The Road Ahead for AI and IT Management

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ManageEngine

is the enterprise IT management software division of Zoho Corporation

Privately held and profitable since inception

ZOHO
(Est. 1996)

ManageEngine

Enterprise IT Management Solution

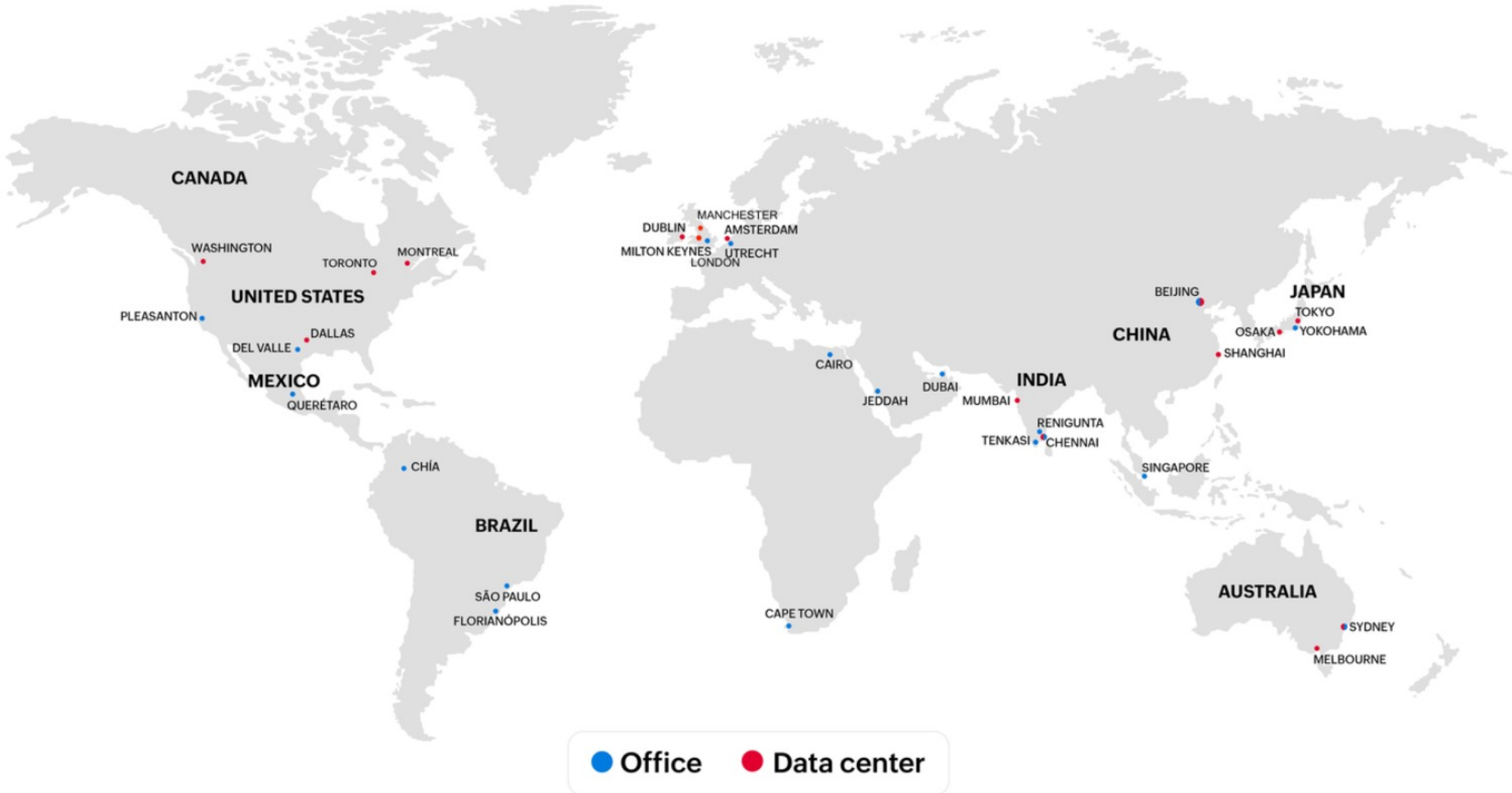
ZOHO

Application for business, collaboration and productivity

ZOHO SCHOOLS OF LEARNING
CONTEXTUAL · RELEVANT · EXPERIENTIAL

Technology and soft-skill training for local students

Corp. worldwide



The back office to boardroom journey of IT

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The current state of AI

- Consumer grade Large Language Models
- Narrow AI has made inroads into the enterprise

AI meets IT

Adaptive thresholding

Continuous authentication

Exploit triad analytics - Users, Entities & Processes

Phishing detection

Ransomware & Malware detection

Smart service delivery

...

Have we achieved AI maturity?

~~AI~~ Digital maturity is a moving target

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- Sharing passwords in plain text
- Not patching software frequently
- Unlocked and unattended devices
- Unencrypted sensitive data
- Poorly configured permissions
- Lack of DLP
- ...

How to act?

- Sharing passwords in plain text
- Not patching software frequently
- Unlocked and unattended devices
- Unencrypted sensitive data
- Poorly configured permissions
- Lack of DLP
- ...

