



Inventory to checkout: the essential guide to retail and e-commerce IT flow



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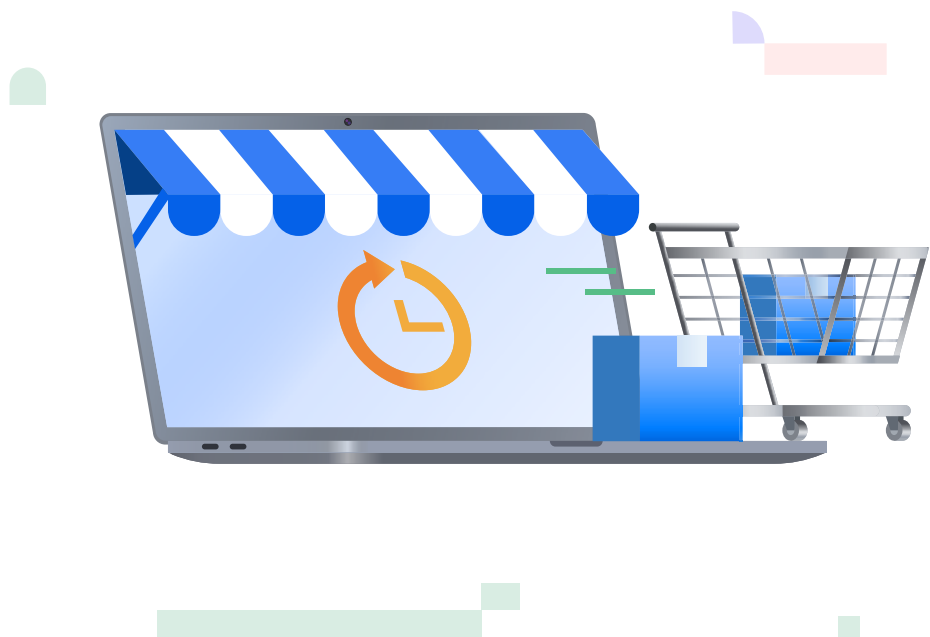
Shopping never stops and neither should your IT

In retail, every second is a chance to make an impression. A customer walking into your store expects a smooth experience, whether they're heading to a traditional checkout counter, scanning items at a self-service kiosk, or using a mobile device. Long lines, slow transactions, or unresponsive systems can turn a simple shopping trip into unnecessary frustration and lost sales.

Likewise, your online shoppers expect this same speed, reliability, and convenience. They want glitch-free checkouts, real-time inventory updates, accurate order tracking, and timely delivery notifications. Every interaction, whether in-store or online, shapes how your customers perceive your brand and whether they come back.

Behind both experiences is your IT—working silently but powerfully. Your point-of-sale (POS) systems, inventory databases, digital signage, payment gateways, e-commerce platforms, and backend servers all need to communicate seamlessly. When IT runs smoothly, your staff can focus on helping customers, online orders are processed without errors, and every touchpoint delivers confidence and satisfaction.

But there are real challenges that e-commerce and retail teams face on a daily basis. From sudden spikes in traffic and payment gateway failures to inventory mismatches and delayed deliveries, these persistent issues can quickly affect your revenue. Furthermore, delays at checkout, slow or failed online transactions, inaccurate inventory, and system downtime can quickly impact sales, frustrate customers, and erode trust. Managing multiple systems without visibility or automation only makes these problems harder to solve. Strong IT tools can address these pain points by improving system reliability, streamlining operations, and keeping both your physical and online stores running efficiently.



Top 5 IT hurdles slowing your retail and e-commerce growth

1. Disconnected sales channels and systems

You operate across multiple platforms, including online stores, marketplaces, mobile apps, and physical outlets. Each channel often comes with its own management tools, creating fragmented systems that do not communicate well. This fragmentation becomes even more visible when supporting omnichannel fulfillment models such as buy online, pickup in-store (BOPIS); buy online, return in-store (BORIS); and buy online, ship-to-store (BOSS), where pricing, inventory, orders, and returns must stay synchronized across digital and in-store systems. The result is inconsistent pricing, delayed promotions, mismatched inventory, and poor customer experiences. Without a unified IT ecosystem, you struggle to synchronize operations, analyze performance across channels, and respond quickly to market trends.

