

MSP Center Plus Features Checklist

Your MSP Center Plus evaluation is not complete until you check out top vendors and the price. Here is a list prepared based customer queries.

| Features | ManageEngine MSP Center Plus | Compare With |
|---|------------------------------------|-----------------|
| General | | |
| Easy web interface with admin, technician, customer login | Yes | |
| Provision to show my company logo, name on reports and interfac | Yes | |
| Minimal learning curve supported with simple user training | Yes | |
| Fixed low cost | Yes | |
| Good technical support | Yes | |
| Good user community with forums | Yes | |
| Architecture | | |
| Remote probes for network monitoring | Yes | |
| Remote agents for desktop management | Yes | |
| Monitoring | | |
| Auto discovery | Yes | |
| Support for major vendors | Yes | |
| Router monitoring | Yes | |
| Switch monitoring | Yes | |
| Firewall monitoring | Yes | |
| Windows Server monitoring | Yes | |
| Linux Server monitoring | Yes | |
| Printer monitoring | Yes | |
| UPS monitoring | Yes | |
| Desktop monitoring | Yes | |
| Wireless monitoring | Yes | |
| Domain controller monitoring | Yes | |

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|--|---|-------------------------|
| URL monitoring | Yes | |
| Exchange server monitoring | Yes | |
| Active Directory monitoring | Yes | |
| MsSQL monitoring | Yes | |
| Out-of-the-box monitors | Yes | |
| Ability to add custom monitors | Yes | |
| Ability to monitor custom devices | Yes | |
| Ability to load custom MIBs | Yes | |
| Network maps | Yes | |
| Map maker tool for easy map creation | Yes | |
| Import option to place existing network maps as background | Yes | |
| Ability to group devices and monitor separately | Yes | |
| Intelligent event-alarm correlation | Yes | |
| Easy alarm resolution options | Yes | |
| Google maps to show different probe locations | Yes | |
| Google maps to show specific devices | Yes | |
| SLA management | | |
| Ability to group devices and create SLA groups | Yes | |
| Ability to define threshold for SLA violation | Yes | |
| Alerting on SLA violations | Yes | |
| Alerting on SLA threshold violations | Yes | |
| SLA dashboard with monthwise SLA details | Yes | |
| Drill down option to devices affecting SLA | Yes | |
| Ability to input reasons for outage | Yes | |
| Remote Control | | |
| Option to push remote control agents to end devices | Yes | |

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|---|---|-------------------------|
| Firewall friendly design | Yes | |
| Ability to take control of end machines | Yes | |
| Ability to take control of locked machines | Yes | |
| Ability to take control of mouse | Yes | |
| Log facility to keep track of remote control activities | Yes | |
| Ability to initiate an email when remote control is switched on | Yes | |
| Asset Management | | |
| Automated and periodic scanning | Yes | |
| Up-to-date hardware and software inventory | Yes | |
| Report on different operating systems | Yes | |
| Report on different types of devices installed | Yes | |
| Report on commercial software installed per customer | Yes | |
| Report on non-commercial software | Yes | |
| Report on prohibited software | Yes | |
| Report on recently detected software | Yes | |
| Report on hardware vendors | Yes | |
| Report on software vendors | Yes | |
| Report on hardware types | Yes | |
| Report on software | Yes | |
| Report on compliant software | Yes | |
| Report on under licensed software | Yes | |
| Report on over licensed software | Yes | |
| Asset Tracking | | |
| Ability to find missing software and hardware | Yes | |
| Track hardware and software changes during every scan | Yes | |
| Email missing hardware software details | Yes | |

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|--|------------------------------------|-----------------|
| Patch Management | | |
| Find missing patches | Yes | |
| Find missing service packs | Yes | |
| Manual install of a patch to all affected machines | Yes | |
| Manual install of a patch to select machines | Yes | |
| Manual install of multiple patches to single machine | Yes | |
| Manual install of multiple patches to multiple machines | Yes | |
| Automatic install of patches | Yes | |
| Scheduled install of patches | Yes | |
| Up-to-date database of patches | Yes | |
| Report on missing patches per customer | Yes | |
| Report on systems that are fully patched | Yes | |
| Report on systems with critical patches missing | Yes | |
| Report on systems with moderate patches missing | Yes | |
| Windows configurations | | |
| Create new power setting and apply to multiple machines | Yes | |
| Modify existing power setting across multiple machines | Yes | |
| Delete power settings across multiple machines | Yes | |
| Switch on/off windows firewall across multiple machines | Yes | |
| Create a new firewall exception and apply to multiple machines | Yes | |
| Modify existing firewall exception across multiple machines | Yes | |
| Create a new registry setting entry across multiple machines | Yes | |
| Modify existing registry setting across multiple machines | Yes | |

