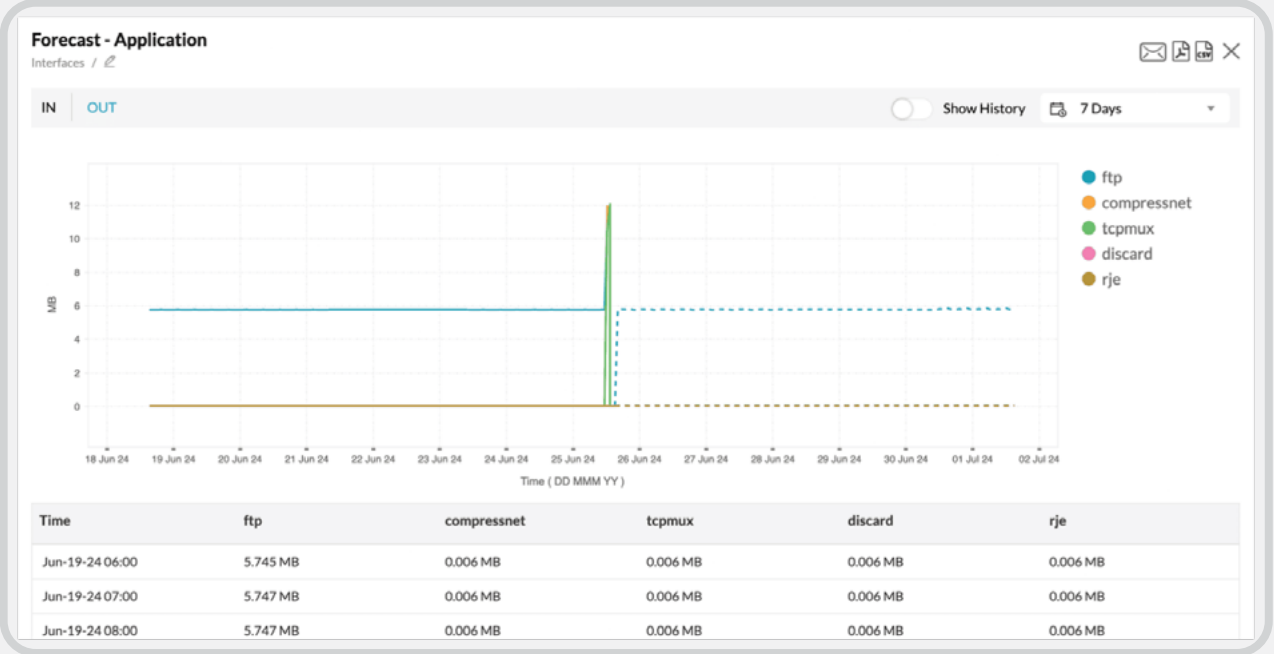
Alarm Message	Possible Impact	Recommendations	Actions
Capacity Utilization [RAID] is currently at 84.11 % and is expected to reach 100 % in 12 days. OPM-RAID9 | RAID | 13 Aug 2025 06:47:32 AM IST	Consider deleting a few large files or increase the storage capacity to address this issue.	Consider deleting a few large files or increase the storage capacity by 292.33 TB to address this issue.	
Capacity Utilization [RAID] is currently at 90.74 % and is expected to reach 100 % in 11 days. OPM-RAID17 | RAID | 13 Aug 2025 12:47:32 AM IST	Consider deleting a few large files or increase the storage capacity to address this issue.	Delete or backup Snapshot_7, Snapshot_3 and 11 other snapshots to free up 62.192 TB of space. Click here to view the complete list of snapshots.	
Capacity Utilization [RAID] is currently at 81.81 % and is expected to reach 100 % in 24 days. OPM-RAID19 | RAID | 13 Aug 2025 12:47:32 AM IST	Consider deleting a few large files or increase the storage capacity to address this issue.	Delete or backup Snapshot_8, Snapshot_0 and 12 other snapshots to free up 105.8 TB of space. Click here to view the complete list of snapshots.	
MSSQL Instance [DEFAULT] - Log Files Used Percentage [WMI] is currently at 99.16 % and is expected to reach 100 % in 16 days. OPM-HYPERV-DomainCon... ...DomainContr... ...12 Aug 2025 09:47:32 A	This might impact the transactions occurring on the database(s) present in this SQL Server.	Consider backing up the log files to a different location and deleting them, or increase the current log file size.	
Capacity Utilization [RAID] is currently at 83.31 % and is expected to reach 100 % in 24 days. OPM-RAID13 | RAID | 12 Aug 2025 09:47:32 AM IST	Consider deleting a few large files or increase the storage capacity to address this issue.	Consider deleting a few large files or increase the storage capacity by 110.783 TB to address this issue.	
Capacity Utilization [RAID] is currently at 93.84 % and is expected to reach 100 % in 12 days. OPM-RAID18 | RAID | 11 Aug 2025 06:47:32 PM IST	Consider deleting a few large files or increase the storage capacity to address this issue.	Consider deleting a few large files or increase the storage capacity by 636.333 TB to address this issue.	

Forecast recommendations.



Device Name	Partition	Currently Used(%)	Prediction(80%)	Prediction(90%)	Prediction(100%)
OPM-Server3	/snap/wine-platform-6-stable/19	78	53 Days	76 Days	107 Days
OPM-DomainController1	E:	11	64 Days	93 Days	122 Days
OPM-Server1	/dev/shm	47	74 Days	113 Days	144 Days
OPM-DomainController1	C:	8	90 Days	137 Days	176 Days
OPM-Desktop1	E:	42	101 Days	140 Days	179 Days
OPM-Server3	/snap/wine-platform-3-stable/14	20	95 Days	134 Days	181 Days
OPM-Server3	/snap/notepad-plus-plus/386	64	98 Days	137 Days	184 Days
OPM-DomainController2	C:	68	No Growth	No Growth	No Growth
OPM-Server2	C:	79	No Growth	No Growth	No Growth
OPM-Server1	/run/user/125	76	No Growth	No Growth	No Growth
OPM-Server1	/snap/gnome-3-38-2004/137	59	No Growth	No Growth	No Growth
OPM-Server1	/dev	20	No Growth	No Growth	No Growth
OPM-Server1	/snap/snap-store/638	46	No Growth	No Growth	No Growth
OPM-Server1	/snap/core20/1891	26	No Growth	No Growth	No Growth
OPM-Server1	/snap/gnome-42-2204/111	41	132 Days	191 Days	No Growth

Disk forecasting.

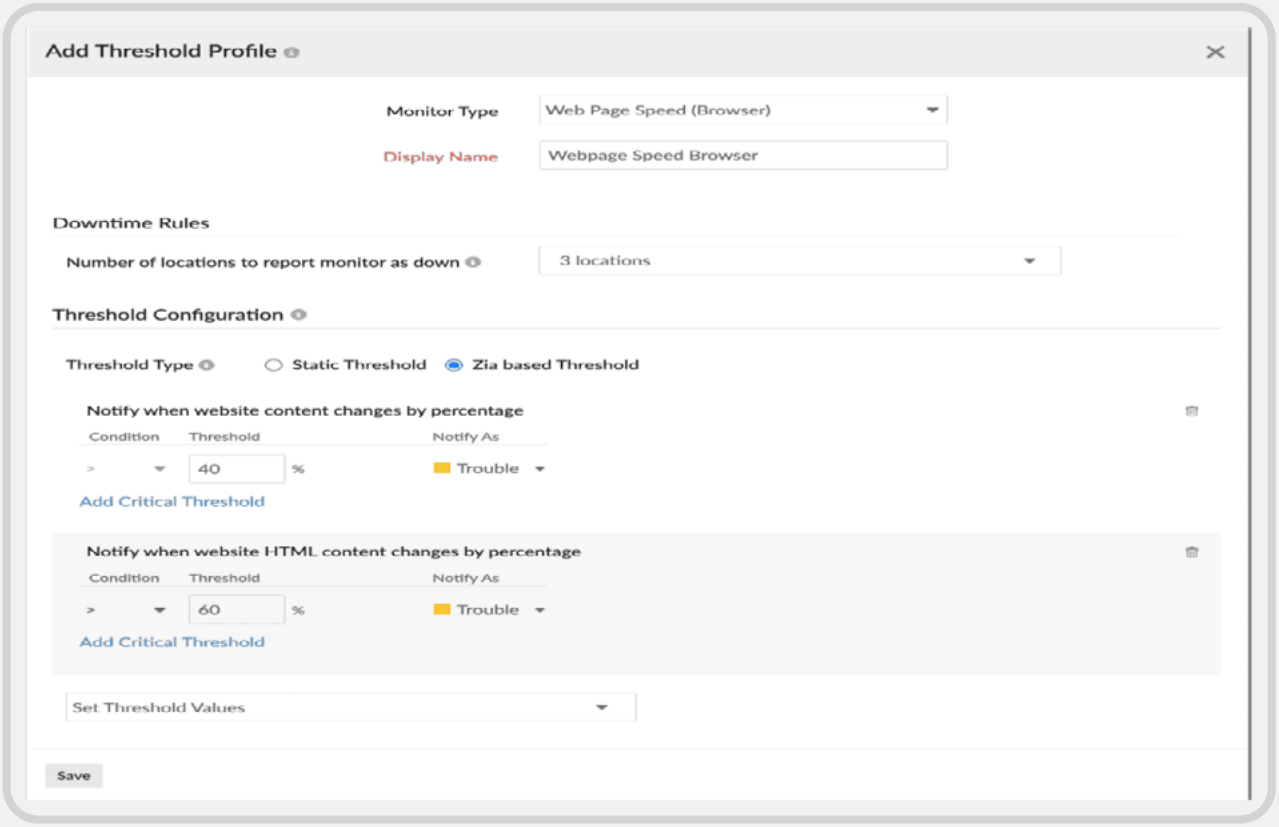


Time	ftp	compressnet	tcpmux	discard	rje
Jun-19-24 06:00	5.745 MB	0.006 MB	0.006 MB	0.006 MB	0.006 MB
Jun-19-24 07:00	5.747 MB	0.006 MB	0.006 MB	0.006 MB	0.006 MB
Jun-19-24 08:00	5.747 MB	0.006 MB	0.006 MB	0.006 MB	0.006 MB

Application traffic forecasting.

