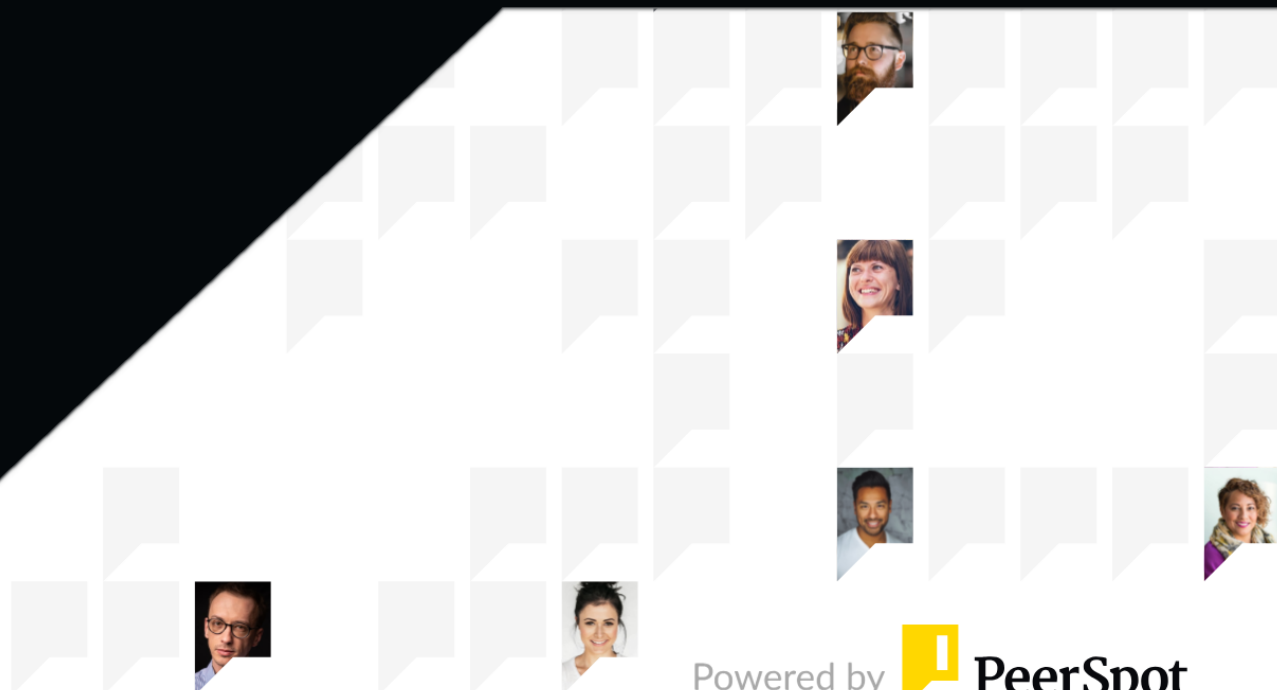




ManageEngine ADManager Plus

Reviews, tips, and advice from real users



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Product Recap



ManageEngine ADManager Plus

ManageEngine ADManager Plus Recap

ManageEngine ADManager Plus enhances Active Directory administration through automation, real-time dashboards, and user-friendly management of users, systems, and vulnerabilities.

ManageEngine ADManager Plus simplifies Active Directory management with its automation features, aiding in the execution of complex tasks. Users automate bulk user operations and system patching while benefiting from seamless integration with ServiceDesk Plus and API support. The solution facilitates user and group management, promotes auditing and compliance, and offers a valuable recycle bin feature. However, it requires improvements in reporting customization, UI intuitiveness, and better integration with Office 365. Some users find the interface complex and mention the high price, limited bulk operations, and challenges with version upgrades and GPO results.

What are the key features of ADManager Plus?

- **Real-Time Dashboard:** Provides immediate insights into directory activities.
- **Automation:** Streamlines routine tasks like password resets and account management.
- **ServiceDesk Plus Integration:** Ensures seamless workflow by combining IT service and directory management.
- **Bulk User Management:** Efficiently handles operations for multiple users simultaneously.
- **API Integration:** Allows customization and extendibility for diverse environments.

What should users look for in reviews about ADManager Plus?

- **Ease of Use:** Users appreciate intuitive handling and simplified processes.
- **Customization:** Flexibility in user access privileges and settings.
- **Automation Benefits:** Notable time-savings and efficiency in handling administrative tasks.
- **Management Efficiency:** Improved user/group management without direct server interaction.
- **Support:** Availability and responsiveness of technical assistance.

In industries such as IT services and large organizations that operate extensive networks, ManageEngine ADManager Plus is crucial for delegating tasks to technicians and reducing server interaction. It supports compliance requirements and standardizes operational procedures, promoting efficient infrastructure management.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“Reporting is the most valuable feature of ManageEngine ADManager Plus and is highly usable.”