2. Inventory management and fulfillment complexity

Keeping your stock visible and accurate across warehouses, stores, and online platforms is a major challenge. Delays in stock updates, mismanaged shipments, or manual tracking errors can result in overstock, stockouts, or late deliveries. For your e-commerce business, this directly impacts customer satisfaction and brand loyalty. The lack of real-time inventory insights also makes demand forecasting difficult, leading to wasted resources and lost revenue.

3. IT infrastructure pressure during peak periods

You experience massive spikes in demand during holidays, flash sales, and seasonal promotions. If your IT infrastructure cannot handle sudden traffic surges, your website can slow down, checkout processes may stall, and order processing systems can become overloaded. Without scalable servers, networks, and cloud platforms, these issues can delay order fulfillment, frustrate shoppers, and make operational coordination extremely difficult.

4. Escalating cybersecurity threats

You handle large volumes of sensitive customer data including payment details, personal information, and loyalty data—making your business an attractive target for cybercriminals who actively seek to exploit security weaknesses through phishing, ransomware, and data theft attacks. Small gaps in your IT security or lack of monitoring can lead to breaches that cause financial loss, regulatory penalties, and long-term damage to your brand trust. You need comprehensive security strategies, continuous monitoring, and rapid incident response to safeguard both your business and your customers' data.

5. Keeping up with rapid digital innovation

Emerging technologies such as AI-driven personalization, augmented reality shopping experiences, contactless payments, and automated logistics are reshaping your customers' expectations. Legacy systems or slow adoption can prevent you from leveraging these tools efficiently. Moreover, falling behind technologically can reduce your competitiveness, limit operational efficiency, and make it harder to deliver the seamless, modern shopping experiences your customers expect.

Are your IT operations ready to overcome these hurdles?

Although retail has reimagined its storefronts, its digital engine is still catching up. Think of it as a race car that's built for speed but running on an outdated control system. The exterior, customer-facing side appears highly advanced, powered by AI-driven personalization, seamless checkouts, and instant deliveries, while the interior operational layer struggles to keep pace with fragmented tools and manual interventions. The result? Your IT team is constantly in the pit lane, fixing issues instead of steering innovation.

Modern readiness isn't just about staying online—it's about building an IT foundation that's as fast, intelligent, and adaptive as your customers' expectations. The future of retail growth depends on how seamlessly your IT can shift from reactive to predictive, from fragmented to truly unified.

Here's how strong IT tools directly address these core challenges faced by the retail and e-commerce industry:

Unify sales channels and system visibility



Every order, transaction, or refund travels through a web of systems—POS terminals, inventory databases, ERP platforms, and e-commerce storefronts. Each system plays a role in ensuring that data such as orders, prices, and stock levels stays consistent across channels. When these systems don't communicate with each other, you lose sight of what's really happening in your business. Even minor slowdowns or sync delays between these systems can create inconsistencies that surface as pricing mismatches, order errors, or delayed updates. Identifying where such disruptions originate can be difficult when data travels across multiple layers of infrastructure, integrations, and applications.

Without unified visibility, IT teams are left piecing together information from different monitoring tools and logs, and reacting to incidents rather than preventing them. These blind spots make it harder to ensure that every part of the digital and physical sales ecosystem operates in sync, directly affecting both operational reliability and customer experience.

How IT helps:

- Gains complete visibility into all IT assets, applications, and integrations across stores, warehouses, and online platforms.
- Monitors the performance and connectivity of systems handling sales, inventory, and payment data to spot integration delays or failures early.
- Correlates data across systems to understand the root cause of pricing or order inconsistencies.
- Automates alerts when key business services, like checkout, order processing, or loyalty programs, are impacted.
- Generates cross-channel performance dashboards to identify where operations are slowing down or failing.
- Detects latency or failures in real-time data exchanges that power stock visibility and order tracking using ML-based anomaly detection to surface unusual patterns early.
- Builds custom models with no-code ML to identify recurring fulfillment delays and improve forecast accuracy.

Streamline inventory and fulfillment operations



Retail success depends on precision—knowing exactly what’s available, where it’s located, and when it can be delivered. Yet inventory and fulfillment systems are often the most fragmented part of retail IT. Manual data entries, siloed warehouse software, and disconnected logistics tools can lead to serious operational bottlenecks.