Detect anomalies before they impact performance

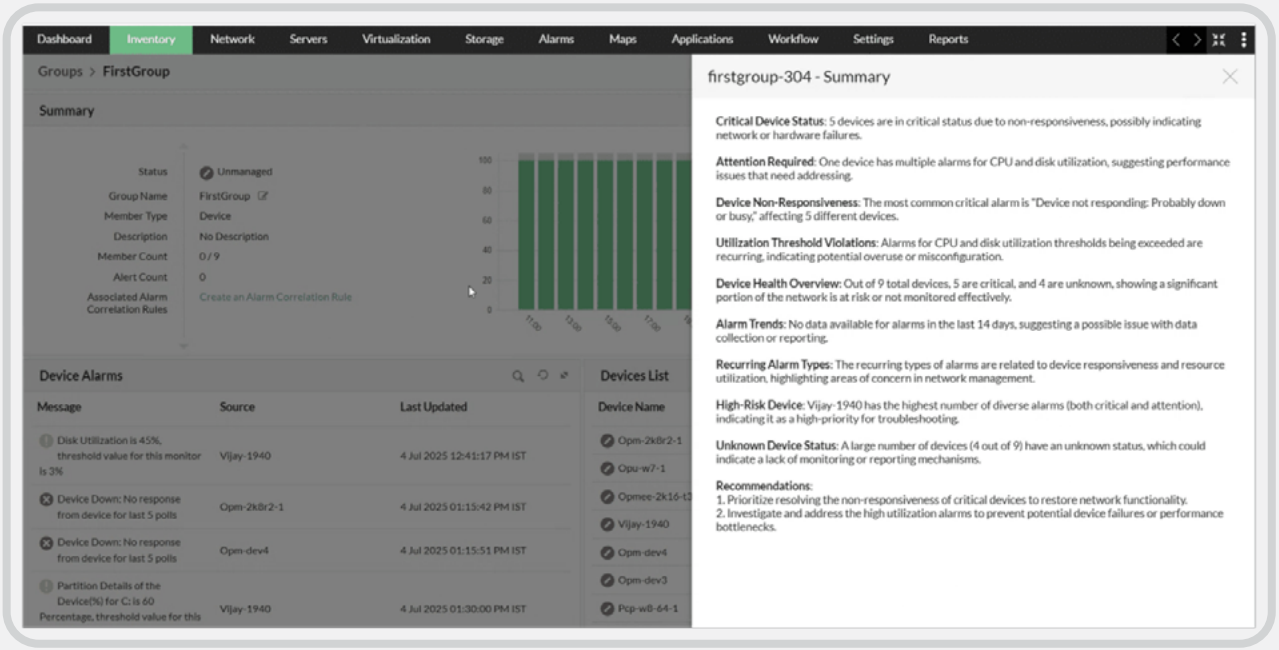
Use AI-powered anomaly detection to identify deviations from normal behavior and uncover hidden trends in real time. This enables IT teams to detect performance issues before they escalate, prevent outages, and maintain seamless operations across applications and infrastructure.



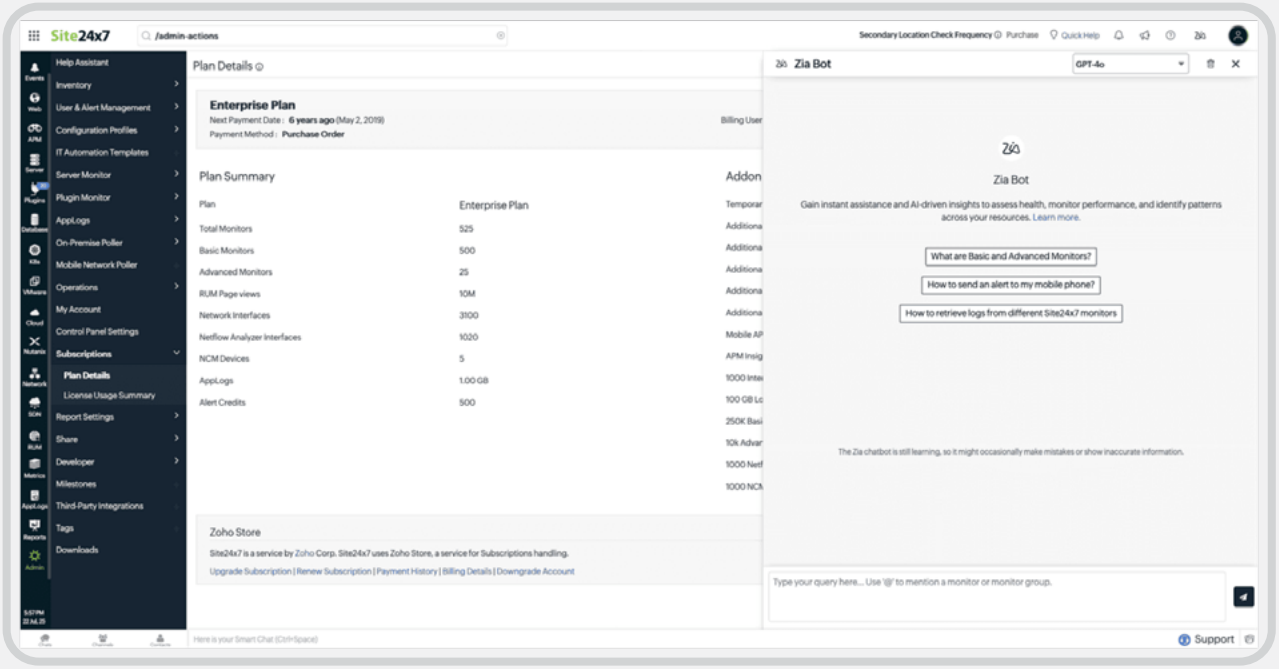
Anomaly detection with Zia-based threshold.

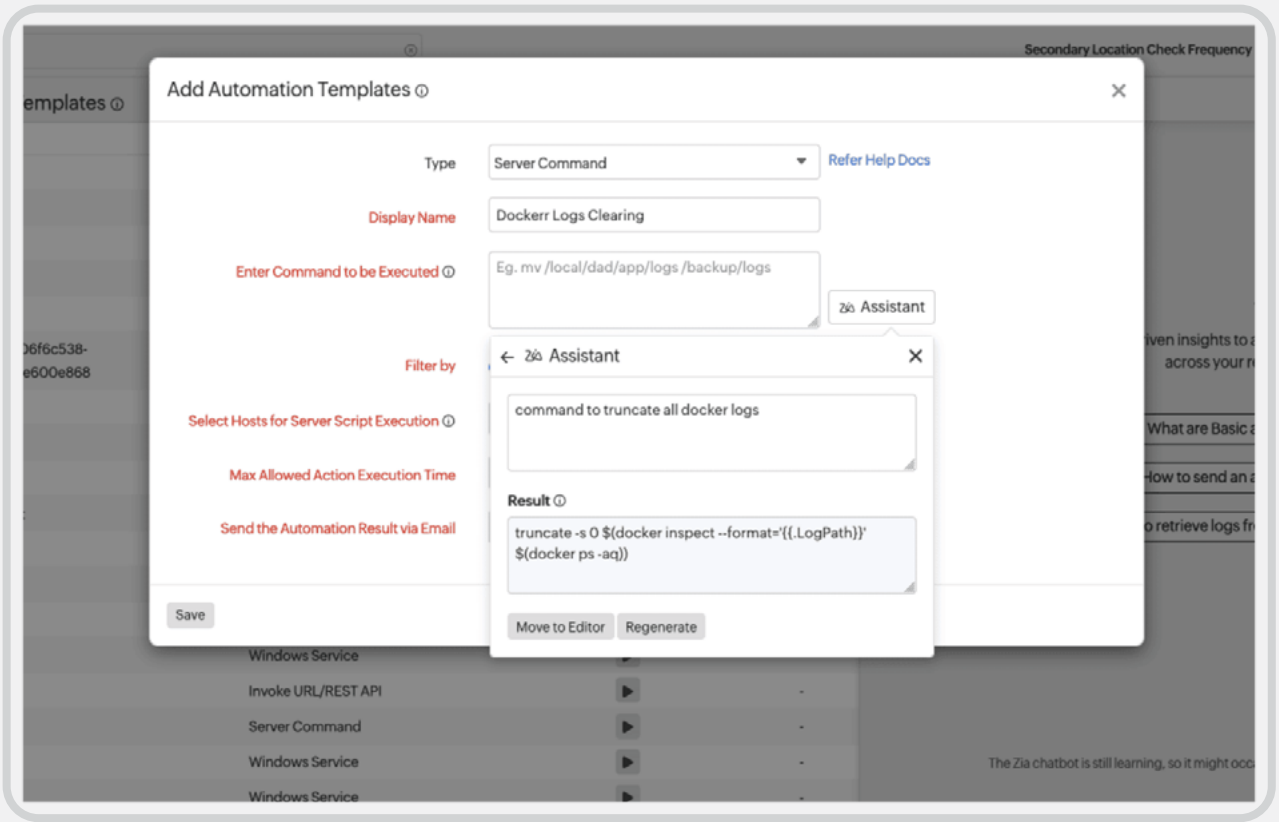
Accelerate root-cause analysis with GenAI integration

Zia, our native AI platform, integrates with various GenAI tools and **converts raw monitoring data into clear, actionable intelligence** that speeds up operational decision-making. It continuously analyzes large volumes of telemetry to uncover trends and behavioral patterns that would otherwise go unnoticed. Through its NLP-driven assistant, users receive instant, context-aware responses powered by our platform's native knowledge base and documentation. With prompt-based automation and intelligent log pattern generation, it significantly reduces manual effort while improving the speed and accuracy of incident response.