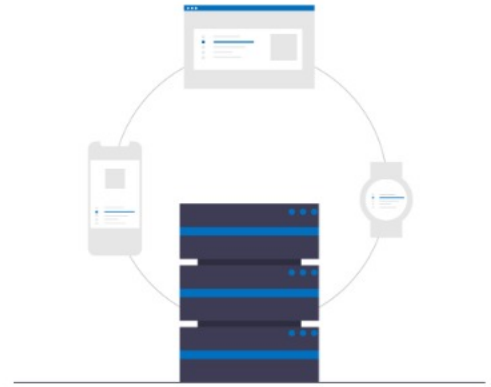
Process Streamlining

- How much of your process is captured?
- Infra teams and app teams have become agile
- Seamless integration between private and public clouds
- No tight integration between procurement teams, Purchase modules, CMDB, etc., is a big pain point for audit teams.

Data Streamlining

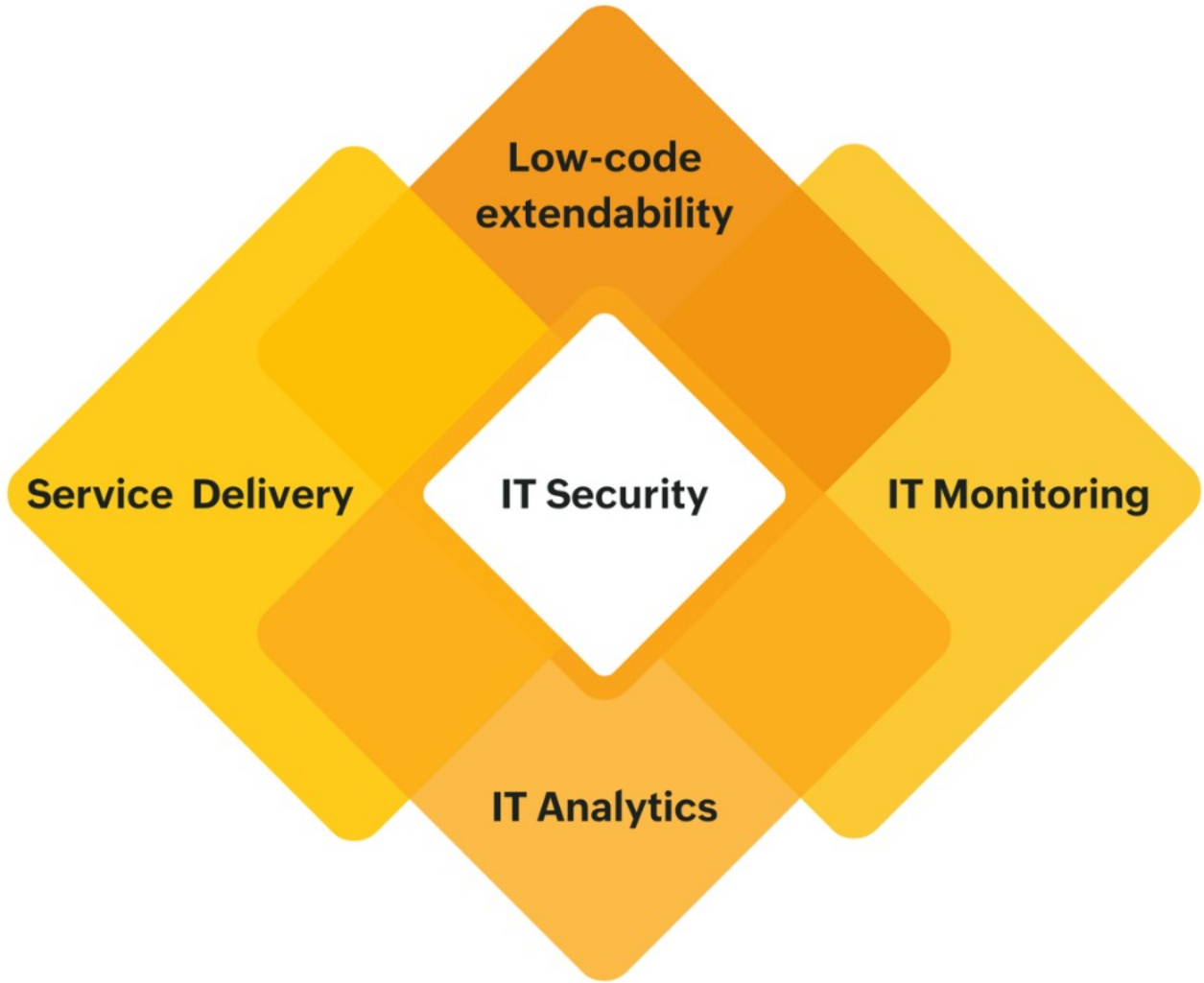
- AI does not like data in silos
- Systems evolve over time
- Would help better prediction and reduce false positives

Automation



- Integrated systems and processes preceeds AI application in IT
- Cybersecurity lifecycle should be captured and be accessible for the AI model
- Automation augmented with historic info is AI

The road to digital maturity



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What should I do?

Cultural change in the organization

- DevOps/DevSecOps
- All-hands meetings
- Blameless postmortems
- Collaboration and annotation tools

Every incident is a goldmine

- Why did it happen?
- What was the impact?
- Who fixed the issue?
- How do I avoid it?