For example, a delayed update from your warehouse might make a product appear in stock online when it’s already sold out. Or a glitch in your order management system could delay fulfillment updates, leaving customers guessing about their deliveries. These breakdowns are rarely visible at first, but their ripple effect touches every department from sales to support.

With integrated IT operations, your teams can monitor all logistics and inventory systems from a single pane of glass. You can trace the root cause of delays, whether it’s an API error, a network slowdown, or a misconfigured workflow, and fix it before it affects customers.

How IT helps:

- Monitors performance and availability of warehouse management, order processing, and shipping systems.
- Detects latency or failures in real-time data exchanges that power stock visibility and order tracking.
- Automates workflows to reassign orders or reroute shipments when system delays are detected.
- Uses trend analysis to predict demand spikes and optimize resource allocation across fulfillment centers.

Scale infrastructure effortlessly during high-demand periods



Few industries experience such dramatic demand swings as retail. One viral product, flash sale, or Black Friday event can send traffic surging by thousands of percent within minutes. When your infrastructure isn't ready, customers face slow-loading pages, failed checkouts, or unresponsive apps, all at the worst possible time.

Traditional static infrastructure cannot handle these unpredictable spikes. That's where predictive, AI-driven monitoring and automation become critical. By analyzing historical usage patterns and current system behavior, IT teams can forecast peak loads, automatically allocate additional server capacity, and balance traffic across regions.

Instead of reacting to crashes, your infrastructure prepares for them, scaling resources before they're needed and rolling back once demand normalizes. This ensures consistent uptime and performance, no matter how intense the traffic gets.



How IT helps:

- Continuously monitors server, network, and application performance in real time.
- Predicts usage surges and auto-scale infrastructure capacity across cloud and on-premises environments.
- Simulates peak load tests before major campaigns to validate system readiness.
- Uses AIOps-based insights to identify recurring bottlenecks. Uses decision intelligence for data-backed remediation strategies to prevent performance degradation.
- Implements automated failover and redundancy mechanisms to ensure uninterrupted service during outages.



Strengthen cybersecurity and compliance posture



Retail IT environments are rich with sensitive data, like credit card numbers, loyalty program details, personal profiles, and transaction histories. Each system, from POS terminals to mobile apps, becomes a potential target for cybercriminals. One unmonitored endpoint can open doors to serious breaches. A compromised third-party plug-in, an unpatched POS device, or an unnoticed privilege escalation can expose thousands of records.

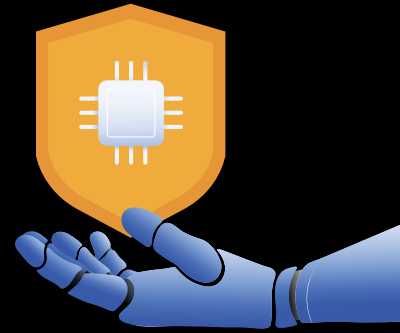
Modern IT security management provides continuous visibility and faster response. It allows IT teams to correlate events across systems, detect unusual activity early, and automate remediation steps. Combined with compliance monitoring, it helps retailers meet regulations like PCI DSS and GDPR without adding manual overhead.



How IT helps:

- Consolidates security alerts, logs, and threat data from all retail endpoints and cloud platforms to find hidden dependencies and expedite remediation.
- Detects and isolates suspicious behavior such as unauthorized access or data exfiltration attempts using automated anomaly detection and ML-based risk scoring.
- Automates patch management and vulnerability remediation across distributed locations.
- Consolidates security events and logs from POS systems, payment gateways, and e-commerce platforms into a centralized SIEM.
- Uses rule-based correlation and UEBA to detect complex, multi-stage attack patterns like credential misuse or lateral movement, enabling faster threat hunting and incident response, while also maintaining audit-ready compliance reports.
- Integrates with SIEM tools and threat intelligence feeds for faster incident detection and response.

Accelerate innovation and digital transformation



Retail technology evolves faster than almost any other industry, from AI-powered recommendation engines to cashier-less stores and AR-enabled try-ons. But innovation often stalls when legacy IT infrastructure and outdated monitoring tools can't support rapid experimentation.

Every new digital initiative—whether it's an in-app checkout feature or an IoT sensor network in warehouses—adds complexity. Without a clear, unified operational framework, even the most promising innovation can introduce risk, instability, and data silos.