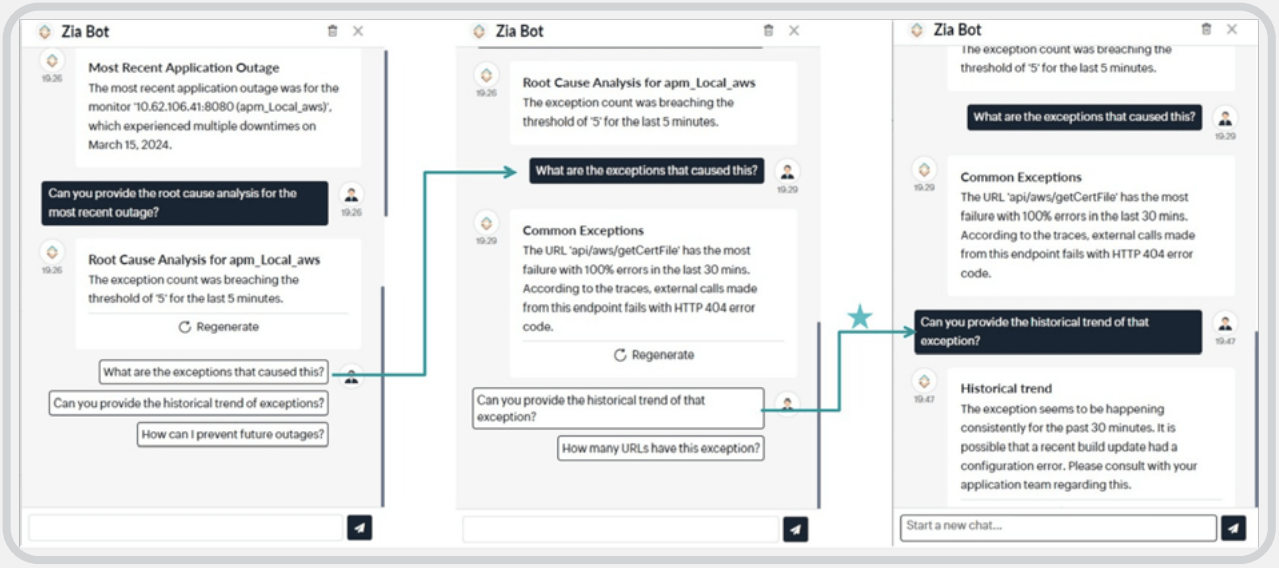


Summarization via OpenAI integration.





Generate Docker Scripts using Zia's GenAI capabilities for IT automation.



Zia chatbot with GenAI capabilities.

Correlate events to analyze the root cause of issues

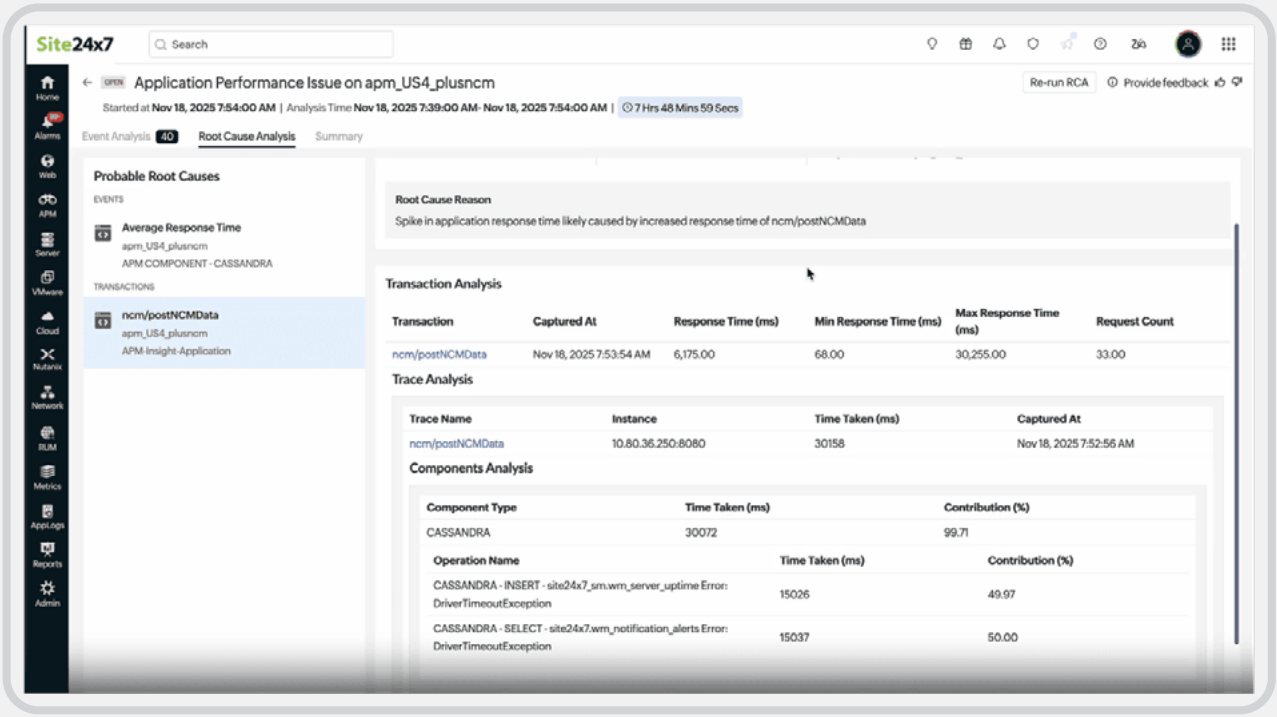
ManageEngine solutions collect alerts from performance metrics, logs, anomaly detection systems, and monitor statuses to create a consolidated event pipeline.

Smart Groups dynamically organize interconnected resources based on topology (i.e., Layer 2 topology mapping) and dependency mappings.

Rules-based and AI-powered correlation merges related alerts into a single incident, eliminating fragmented and distracting noise.

Causal analysis traces the sequence of events to identify the actual source of the issue, rather than the most visible symptom.

Root cause is determined with **deep trace-level accuracy,** pinpointing the precise application component or method responsible.



Event correlation and causal analysis.