Blended analytics

- Solves data silo problems
- Visibility for all, especially operations members
- Back office to boardroom journey

Let's talk some AI

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Security incident at a hospital

1

Employee accidentally enters credentials into a phishing link

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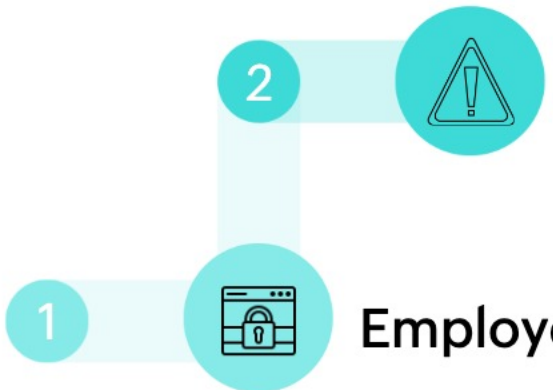
Security incident at a hospital



2 Ransomware gets downloaded and spreads across the network

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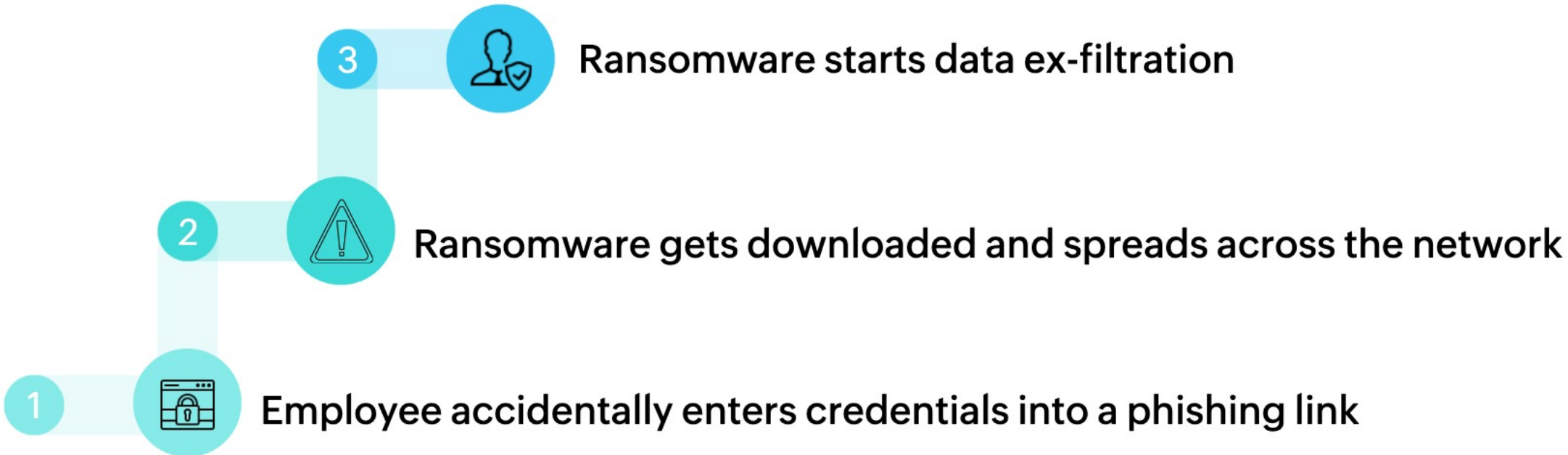
Security incident at a hospital



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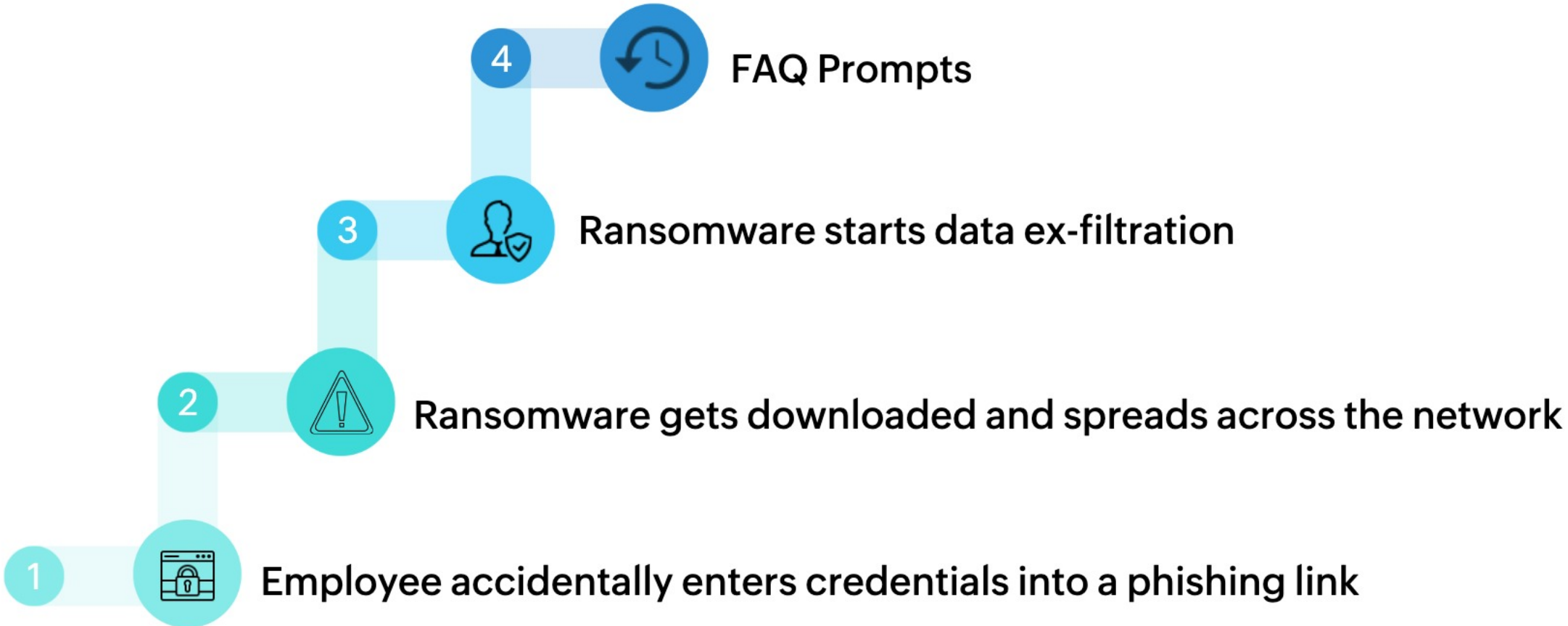
Security incident at a hospital