Alilmran

Network Administrator at a manufacturing company with 51-200 employees



“With ADManager, I can easily complete any Active Directory tasks from anywhere, making it an excellent solution.”



MUBDIUL ISLAM

Junior System Engineer at Corporate Projukti Limited



“The most valuable features of the solution are vulnerability management and system patching functionalities.”



Tejinder Thakur

Network Engineer at SourceFuse



“The product helps to validate every activity.”



Manish Mehta

TL at a outsourcing company with 5,001-10,000 employees



“The most valuable features of the solution are its ease of use, the ability for us to customize the access privileges for the users, and integration with ServiceDesk Plus.”



Elgin Smith

CTO at a financial services firm with 51-200 employees



“The most valuable feature for me is automation.”



Jai S

Student at Rabdan Academy



“The most valuable feature is the dashboard. They allow me to see everything in real-time and drill down and pick and choose versus running scripts.”



Kimberly Brock

Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

What users had to say about valuable features:

“The most valuable feature for me is automation. It's the main feature that stands out the most. It automates seven to eight individual processes that we used to do manually before. Now, it can be done in a single shot as an automated script..”

Jai S

Student at Rabdan Academy

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“With ADManager, I can easily complete any Active Directory tasks from anywhere, making it an excellent solution. Moreover, user and group management is straightforward. The software is fast, secure, and enables me to manage everything in one place. The installation process is effortless, requiring only one person..”

MUBDIUL ISLAM

Junior System Engineer at Corporate Projukti Limited

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“The bulk users are a great feature. It gives us the power to link GPOs easily. You can create an organizational chart and prepare the workflow, which is very simple. The manage engine always gives us all the solutions in the active directory and all Microsoft tools..”

Hussein Taha

IT Enterprise System Administrator at Nafeza

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“The most valuable feature is the dashboard. They allow me to see everything in real-time and drill down and pick and choose versus running scripts. You can get the same information with scripts, but you're having to run them in the background. Today, I just don't have the time to look up what those scripts are and how to run them or reach out to someone very proficient in running scripts. I like what the interface does..”

Kimberly Brock

Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

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“ManageEngine ADManager Plus has been in use for three years following an initial trial period. Regular and proper work with the product has been ongoing throughout this time.

“Reporting is the most valuable feature of ManageEngine ADManager Plus and is highly usable..”

Alilmran

Network Administrator at a manufacturing company with 51-200 employees

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“The most valuable features of the solution are its ease of use, the ability for us to customize the access privileges for the users, and integration with ServiceDesk Plus.

Another feature that I really fell in love with is the recycle bin. One of my engineers deleted a machine out of the AD. After almost two weeks, we could go into the solution, locate that machine in the recycle bin, and restore it. After being restored, the machine worked perfectly..”

Elgin Smith

CTO at a financial services firm with 51-200 employees

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Other Solutions Considered

“We ended up choosing this solution over Microsoft SCCM because Microsoft is much more expensive. ADManager also offers the features we needed for our company..”

Andreas Nuelati

System Administrator at AWT International- Croatia

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“I am open to working with other tools apart from ManageEngine ADManager Plus, provided such products are easy on my pocket and have some advanced features to offer..”

Tejinder Thakur

Network Engineer at SourceFuse

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“We previously used a solution called Track-It! by Numara Software. We switched to ManageEngine ADManager Plus for better features and usability. ManageEngine ADManager Plus had better features, and the interface was more streamlined for my needed functions..”

Elgin Smith

CTO at a financial services firm with 51-200 employees

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“We looked at Okta which doesn't link to the AD but operates more on integrations between applications. Identities are managed in a central repository as an SSO that connects to Okta.

All of our applications so far are compatible with the solution via LDAP or Active Directory. We will again explore Okta if future applications are not supported by the solution. .”

Stephen Naval

[Read full review](#) 

Sr Manager IT Infrastructure & Tech Development at a non-tech company
with 1,001-5,000 employees

“I have used the solution across three different jobs.

At Canadian School, I improved operations by implementing audit automations that allowed me to understand changes in the AD. I also utilized the self-service password portal so users could conduct resets without needing IT tickets. Video feedback about this use case was provided to ManageEngine and is still posted on their YouTube.

At Cognita, I managed ten international schools from Singapore to Australia where I rolled out the solution's audit features and self-service password portal. I did not include the ticketing system in rollout as there was one already in place.

In my current role at FMCG, I rolled out the audit feature but not the self-service password portal. We use the on-premises solution but link it to our Azure AD for cloud services. .”

Stephen Naval

[Read full review](#) 

Sr Manager IT Infrastructure & Tech Development at a non-tech company
with 1,001-5,000 employees

ROI

Real user quotes about their ROI:

“We have seen a very good return on investment. We can now do multiple tasks in a short and manageable time. In addition, it empowers IT administrators, with the solutions and tools required to complete tasks..”

Hussein Taha

IT Enterprise System Administrator at Nafeza

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“We have seen a return on investment with ManageEngine ADManager Plus.