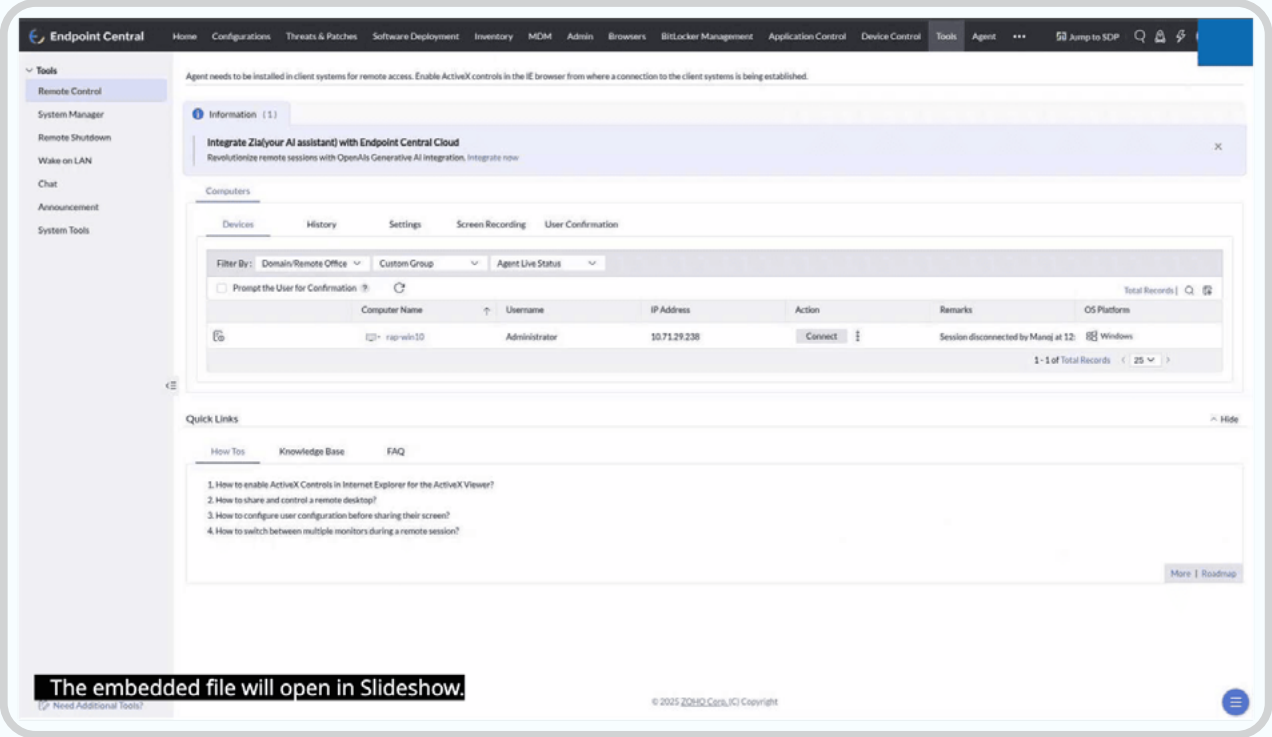
AI in UEMS

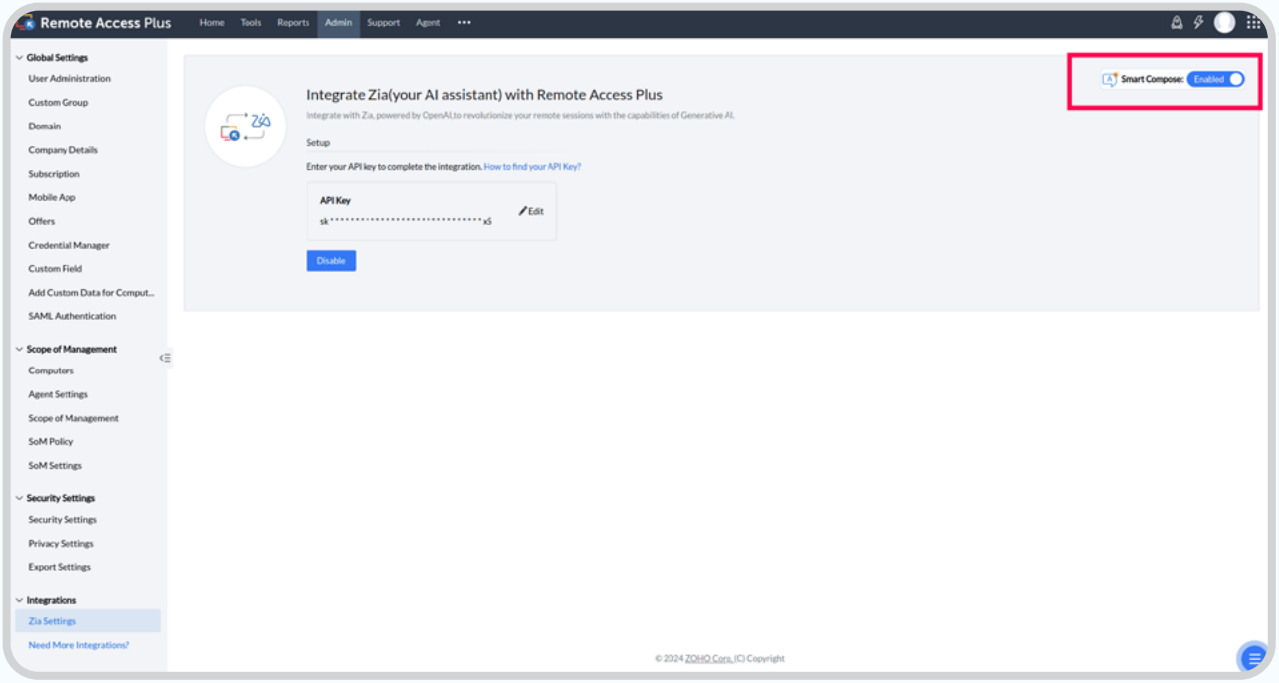
AI is redefining unified endpoint management and security by combining intelligence, automation, and predictive capabilities to create a more resilient IT environment. In unified endpoint management and security (UEMS), AI empowers administrators to detect and neutralize threats faster, automate repetitive tasks, and gain deeper visibility into endpoint performance.

From identifying unknown malware and zero-day ransomware through behavioral detection and ML-driven analysis to intelligent remote troubleshooting and providing a secure browsing experience, AI enables proactive protection at scale. It also enables you to collect endpoint telemetry at a granular level, helping IT teams anticipate issues, optimize device health, and ensure uninterrupted productivity across every endpoint.

Resolve issues faster with intelligent assistance

Enhance remote troubleshooting with **AI-driven assistance** that understands context and accelerates response. From intelligent chat suggestions and real-time sentence completion to automated responses, AI helps technicians resolve issues quickly and efficiently.

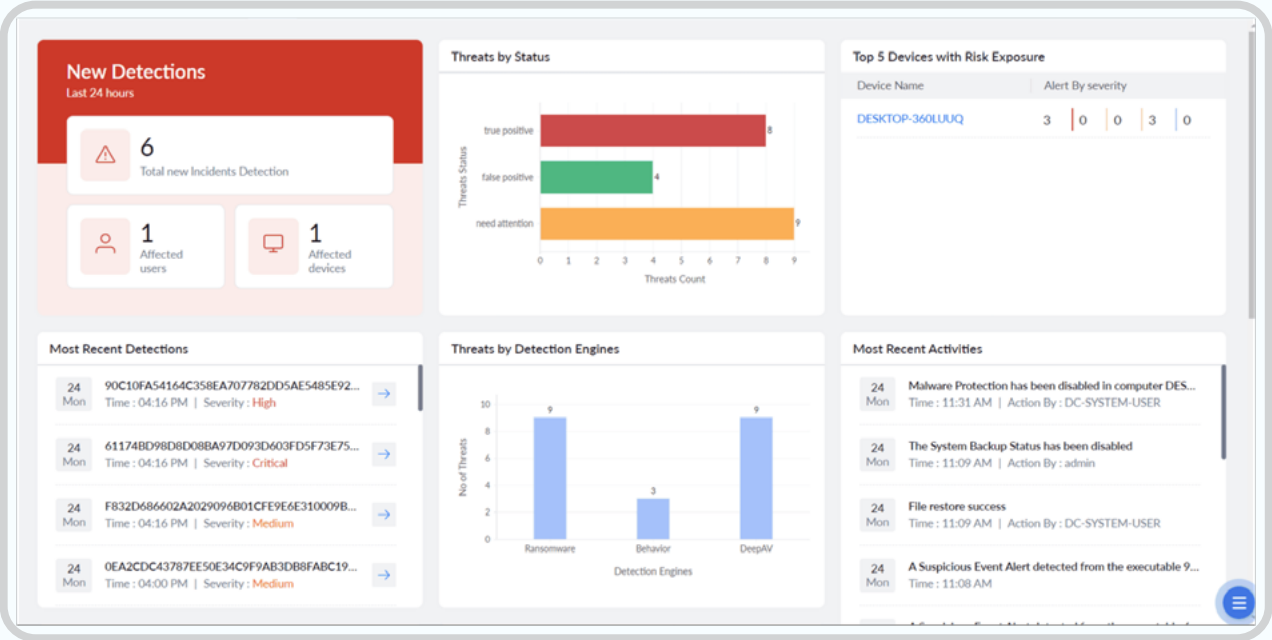




AI-based remote support and chat.

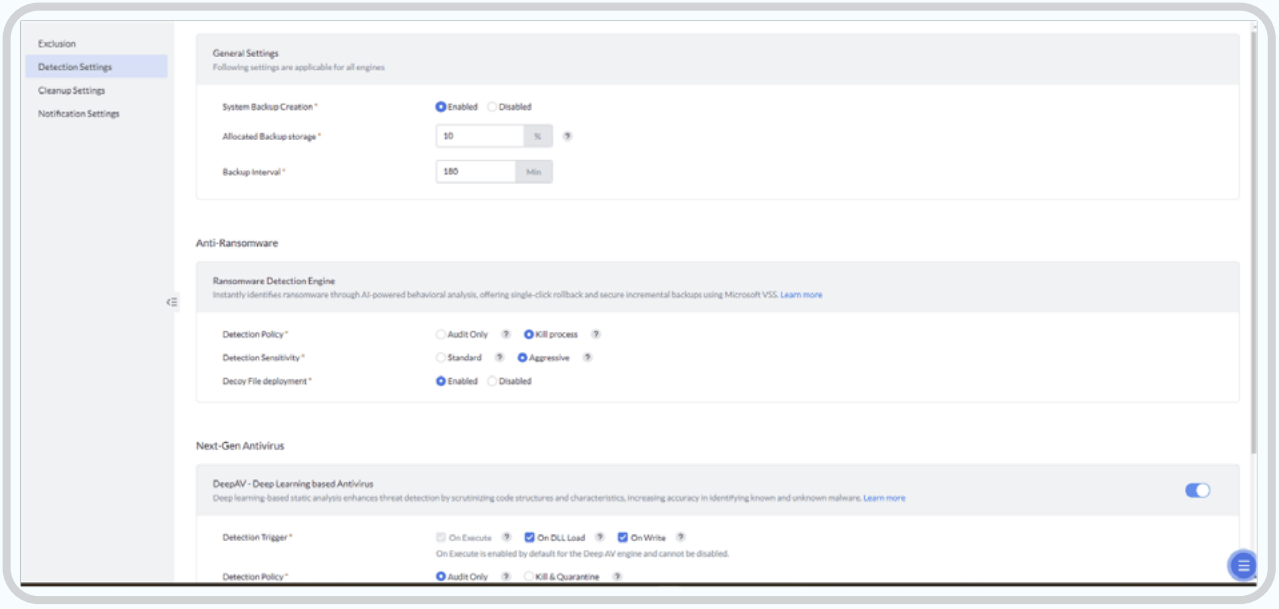
Stay ahead of threats with AI-driven protection

Defend endpoints against evolving cyber threats with AI-powered behavioral analysis that identifies unknown malware strains even offline.



AI-based behavior detection for malware protection.

Our AI-powered Next-gen DeepAV Engine uses advanced ML to spot subtle, zero-day ransomware behaviors and encryption patterns with high accuracy. By combining deep-learning-driven ransomware detection with anomaly-based data exfiltration prevention, the platform stops emerging threats before they spread or steal data, keeping every endpoint protected, even from attacks never seen before.



DeepAV, the deep learning-based antivirus.

Behavioral detection engine for threat hunting

Our behavioral detection engine continuously monitors endpoint activities including process executions, file modifications, and flags deviations from normal patterns. When an attacker deploys a fileless payload or leverages legitimate tools like PowerShell or WMI, the engine detects the abnormal behavior sequence and alerts security teams. This enables proactive threat hunting, early-stage containment, and rapid incident response before the attack spreads.