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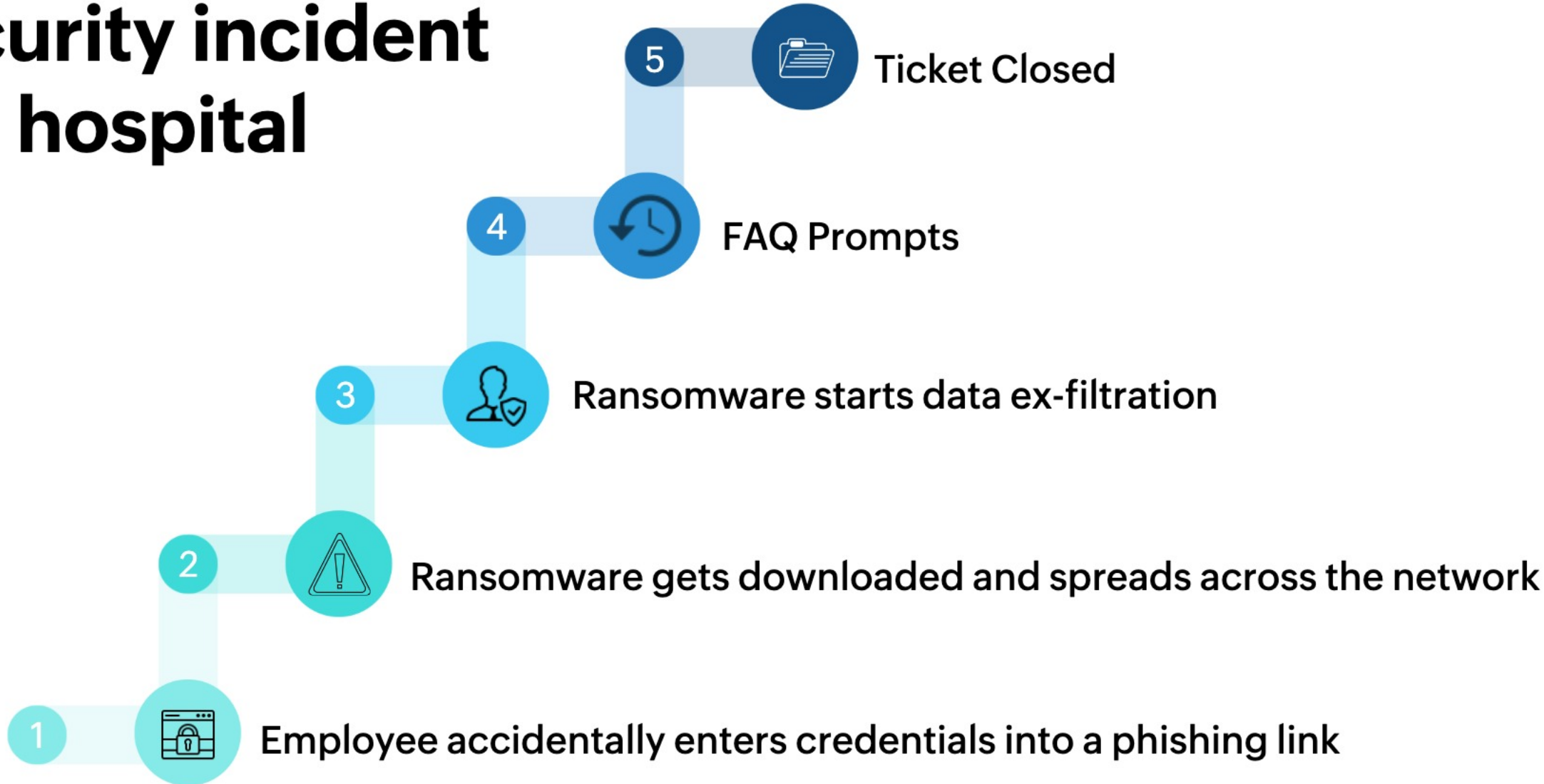