With real-time observability, automation, and AIOps, teams can roll out new technologies confidently, monitor performance impacts instantly, and continuously optimize for customer experience and cost. As a result, IT no longer remains the bottleneck to seamless and efficient innovation but the driver.

How IT helps:

- Provides unified monitoring and analytics for new applications, APIs, and third-party integrations.
- Enables faster deployment through automated provisioning and configuration workflows.
- Uses AIOps insights to measure the business impact of new features or digital initiatives.
- Detects early-stage performance issues before they affect end users.
- Integrates new technologies, AI, IoT, AR, or payment innovations into existing IT ecosystems with minimal disruption.

Master the digital customer journey with end user experience monitoring



An e-commerce experience is defined by the moments customers interact with your site, whether they're browsing products, searching for particular items, or completing a purchase. Yet what your users actually experience and what your backend reports display often exist in two very different realities. Pages may appear healthy at the server level, while shoppers struggle with broken elements, slow checkouts, or abandoned carts. Without real-time insight into real user behavior and simulated journey testing, these issues remain hidden in plain sight, quietly eroding conversions and customer loyalty.

When your visibility is limited to infrastructure metrics alone, you are left guessing why users drop off. The real cause could be a third-party script slowing the cart, a mobile-specific rendering issue, or a delayed API call during checkout. True experience monitoring exposes these blind spots by showing what users actually feel, not what systems assume is happening.

How IT helps:

- Simulates real user journeys across locations and devices using synthetics to detect failures before customers do.
- Tracks live user interactions with real user monitoring (RUM) to measure real-world load times, errors, and frustration points.
- Analyzes flow paths and funnels to pinpoint abandonment triggers and friction zones.
- Correlates experience data with backend performance to isolate root causes faster.
- Triggers proactive alerts when critical user journeys such as search, checkout, and payment start to degrade.

Elevate your retail and e-commerce operations with ManageEngine

Use case 1:

Monitoring and maintaining POS network reliability

Your point-of-sale (POS) systems are the heartbeat of your retail business. Every store relies on these terminals to process transactions, update inventory, and synchronize data in real time. Even minor disruptions—such as a slow network switch, a server timeout, or a faulty endpoint—can bring sales to a standstill, frustrate customers, and damage brand trust. Maintaining continuous POS availability across multiple locations demands deep visibility and proactive control over your IT infrastructure.

Here's where ManageEngine steps in:

ManageEngine products	How they help
OpManager Nexus	Allows you monitor your entire POS network in real time—from store routers, switches, and POS terminals to backend billing servers. You can track ISP traffic and get proactive alerts for bandwidth spikes or device failures, helping prevent downtime at checkout counters. Additionally, it offers an external view of network and website availability, allowing you to identify outages across different locations and time zones.

Endpoint Central	Enables you to monitor your entire POS network in real time with proactive alerts on bandwidth issues and device failures to reduce checkout downtime. You also gain an external view of network and website availability across locations and time zones. While Endpoint Central keeps POS endpoints stable and secure through automated patching, DEX monitoring detects and resolves slowdowns before they impact billing queues and customer experience.
ServiceDesk Plus	Seamlessly ingests alerts from observability tools to trigger automated incident creation the moment disruptions surface, allowing IT teams to work on issues proactively. Helps capture complete evidence using structured templates, intelligently triages incidents with AI, and kick-starts end-to-end workflows that guide teams from incident detection to resolution to minimize downtime and ensure governance.
Analytics Plus	Unifies performance data from POS terminals, store networks, and backend systems to give a complete view of checkout health across every location. It correlates slow transactions, device failures, and network spikes to preemptively detect exactly where and when disruptions originate. With ML-powered forecasting and automated anomaly detection, IT teams can predict outages, reduce billing delays, and maintain consistently high POS availability.

Related point products which can also help:

- **OpManager:** Core network and server monitoring for store infrastructure
- **NetFlow Analyzer:** Bandwidth usage and traffic analysis across ISP links
- **Network Configuration Manager:** Backup, compliance, and drift control for network devices
- **Applications Manager:** Application and database performance behind POS transactions
- **Firewall Analyzer:** Firewall traffic visibility and rule optimization for store networks
- **OpUtils:** Switch port and IP address management for large store footprints
- **AlarmsOne:** Centralized alert correlation and on-call management



Use case 2:

Managing the hyper-personalization data jumble

Retail thrives on personalization. Recommendations, loyalty offers, and real-time promotions depend on massive volumes of customer data flowing between systems. But when this data sprawls across different teams, regions, and systems, it creates both security and compliance challenges. Managing who accesses what data and ensuring it remains secure becomes crucial to maintaining customer trust.