Deep learning–based malicious script detection engine

Our deep-learning model trained on massive datasets of benign and malicious scripts can identify harmful intent even when content is hidden, encoded, or transformed. If a seemingly harmless JavaScript, PowerShell, or Python script attempts to execute encrypted code, initiate unauthorized downloads, or trigger silent persistence, the deep-learning engine identifies the malicious pattern and blocks execution instantly, stopping zero-day and script-based attacks at the endpoint.

Anticipate issues before they impact performance

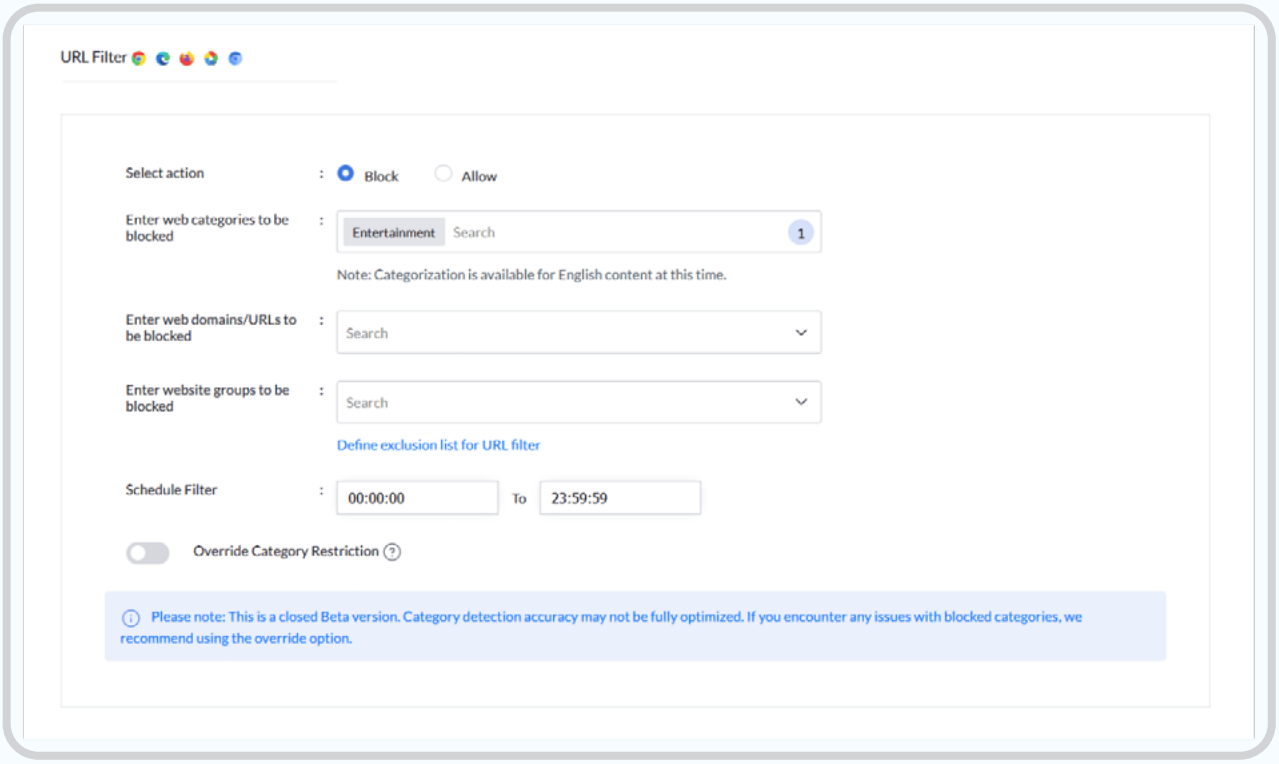
AI transforms endpoint visibility by turning data into actionable intelligence. Through **custom sensors and automated analysis,** IT teams can forecast issues such as degraded battery health, storage bottlenecks, or system slowdowns and act before they disrupt productivity.

When **forecasts cross defined thresholds**, AI triggers **proactive alerts**, giving teams time to respond before downtime, slowdowns, or data loss affect operations. **ML-based monitoring** ensures continuous performance optimization and minimizes disruption across all devices.

Secure browsing and boost productivity

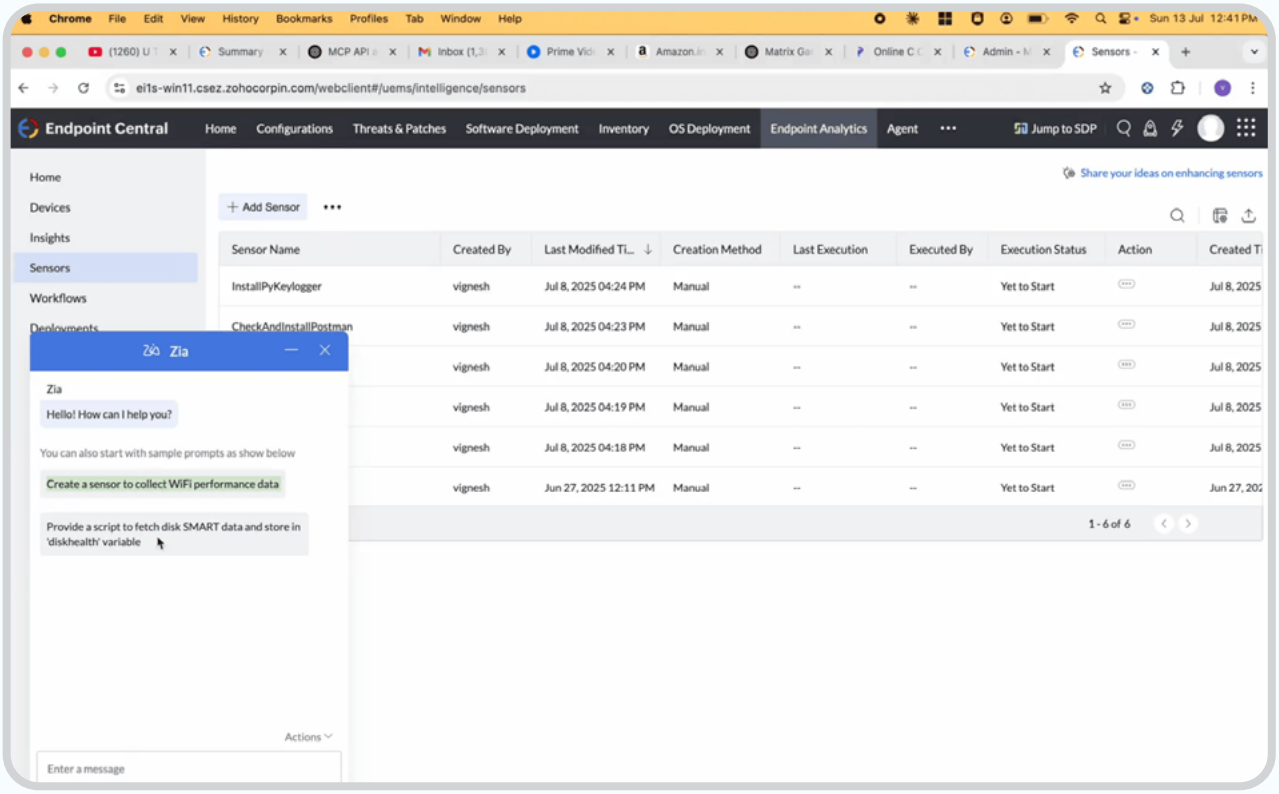
AI strengthens endpoint protection beyond device-level security by using **smart content filters** to block malicious or restricted websites.

Instead of relying on manual blocklists, AI dynamically detects unsafe or unproductive browsing patterns and restricts access automatically reducing exposure to cyber risks and improving employee focus during work hours.



AI-based web filters.

AI supercharges endpoint visibility by transforming insights into action. With **custom data sensors,** IT teams can automatically generate scripts, trigger workflows, and streamline remediation processes. This intelligent automation accelerates response times, improves operational efficiency, and ensures faster, data-driven outcomes across all managed endpoints.



AI-based custom sensors and script generation for digital employee experience.

AI in IT analytics

AI is redefining IT analytics by turning complex operational data into real-time intelligence that drives faster, smarter decisions. It elevates this further by unifying data across systems and delivering contextual, predictive insights tailored for modern IT environments.

By combining ML, decision intelligence, and GenAI, IT teams can uncover hidden IT dependencies, detect inefficiencies, implement corrective strategies, and optimize performance across the entire IT stack. With contextual intelligence embedded across every IT application, it provides actionable insights, expedited root cause analysis, and outcome predictions through no-code interactions. And with LLM-driven analytics and AI orchestration, real-time IT metrics seamlessly evolve into intelligent automated actions that strengthen agility, reliability, and performance across the IT ecosystem.