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Browser security tools to flag phished links

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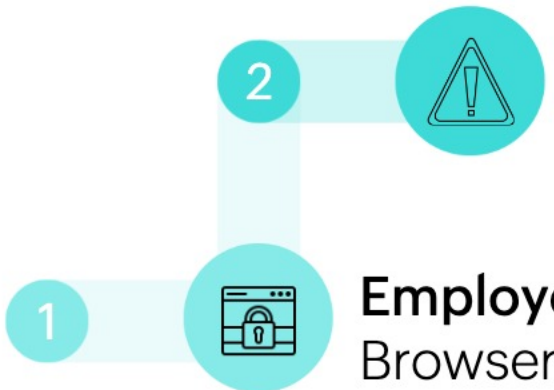

Ransomware gets downloaded and spreads across the network
Endpoint detection systems flag the ransomware and reverts to recent backup

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Browser security tools to flag phished links

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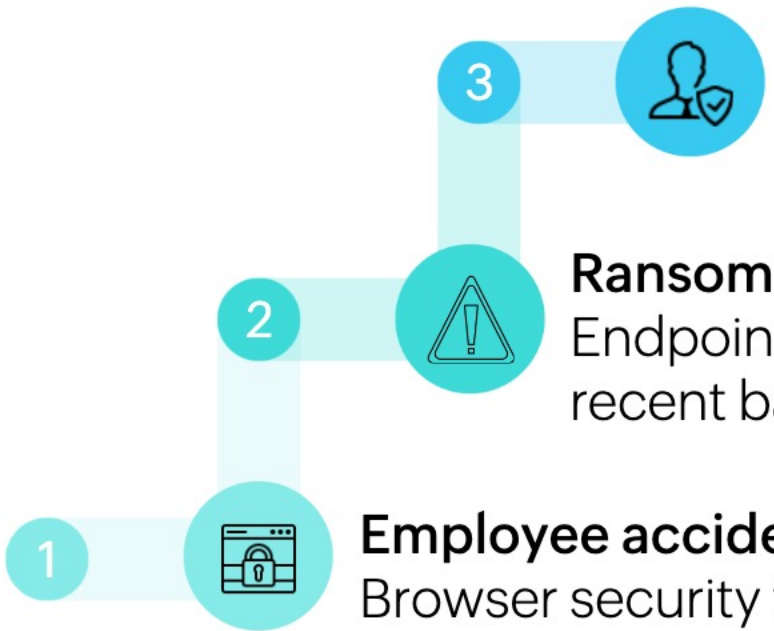
Security incident at a hospital



Ransomware starts data ex-filtration
UEBA engine flags abnormality and reports to Service Delivery tool

Ransomware gets downloaded and spreads across the network
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Security incident at a hospital

4. **FAQ Prompts**
   Auto assigned agent receives prompt from FAQ bot & resolves tickets

3. **Ransomware starts data ex-filtration**
   UEBA engine flags abnormality and reports to Service Delivery tool

2. **Ransomware gets downloaded and spreads across the network**
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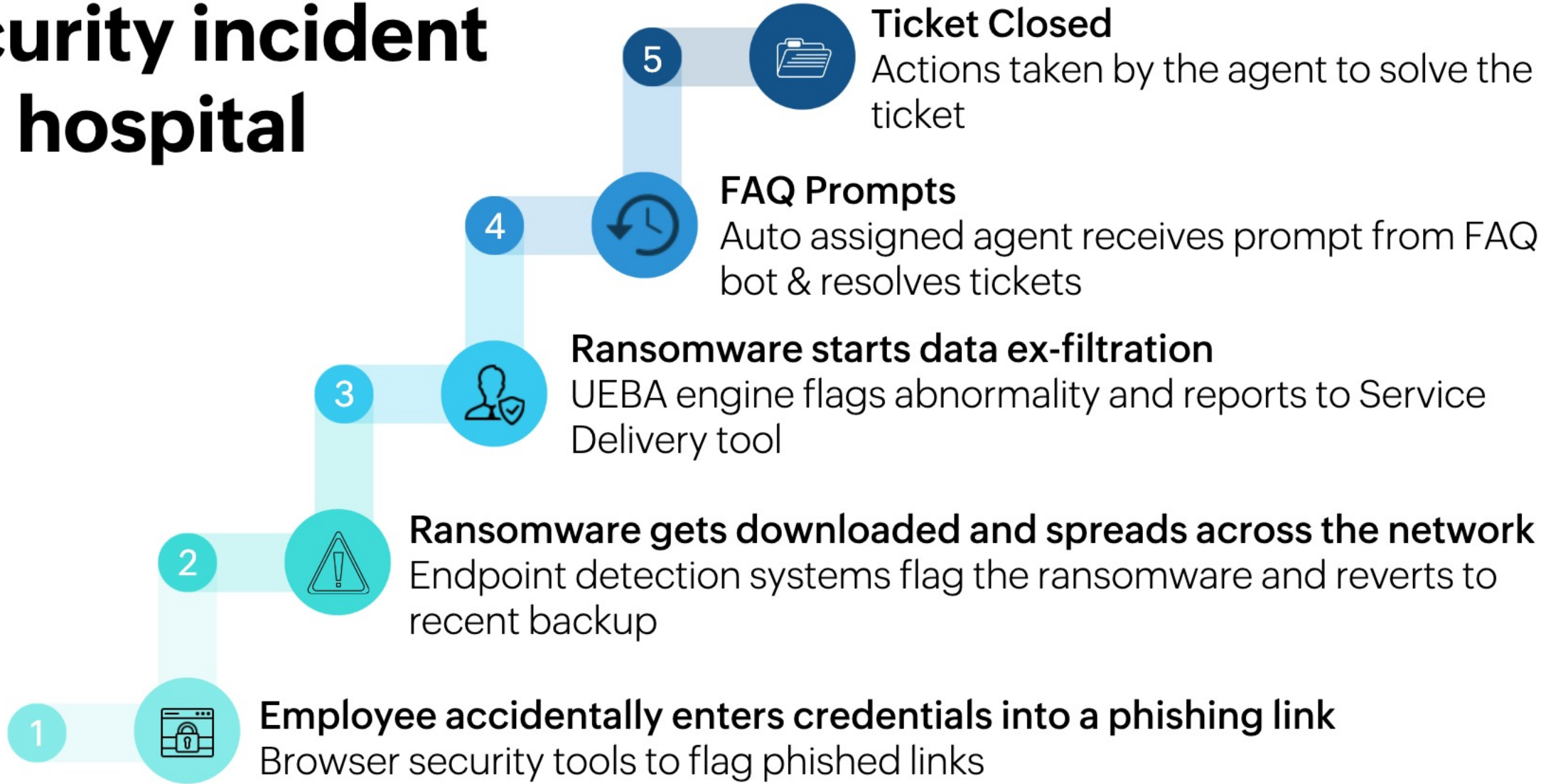
Security incident at a hospital