Here's where ManageEngine steps in:

ManageEngine products	How they help
AD360	Centralizes identity and access management, ensuring only authorized teams and applications access customer data.
PAM360	Enforces least privilege access to databases, analytics platforms, and CRM systems, recording every privileged session for accountability.
Log360	Strengthens oversight by continuously auditing access logs and alerting you to unauthorized activities.

Endpoint Central	Helps retailers keep customer data secure and compliant by locking endpoints into application and browser kiosk modes so users can access only approved business apps and sites, not the full OS or open Internet. It adds least privilege, role-based access so teams see only the customer data they need while built-in data loss prevention blocks sensitive information from being copied to USB drives, personal cloud apps, or other uncontrolled locations. Together with encryption, device control and remote wipe, it ensures lost or stolen devices can be quickly secured, preserving privacy and compliance across every store and region.
ServiceDesk Plus	Helps provide logical access to retail store employees for systems, applications, and databases through custom access request templates. Helps automate access provisioning with workflows embedded with multi-level approvals, native integrations, and workflow automations that help orchestrate access provisioning across your AD and HRMS tools.
Analytics Plus	Consolidates identity, access, and endpoint activity into a single view, helping teams understand how customer data moves across systems and departments. AI-driven insights identifies unusual access patterns or high-risk areas, while decision intelligence suggests where to tighten controls to safeguard sensitive information, enabling personalization initiatives without compromising privacy.

Related point products which can also help:

- **ADSelfService Plus:** MFA, SSO, and password self-service for retail users
- **ADAudit Plus:** Auditing of AD changes, logons, and file access
- **Password Manager Pro:** Secure storage and rotation of service and application credentials
- **Access Manager Plus:** Controlled remote access to systems handling customer data
- **Endpoint DLP Plus:** Endpoint-level protection against data leakage
- **Device Control Plus:** USB and peripheral usage control
- **Browser Security Plus:** Browser-level restrictions for customer data access



Use case 3:

Monitoring API and integration health across e-commerce stack

Modern retail ecosystems depend on dozens of interconnected APIs, from payment gateways and shipping partners to inventory management systems and recommendation engines. When one integration slows or fails, the customer's experience suffers. Keeping every API monitored and performing efficiently is vital to sustaining operational flow.

Here's where ManageEngine steps in:

ManageEngine products	How they help
OpManager Nexus	Monitors the entire infrastructure behind your APIs—application servers, middleware, and databases—so you can quickly identify performance bottlenecks. Advanced REST API monitoring lets you track API availability and response time, validate response structure and content, and get instant notifications when critical transactions fail or slow down. Allows you to stay ahead of issues with real-time alerts delivered via email, SMS, voice calls, and push notifications. Provides API and website monitoring from multiple user locations, ensuring global availability and optimal response times.

ServiceDesk Plus	Automates incident creation and workflow routing when thresholds are breached, helping your IT teams respond swiftly.
Analytics Plus	Allows team to use scenario analysis to simulate potential integration failures and their impact on orders, enabling proactive mitigation planning. By correlating operational and incident data, IT teams can visualize how each system and API contributes to the customer experience and ensure seamless, reliable e-commerce operations.

Related point products which can also help:

- **Applications Manager:** Deep visibility into API performance, app dependencies, and databases
- **EventLog Analyzer:** Log collection and analysis for API gateways and back-end services
- **AlarmsOne:** Intelligent alert routing and escalation across integrations
- **Site24x7 StatusIQ:** Public and internal status pages for API availability
- **CloudSpend:** Cost visibility for cloud services supporting API workloads

Use case 4:

Maintaining uptime and visibility across hybrid retail infrastructure

Your IT footprint spans physical stores, warehouses, data centers, and cloud-hosted platforms. Managing such hybrid environments requires unified visibility, whether it's monitoring on-premises servers, tracking cloud workloads, or understanding user experiences across geographies.