Supercharge IT intelligence

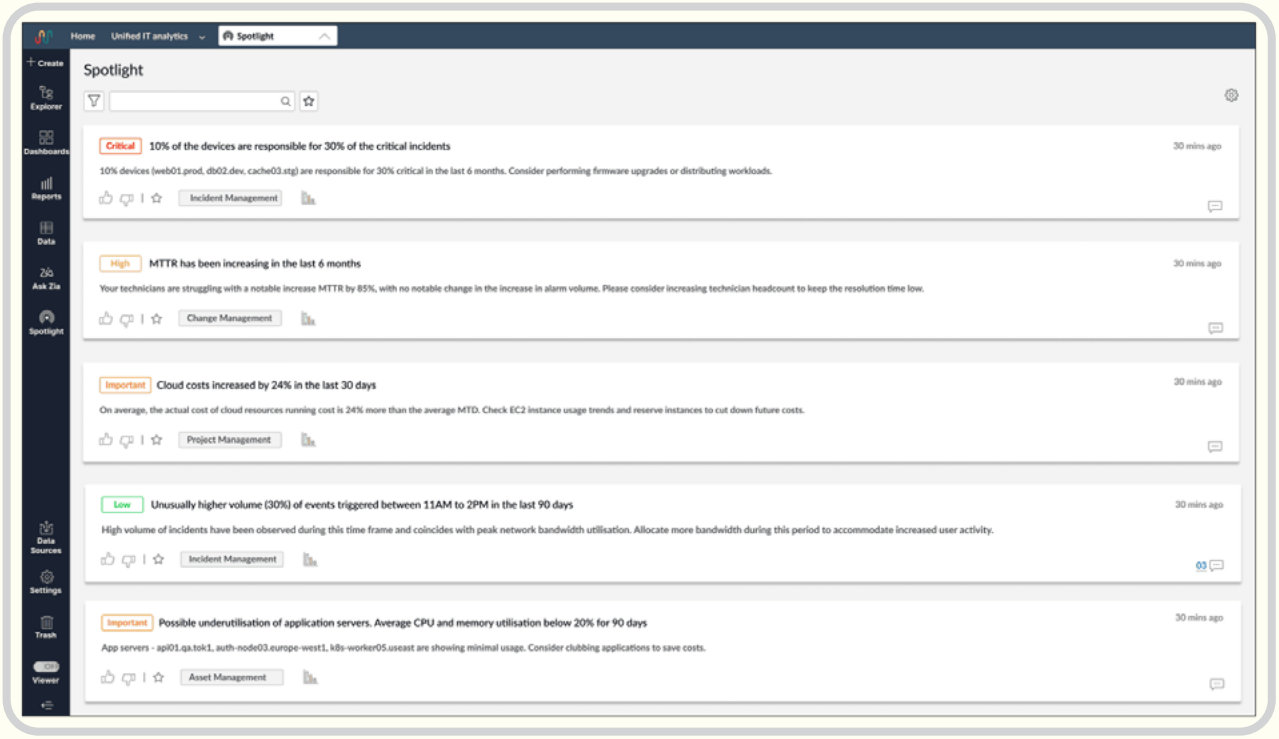
Empower your IT ecosystem with LLM-powered intelligence to **import data, perform complex analyses, and extract actionable insights and recommendations.** Integrate your preferred LLM for automated analysis, real-time insight interpretation, and intelligent workflow automation, turning IT data into a dynamic, strategic asset that enables faster, smarter operations.

Orchestrate agentic AI workflows

Transform real-time IT metrics into intelligent, actionable triggers powered by AI orchestration. AI automatically initiates workflows such as scaling infrastructure, reallocating resources, or adjusting configurations when dynamic thresholds are met, enabling next-generation IT automation that adapts instantly to changing conditions and enhances speed, efficiency, and reliability across operations.

Accelerate decision-making with decision intelligence

Leverage contextual, AI-driven strategies to **tackle operational bottlenecks and prioritize high-impact fixes.**The AI-powered decision intelligence platform streamlines decision-making, minimizes monitoring effort, prevents service disruptions, boosts operational efficiency, and ensures optimal IT performance.



Contextual recommendations with Spotlight.

Get instant, code-free insights with GenAI-powered Zia

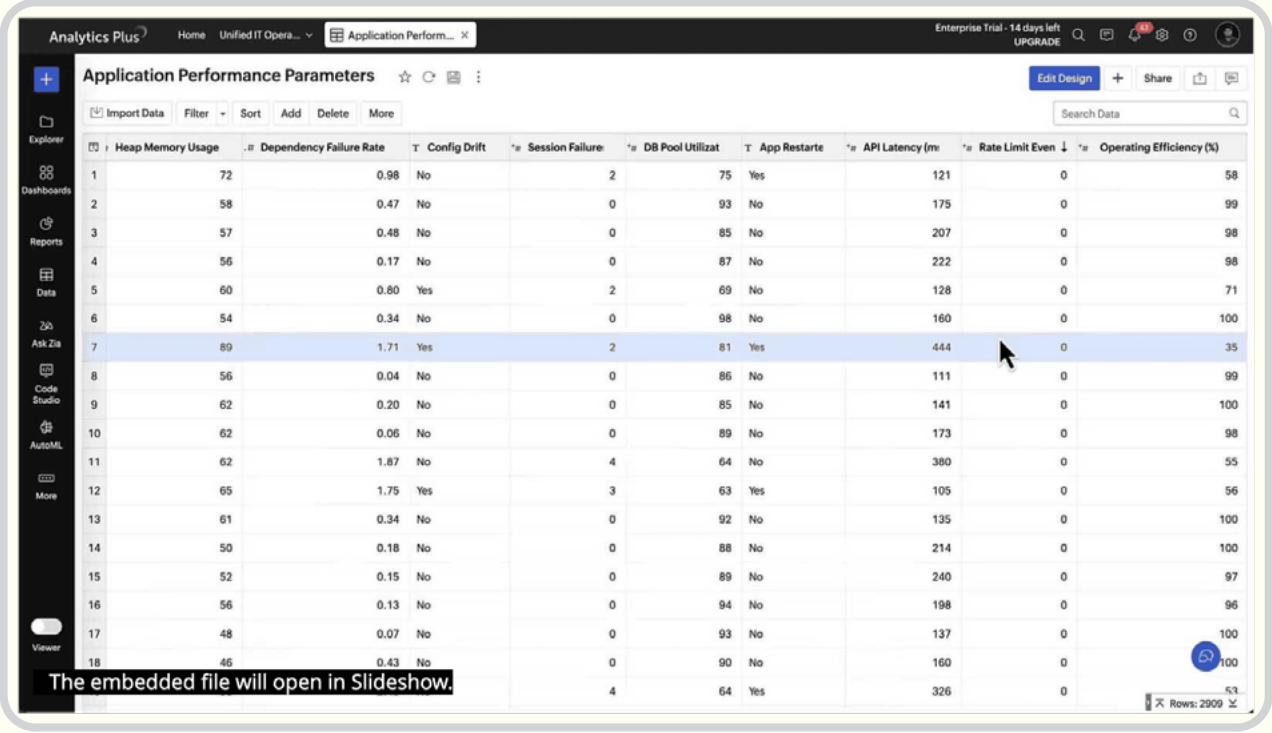
Ask questions and get instant insights with Zia, the GenAI-powered analytics assistant. Use simple voice or text commands to build complex reports and dashboards, decode analyses, uncover root causes, predict outcomes, turn insights into action, and gain contextual intelligence across your IT environment.

Experience contextual intelligence

Zia adapts seamlessly across IT applications, **providing context-aware** insights that unify data and drive AI-powered decision-making across your IT stack. This enables smarter, connected ITOps by offering a holistic view of system health, performance, and improvement opportunities.

Run complex, tailored computations with no-code ML

Create custom IT analyses effortlessly with a no-code ML builder. Tailor models to your environment to run complex computations such as outage prediction and escalation probability, generating precise, actionable insights.



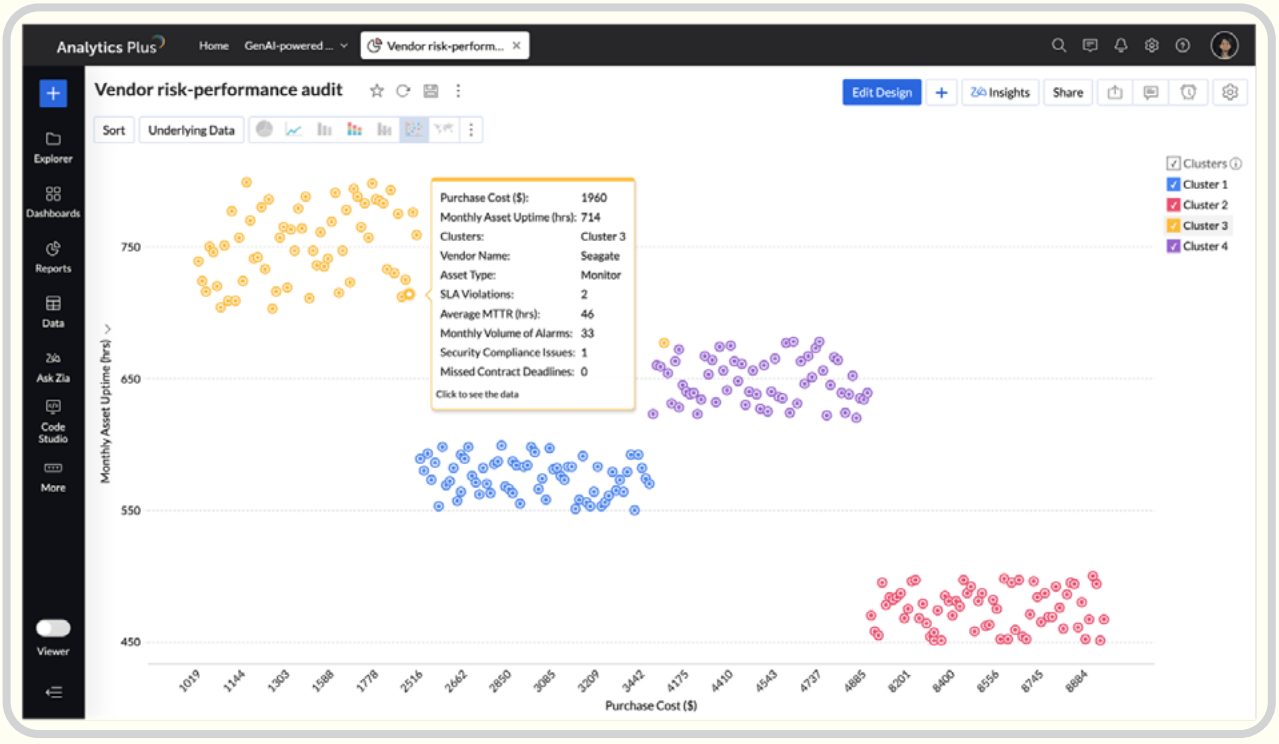
No-code ML models for tailored IT analysis.