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Configuration issues at a Fintech.,

1

Users from a specific region on a particular network are experiencing intermittent access to the app

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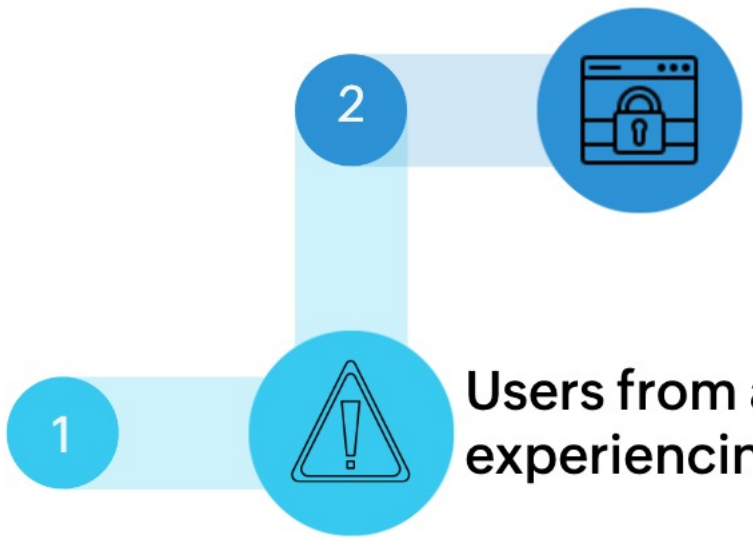

2. This error perpetuates across the system

1. Users from a specific region on a particular network are experiencing intermittent access to the app

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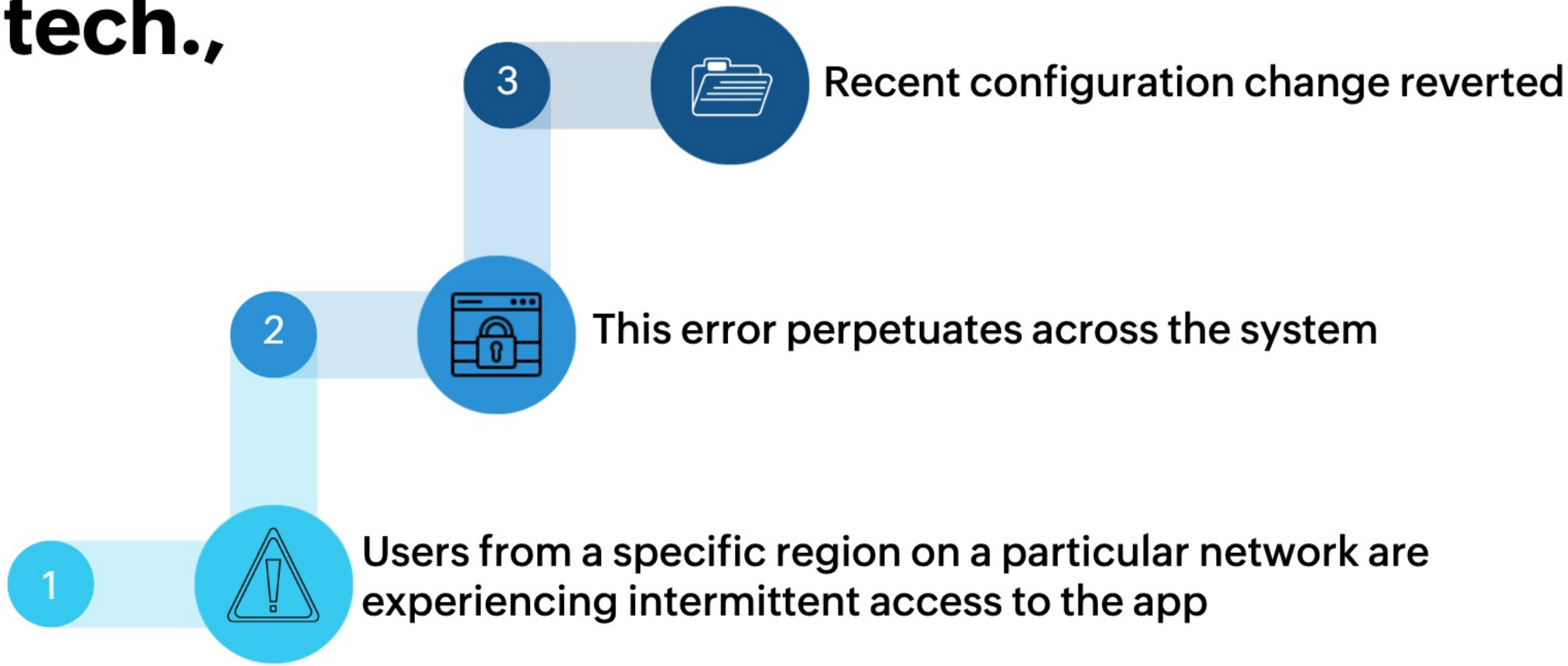