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|--|------------------------------------|-----------------|
| Change internet explorer setting across multiple machines | Yes | |
| Specify proxy server details to internet explorer across multiple machines | Yes | |
| Set home page in internet explorer for multiple machines | Yes | |
| Set search page in internet explorer for multiple machines | Yes | |
| Remove internet connection wizard from internet explorer | Yes | |
| Specify download directory for internet explorer for multiple machines | Yes | |
| Create and specify new environment variable across multiple machines | Yes | |
| Edit system path for multiple machines | Yes | |
| Change file or folder permissions for multiple users | Yes | |
| Create new network drive mapping in multiple machines | Yes | |
| Display new message on user logon | Yes | |
| Display alerts during user logon | Yes | |
| Display alert before password expiry | Yes | |
| Change desktop wallpaper across multiple machines | Yes | |
| Change local admin password | Yes | |
| Create local admin account | Yes | |
| Delete local admin account | Yes | |
| Create new Windows scheduled task | Yes | |
| Modify existing scheduled task | Yes | |
| Windows Security Policies | | |
| Disable USB Drive across multiple machines | Yes | |
| Write protect USB devices in multiple machines | Yes | |
| Restrict CD-rom access | Yes | |

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|--|---|-------------------------|
| Restrict floppy access | Yes | |
| Restrict network connections | Yes | |
| Disable control panel | Yes | |
| Restrict control panel applets | Yes | |
| Disable unused local guest accounts | Yes | |
| Desktop maintenance tools | Yes | |
| Automated maintenance of multiple machines | Yes | |
| CheckDisc | Yes | |
| Disc defrag | Yes | |
| Delete Active Setup Temp Folders | Yes | |
| Compress old files | Yes | |
| Cleanup Content Indexer | Yes | |
| Delete Downloaded Program Files | Yes | |
| Delete Internet Cache Files | Yes | |
| Delete Memory Dump Files | Yes | |
| Delete Office Setup Files | Yes | |
| Delete Offline Files | Yes | |
| Delete Offline WebPages Files | Yes | |
| Delete Old ChkDsk Files | Yes | |
| Delete Recycle Bin | Yes | |
| Delete Setup Log Files | Yes | |
| Delete System Restore | Yes | |
| Delete Temporary Files | Yes | |
| Delete Temporary Offline Files | Yes | |
| Delete Uninstall Backup Image | Yes | |
| Delete WebClient and WebPublisher Cache | Yes | |

| Features | ManageEngine MSP Center Plus | Compare With |
|---|------------------------------------|-----------------|
| Install Software | | |
| Install .msi software | Yes | |
| Install .exe software | Yes | |
| Scheduled install of software | Yes | |
| Remote script execution | | |
| Execute scripts in remote machines | Yes | |
| Support VB script | Yes | |
| Support Jscript | Yes | |
| Support Perl Scripts | Yes | |
| Support Python scripts | Yes | |
| HelpDesk | | |
| Automatic email-to-request creation | Yes | |
| Automatic alarm-to-request creation | Yes | |
| Business rules to speed up ticket allocation to technicians | Yes | |
| SLA rules | Yes | |
| Notification and escalation rules | Yes | |
| Account management | Yes | |
| Contact management | Yes | |
| Knowledge base | Yes | |
| Report on ticket volume | Yes | |
| Report on mean time to respond | Yes | |
| Report on technician load | Yes | |
| Custom report | Yes | |
| Service Automation | | |
| Ability to schedule technicians | Yes | |
| Timesheet creation | Yes | |
| Acknowledgment process for technicians | Yes | |

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| Approval process for president | Yes | |
| Technician load per week | Yes | |
| Ability to put a price per technician per hour | Yes | |
| Automatically calculate bill amount from time spent | Yes | |
| Mobile Interface | | |
| Iphone interface specially designed | Yes | |
| Windows Mobile OS support | Yes | |
| Blackberry support | Yes | |
| Pricing | | |
| Cost per device per year | Yes | |
| Add-on costs | Yes | |
| Trial software | | |
| Is a trial available | Yes | |
| No. of days for trial | Yes | |
| Any feature restrictions on trial? | Yes | |
| No. of probes supported on trial | Yes | |
| No. of users supported on trial | Yes | |
| No. of agents supported on trial | Yes | |