Expedite root cause analysis

Pinpoint key trends driving inefficiencies such as SLA violations, unexpected costs, and resource constraints, and get real-time data-driven remediation strategies that accelerate remediation and restore optimal performance in seconds.

Uncover inefficiencies faster with ML-based clustering

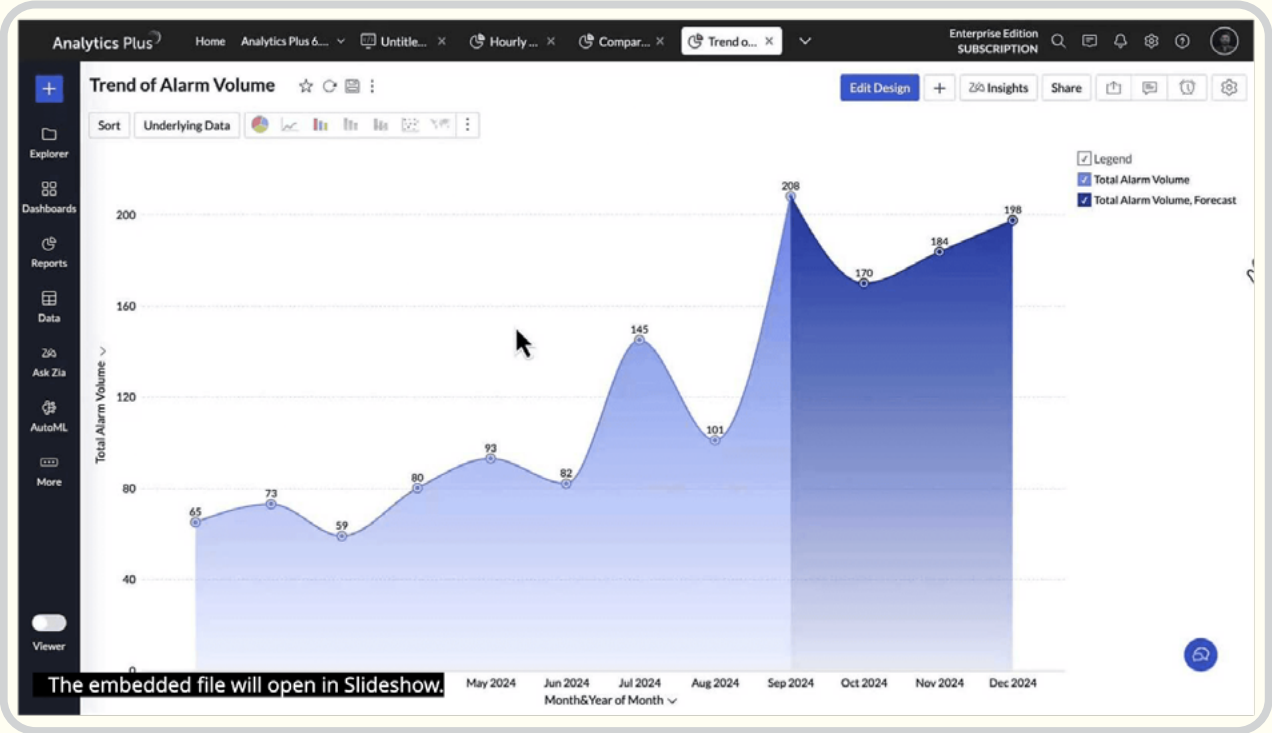
Leverage ML algorithms to automatically segment IT resources by shared characteristics, such as frequent downtime or high resolution times, to quickly spot recurring issues and accelerate resolution. Turn these insights into targeted actions that address each segment's unique challenges.



Cluster analysis for faster resolution

Predict trends with precisio

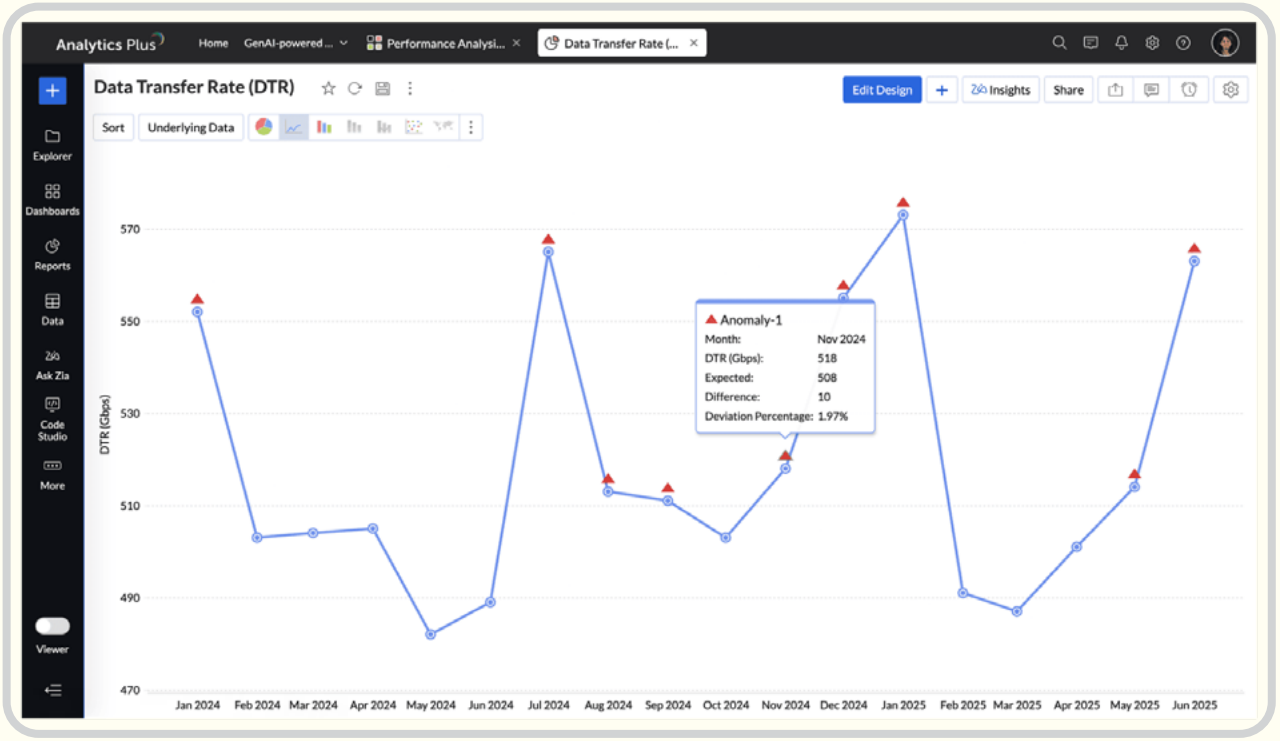
Go beyond historical trend forecasting by incorporating real-time factors such as traffic variations, application load, and incident volume to **elevate prediction accuracy**, **optimize resource allocation, and prevent bottlenecks** before they impact performance.



Predict IT trends with multivariate forecasting.

Detect anomalies early

Identify early warning signs with **AI-powered anomaly** detection that triggers alerts only when real risk thresholds are crossed. This precision-driven monitoring minimizes false positives, enabling IT teams to **focus on true threats and maintain seamless operations.**



Anomaly detection to catch deviations early.

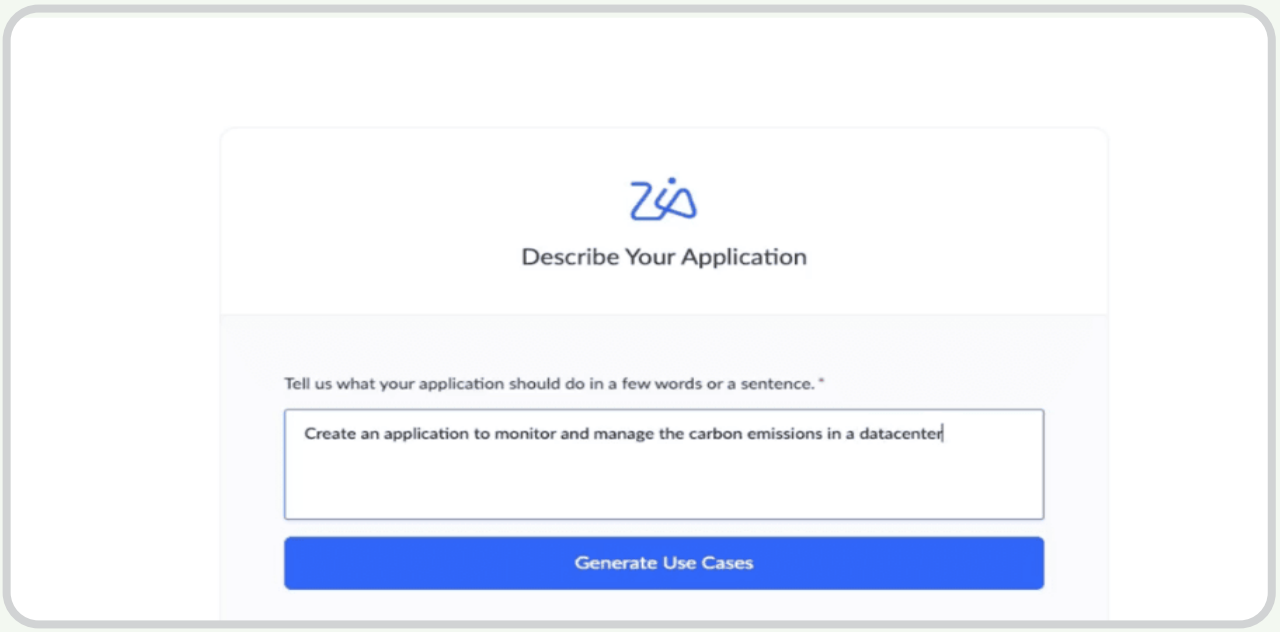
AI in low-code application development

AI is revolutionizing low-code development by transforming how applications are built, automated, and optimized. With Zia, AI becomes a creative and analytical partner empowering users to build applications instantly from ideas, automate workflows intelligently, and uncover insights effortlessly.