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Users from a specific region on a particular network are experiencing intermittent access to the app

Strategically positioned POPs help isolate the incident

Configuration issues at a Fintech.,

This error perpetuates across the system
AI powered monitoring system forecasts the chance of a complete outage

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Strategically positioned POPs help isolate the incident

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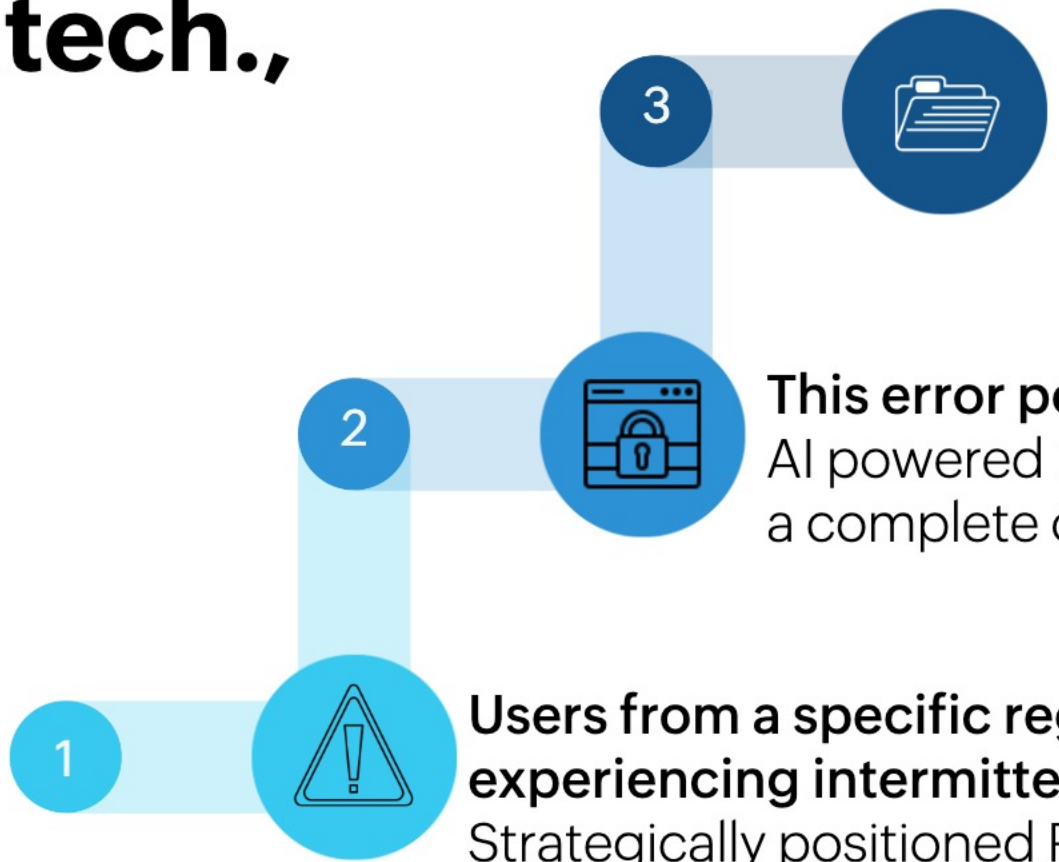

Recent configuration change reverted
AI powered root cause analysis engine flags the root cause

This error perpetuates across the system
AI powered monitoring system forecasts the chance of a complete outage

Users from a specific region on a particular network are experiencing intermittent access to the app
Strategically positioned POPs help isolate the incident