Here's where ManageEngine steps in:

ManageEngine products	How they help
OpManager Nexus	Provides you end-to-end visibility across your hybrid IT infrastructure, monitoring device health, network performance, and application uptime from a single console. You can also build custom dashboards to track store-specific and region-specific usage. If a site goes down, an automated email is instantly sent to the corresponding ISP, ensuring zero delay in incident escalation. Site24x7 extends monitoring to your cloud-hosted, on-premises, and customer-facing applications, capturing real-user experiences and availability across geographies.

ServiceDesk Plus	Helps maintain uptime and visibility across hybrid retail infrastructure with a native CMDB that maps configuration items, their dependencies, and the business services they support, ensuring faster and more accurate impact analysis. Kick-starts automated workflows with multi-level SLAs and escalations during outages to keep resolution on track and preserve service continuity across store locations.
DEX Manager Plus	Continuously tracks endpoint health, login times, app performance, and network issues across stores, warehouses, data centers, and cloud locations, giving IT a unified view of user experience in a hybrid environment. It backs this with a single console to manage and secure Windows, macOS, Linux, and mobile devices everywhere, pushing patches, policies, and software uniformly while keeping your entire hybrid fleet visible and under control.
Analytics Plus	Correlates device health, application performance, and user experience indicators to provide a complete view of hybrid infrastructure health. Forecasts resource needs and tests what-if scenarios to empower proactive decision-making, preventing outages, optimizing performance, and ensuring uninterrupted service across stores, warehouses, data centers, and cloud platforms.

AppCreator	Leverages custom forms in low-code apps to capture detailed information about on-site incidents, device failures, and maintenance tasks. Develops automated workflows to orchestrate technician dispatch, track SLA, and handle escalations based on available data. Through custom-built native mobile apps, you can facilitate field personnel to manage incidents on-site, ensuring faster resolution and seamless store operations.
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Related point products which can also help:

- **RMM Central:** Unified management of networks, endpoints, and servers
- **AssetExplorer:** Hardware, software, and cloud asset inventory with CMDB
- **Remote Access Plus:** Secure remote troubleshooting for distributed stores
- **Patch Manager Plus:** Patch management for servers and endpoints across environments
- **CloudDNS or DDI Central:** DNS and IP infrastructure management
- **Identity360:** Unified identity governance across hybrid environments

Use case 5:

Securing the extended supply chain

Your security perimeter extends far beyond your stores; it includes vendors, logistics partners, and third-party applications. Each connection introduces potential vulnerabilities that can expose sensitive data or disrupt operations. Managing this extended ecosystem securely is critical.

Here's where ManageEngine steps in:

ManageEngine products	How they help
PAM360	Ensures secure, auditable privileged access for third-party vendors and logistics partners, managing credentials and sessions with strict controls.
AD360	Governs partner identities and access permissions, ensuring federated accounts are properly created, monitored, and revoked.
Digital Risk Analyzer	Checks across domain, email, network, and application security to uncover exposed attack surfaces before they're exploited. It validates SSL/TLS health; protects against spoofing and phishing through SPF, DKIM, and DMARC checks; and scans for open ports, insecure ciphers, and DNS weaknesses. It also detects malware, misconfigurations, and OWASP Top 10 vulnerabilities that could compromise your external-facing assets.

Log360	Provides end-to-end visibility into supplier interactions by aggregating and analyzing logs from partner-integrated systems. Alerts you to anomalous access patterns or data extraction attempts originating from third-party connections, closing visibility gaps in your extended supply chain.
Endpoint Central	Hardens every vendor-facing device with consistent patching and secure configurations so a weak laptop or gateway never becomes an easy way in. Zero Trust-style controls are enforced on remote and roaming endpoints to tightly govern how data moves between your environment and external partners, keeping breaches and leaks in check.
ServiceDesk Plus	Helps handle supplier risk assessments through custom modules that store your suppliers or vendors in a central repository. Custom templates with risk assessment questionnaires help capture and categorize risks while low-code automations help auto assign risk scores based on the responses. Initiates mitigative actions such as notifying stakeholders and creating tickets when scores are high.
Analytics Plus	Centralizes security events, risk insights, and partner interactions to reveal vulnerabilities across the entire supply chain. Automated anomaly detection flags unusual partner behaviors, while decision intelligence delivers prioritize mitigation strategies based on risk impact. Correlating threats with operational dependencies strengthens security across vendors, logistics partners, and third-party integrations.