Developers and business users alike can leverage no-code AI models to predict outcomes, detect anomalies, and personalize experiences without complex coding. From agentic AI assistants that execute tasks autonomously to chatbots and smart forms that enhance engagement and accuracy, AI infuses every layer of application creation with intelligence. The result is a new era of faster development, smarter automation, and adaptive, insight-driven applications that evolve alongside your business.

Build smart applications with ease

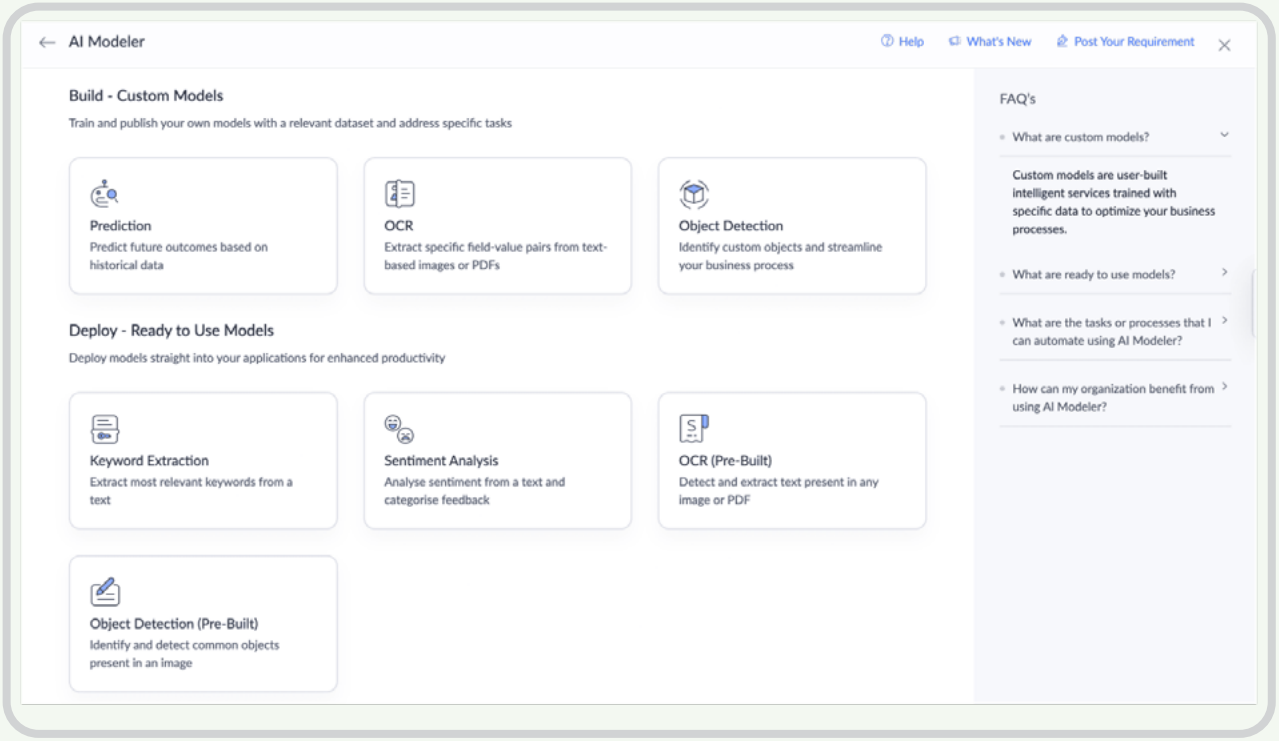
Turn ideas into reality instantly with Zia's AI-powered application builder. Simply provide a text prompt, sketch, or diagram, and Zia automatically generates complete applications, including forms, reports, dashboards, workflows, and blueprints helping teams accelerate development and innovation with minimal effort.



Zia's AI-powered application builder.

Predict, classify, and detect with no-code AI

Empower your applications with no-code AI models trained on your own data. Predict outcomes, forecast trends, categorize information, and detect anomalies effortlessly, bringing intelligence and adaptability to every business workflow—no data science expertise required.



AI modeler.

Automate workflows intelligently

Streamline operations with AI-driven automation that triggers actions based on user behavior, historical patterns, or predictive inputs. By intelligently orchestrating workflows, Zia helps you eliminate manual effort, reduce response time, and improve business agility.

Create autonomous AI agents

Design agentic AI-powered assistants that can analyze data, make decisions, and perform complex tasks autonomously, all driven by natural language instructions. These AI agents act as proactive problem-solvers, enhancing productivity and accelerating outcomes across your organization.

Understand emotions with sentiment analysis

Use AI-powered sentiment analysis to interpret text from reviews, surveys, or feedback forms. Detect positive, neutral, or negative sentiments automatically, helping you gauge customer satisfaction and drive smarter, insight-backed decisions.

Extract data instantly with AI vision

Leverage optical character recognition and AI vision to automatically extract critical information from documents and images such as invoices, receipts, or ID cards. Reduce manual data entry and increase accuracy with instant, intelligent data capture.

Enable multilingual and context-aware applications

Classify and translate text seamlessly to support multilingual, content-sensitive, and region-specific use cases. With AI language models integrated into your applications, you can deliver localized experiences that resonate with users everywhere.

Deliver conversational application experiences

Enhance user engagement with AI-powered chatbots built on Zia's natural language understanding. These conversational interfaces guide users, answer queries, and automate routine actions turning static applications into interactive, intuitive experiences.

Simplify data entry with smart suggestions

Boost data accuracy and speed with AI-driven auto-suggestions and field-level predictions. Zia anticipates user inputs, recommends relevant values, and reduces human error making form filling faster, smarter, and more reliable.

Secure, explainable, yours: ManageEngine's approach to AI

For more than 13 years, ManageEngine's R&D team has been dedicated to building transformative AI capabilities that are seamlessly integrated into our solutions.

Developed from the ground up and powered by our independent stack, our AI not only delivers intelligent, explainable features but also ensures the highest standards of privacy. By keeping every operation in house, we ensure your data remains protected always. Moreover, we design our AI capabilities as integral features that enhance our product capabilities, never as an add-on that users pay extra for.

Our strength lies in a foundation of reliable infrastructure and purpose-built AI models engineered to deliver scale, speed, and trust without compromise.

The infrastructure

- 18 data centers across the globe, with more on the way.
- GPU-accelerated databases that enable high-speed data access.
- Investment in ASICs in addition to GPUs.
- Designed for scale: Strategically positioned network PoPs.
- Strategic alliances with NVIDIA, Intel, and AMD/Xilinx to fuel performance.

The models

- 80 AI algorithms deployed.
- Right-sized models that optimize compute and data usage.
- Our search platform doubles as a RAG database.
- Designed with data boundaries in mind.
- Built on top of self-hosted Llama and Mistral models.

For us, AI isn’t just a buzzword—it represents a long-term commitment to building solutions that make a real impact for our customers. Our focus is on delivering technology that drives lasting value, respects your data, and integrates seamlessly into your system.

The ManageEngine AI advantage

With ManageEngine, your AI is truly yours. Built entirely in-house with no external dependencies, our AI gives you explainability, reliability, and full control over your data. It's a powerful yet privacy-first solution that seamlessly integrates across our IT management suite to help IT leaders secure operations, simplify complexity, and stay ahead with confidence.

Explanation-ready

As explainable AI becomes increasingly vital, we have prioritized clarity by implementing an explanation-first approach wherever feasible.

Optimized for low data environments

Recognizing the importance of data efficiency, our AI models are fine-tuned using transfer learning techniques to excel even with minimal data inputs.

Built to separate signals from noise

Data preparation and cleansing are needed for AI to deliver insights from noise, and we've added this approach to our models to help with predictions and actions.

Proactive by nature

Our AI models anticipate and respond to IT incidents by taking proactive actions, ensuring smoother operations.

Not resistant to change

Adaptability is key, and our AI systems continuously learn and adapt to changes, ensuring relevance and effectiveness.

Privacy comes first

We've built our AI to be privacy-first, ensuring that your information remains fully protected and independent of any external dependencies. All data and models are exclusive to each organization or user, with no cross-organization data sharing.

More about ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need—over 60 products—to manage all of your IT operations, from networks and servers to applications, service desk, Active Directory, security, desktops, and mobile devices.

Since 2002, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use. As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextual integrations, and other advances that can only come from a company singularly dedicated to its customers. And as a division of Zoho Corporation, we'll continue pushing for the tight business-IT alignment you'll need to seize opportunities in the future.

Trusted by

HCL
GoDaddy
TCS
AirAsia
NTT DATA
AIRBUS
TOYOTA
ETIHAD AIRWAYS
THE CELTIC COLLECTION
SAMSUNG
UNIVERSITY OF CAMBRIDGE
FOUR SEASONS

Recognized by leading analyst firms

Gartner
FORRESTER
IDC
kuppingercole ANALYSTS
GIGAOM
OMDIA
ISG

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