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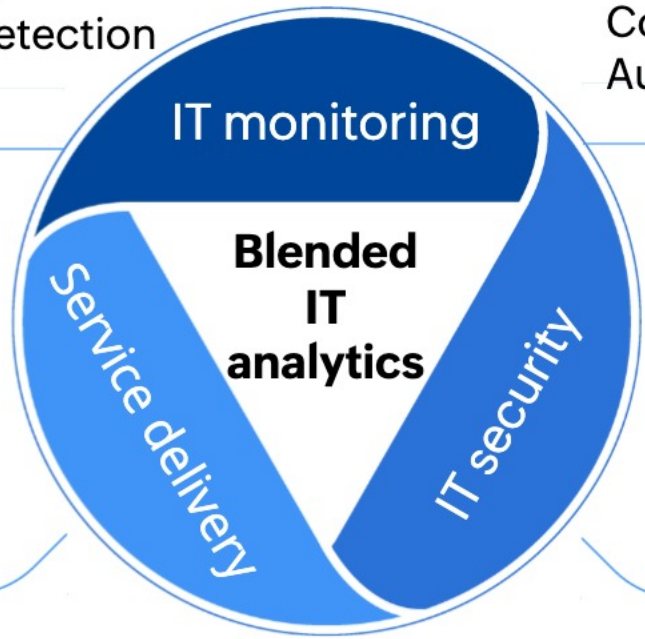
Enhance IT opertions with our Cutting-edge AI Powered Solutions

Outage Prediction RCA
Multivariate Anomaly Detection with Forecasting

Noise Reduction
Contextualizations with Historical analysis
Auto-prioritization



KB Topic Detection
Auto-assignment
NPL based Chat-bots IT
Asset Life-cycle Management

Ransomware Detection
Malware Detection
User behavior-based analytics
Entity-based analytics Data
Leak Identification

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LLM's Challenges

- No tailor made enterprise grade LLMs
- Cost
- Privacy implications

Where do we see this going?

Contextual Intelligence

Data streamlining
Process streamlining
Automation

Digital maturity

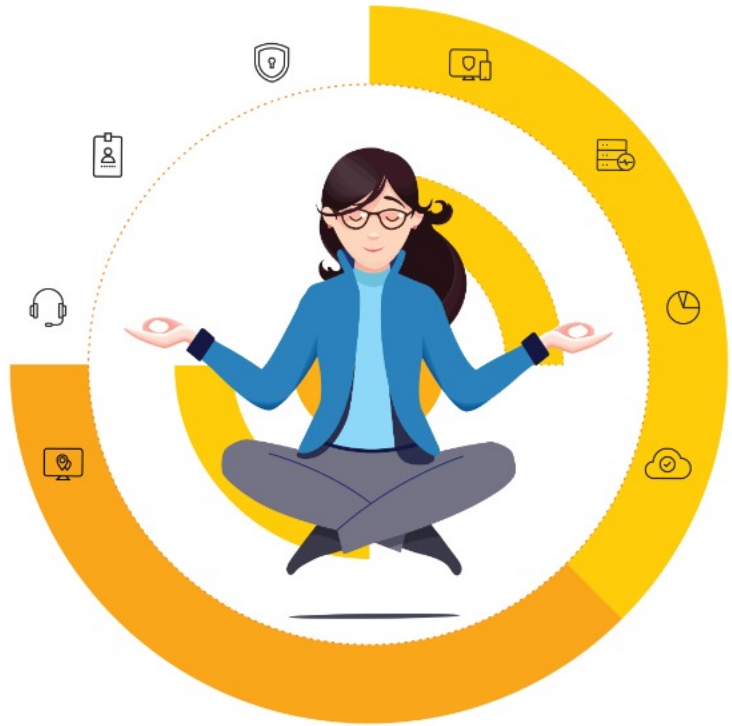
AI maturity

Bringing IT together

Enterprise service management
Full-stack ITSM suite
IT asset management with a CMDB
Knowledge base with user self-service
Built-in and custom workflows
Orchestration of all IT management functions
Service management for all departments
Reporting and analytics

Identity and access management
Identity governance and administration
Privileged identity and access management
AD and Azure AD management and auditing
SSO for on-premises and cloud apps, with MFA
Password self-service and sync
Microsoft 365 and Exchange management and auditing
AD and Exchange backup and recovery
SSH and SSL certificate management

Unified endpoint management and security
Desktop and mobile device management
Patch management
Endpoint device security
OS and software deployment
Remote monitoring and management
Web browser security
Monitoring and control of peripheral devices
Endpoint data loss prevention



ManageEngine crafts comprehensive IT management software for your business needs

Available for
Enterprise IT | Managed service providers (MSPs)
as
Self-hosted on-premises
Self-hosted in public cloud (AWS, Azure)
Zoho Cloud-native

IT operations management
Network, server, and application performance monitoring
Bandwidth monitoring with traffic analysis
Network change and configuration management
Application discovery and dependency mapping
Cloud cost and infrastructure monitoring
End-user experience monitoring
DNS management
AIOps

Security information and event management
Unified SIEM for cloud and on-premises
AI-driven user and entity behavior analytics
Firewall log analytics
Data leak prevention and risk assessment
Regulatory and privacy compliance

Advanced IT analytics
Self-service IT analytics
Data visualization and business intelligence for IT
Hundreds of built-in reports and dashboards
Instant, flexible report creation
Out-of-the-box support for multiple data sources

Low-code app development
Custom solution builder

ManageEngine

Thank you

ramp@manageengine.com

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