AppCreator	Enables retail and e-commerce teams to develop custom low-code apps that securely run supply chain operations and automate its processes. The scheduler helps implement automated reminders that ensure timely certificate renewals, audits, and risk mitigation efforts.
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Related point products which can also help:

- **Password Manager Pro:** Vendor credential vaulting and access control
- **Key Manager Plus:** SSH key and SSL certificate life cycle management
- **Vulnerability Manager Plus:** Vulnerability discovery and risk prioritization
- **Cloud Security Plus:** Monitoring for cloud environments used by partners
- **EventLog Analyzer:** Log analysis for supplier-integrated systems

Use case 6:

Global and granular data privacy compliance

As your retail operations expand across countries, you must comply with multiple data privacy regulations, GDPR, CCPA, and others. Achieving compliance requires visibility into where data resides, who accesses it, and how it's protected.

Here's where ManageEngine steps in:

ManageEngine products	How they help
AD360	Enables role-based access control and automated provisioning to ensure users have the right permissions in line with compliance frameworks.
PAM360	Secures privileged sessions and enforces credential rotation for critical systems, supporting regulatory audit readiness.
Log360	Consolidates and analyzes event logs from across your infrastructure, generating pre-built compliance reports for standards like GDPR, ISO 27001, and PCI DSS.

Endpoint Central	Allows security teams to enforce least privilege access and role-based administration so only authorized users and teams can reach sensitive customer information; layer Endpoint DLP on top to monitor where that data resides and how it moves; apply granular policies on copying, printing or uploading; and automatically block exfiltration to USB drives, personal cloud apps, or other uncontrolled channels. Together with device control and encryption that secure data at rest and enable fast remote lock or wipe of lost devices, these capabilities help you align endpoint behavior with GDPR/CCPA-style data protection and access requirements.
ServiceDesk Plus	Supports secure data access provisioning with dynamic templates and end-to-end workflows embedded with structured approval paths and clear stakeholder communication. Ensures PII is encrypted during request creation and maintains complete documentation with end-to-end audit logs to uphold regulatory accountability.
Analytics Plus	Provides intuitive dashboards that consolidate compliance data, access controls, and audit events. Conversational AI summarizes metrics, highlights key trends, and transforms complex compliance information into easy-to-understand insights. Decision intelligence delivers remediation to operational inefficiencies, helping teams stay audit-ready and continuously meet global data privacy requirements.

Related point products which can also help:

- **ADAudit Plus:** Compliance-focused auditing for AD and file servers
- **EventLog Analyzer:** Centralized logging and compliance reporting
- **ADSelfService Plus:** MFA and access controls aligned with GDPR/CCPA
- **Endpoint DLP Plus:** Protection of sensitive data at endpoints
- **Vulnerability Manager Plus:** Demonstrates remediation posture for audits
- **DataSecurity Plus:** Sensitive data discovery, classification, and monitoring

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 continue to 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



Take control of your IT.

Monitor, manage, and secure your digital enterprise with ManageEngine.



Manage digital identities and access

Manage, govern, and secure digital identities across your organization with identity orchestration, privileged access security, CIEM, MFA, SSO, role-based access controls, and more.

manageengine.com/iam

Control and secure every endpoint

Manage, secure, and control all your endpoints across diverse functions like end-user computing, cybersecurity, governance, risk and compliance, I/O, and more.

manageengine.com/uems

Enhance IT security and compliance

Detect, investigate, and respond to security threats with UEBA, threat intelligence, and log monitoring. Be compliant with standards and mitigate risks with audit-ready reports.

manageengine.com/siem

Optimize IT with low-code apps

Extend the capabilities of your IT process by combining low-code and GenAI. Rapidly address IT challenges and innovate with minimal coding, making your organization more agile.

manageengine.com/lowcode

Deliver smart service experiences

Enhance your service delivery workflows through industry-recommended ITSM best practices, powerful orchestration, and native AI capabilities.

manageengine.com/usm

Strengthen network and IT operations

Achieve visibility across your network and application stack with AI-driven observability. Proactively resolve issues, optimize performance, and enhance IT security.

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Unified insights into all of IT

Visualize every facet of IT effortlessly. With decision intelligence, preemptively identify and tackle risks, and gain practical contextual strategies for operational bottlenecks.

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