We lowered the ownership cost in terms of hiring more engineers. We were able to complete tasks with a smaller group or a smaller team. We were able to reduce the training cost because we only needed to train on specific things to complete tasks versus having to send people to get Microsoft certified..”

Elgin Smith

CTO at a financial services firm with 51-200 employees

[Read full review](#) 

Use Case

“My primary use case for ADManager is to manage users and groups, perform group policy without logging into Active Directory, and provide easy and secure management and monitoring capabilities. One of my clients uses ADManager for these purposes..”

MUBDIUL ISLAM

Junior System Engineer at Corporate Projekti Limited

[Read full review](#) 

“ManageEngine ADManager Plus allowed us to perform AD functions without giving the technicians direct access to the servers and the Active Directory tools. The solution is primarily used for things like password resets, account creation, and account deletion..”

Elgin Smith

CTO at a financial services firm with 51-200 employees

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“We use ADManager for automation of processes for user creation or reports we need from the active directory. We implement the HR workflow through it. I'm the head of IT and we are customers of ManageEngine. .”

Juan José Chamorro Busto

IT Chief

[Read full review](#) 

“For our SOC two compliance, I use it quite frequently to run audit reports and cross-reference them with Active Directory. I also look for anomalies, especially in the cybersecurity portion of it. I use it for troubleshooting, running reports, making changes, and using it to verify any anomalies. The analytics piece is proving to be quite helpful..”

Kimberly Brock

Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

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“ADManager Plus offloads all the main tasks of Active Directory, or you can say it automates all the day-to-day tasks. It allows our admins to efficiently manage end-user accounts. It's like user account management outside the real servers but in an automated way. So we don't have to log in to the domain controllers and make changes directly on the server. This application allows admins to make changes, run scripts, install software, fetch reports, and perform many other daily operations. This simplifies the job significantly..”

Jai S

Student at Rabdan Academy

[Read full review](#) 

“ManageEngine ADManager Plus is used for multiple tasks, especially for reporting purposes that cannot typically be obtained from Active Directory or present difficulties requiring additional expertise. Information about groups and group members can be accessed through the product. Inactive users and the duration of their inactivity can be tracked. Bulk changes to users can be performed, including bulk user locks and unlocks. Password changes for multiple users can be executed simultaneously. Multiple options and use cases are available within the product.

“Automation features in ManageEngine ADManager Plus have been explored, including ticketing and job automation. However, automation is not currently being utilized because the environment does not require it.

“The delegation feature in ManageEngine ADManager Plus is useful and is actively being used to support multiple technicians. Technician rights can be handled and delegated according to specific requirements. This is a valuable feature..”

Alilmrn

Network Administrator at a manufacturing company with 51-200 employees

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“The initial setup was straightforward. It's quite easy and is managed in just a few clicks. Deployment times are very fast and seem to take as little as 15 minutes..”

Andreas Nuelati

System Administrator at AWT International- Croatia

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“The product's initial setup phase was straightforward and not complex.

In my company, we simply deploy ManageEngine into the client's system, and then it requires an internet connection, after which the device automatically syncs after the deployment of the agent. After the tool gets installed on the client's machine, we take steps accordingly..”

Tejinder Thakur

Network Engineer at SourceFuse

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“I wasn't involved in the implementation, but it was not that difficult from the feedback received. It is easy once you create the database and install the managed engine through the EXE file.

The deployment was completed in-house with a bit of help from a partner. It requires only one person for deployment..”

Hussein Taha

IT Enterprise System Administrator at Nafeza

[Read full review](#) 

“The setup is straightforward and easy. You just install the solution on a server and give it rights to access your AD.

There can be difficulties with setup in a silo situation. For example, the server team is separate from the cybersecurity team so permissions are needed. These issues are not related to the solution but rather to the company's infrastructure. .”

Stephen Naval

Sr Manager IT Infrastructure & Tech Development at a non-tech company with 1,001-5,000 employees

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“The initial setup was straightforward in the beginning, but some things were mysterious. However, I was able to work around to get everything that I needed through Google searches.

Overall, It was straightforward.

It took approximately 24 hours to deploy. We only required one person to deploy and maintain this solution..”

Verified user

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Datacenter Engineer at a university with 501-1,000 employees

Customer Service and Support

“The solution's technical support is excellent. The technical support has been able to assist if needed, simply with an email instruction. I've never really had to engage them in any remote control session..”

Elgin Smith

CTO at a financial services firm with 51-200 employees

[Read full review](#) 

“ManageEngine's technical support is very good. They're cooperative. However, I would like them to have a ticketing system through which we can chat with a technical support agent. Overall, I would rate technical support at nine on a scale from one to ten..”

Saqib Akbar

Network Operations Coordinator at a comms service provider with 5,001-10,000 employees

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“We haven't reached out to technical support. However, they do offer contact and options to arrange meetings. They have a way of keeping connected with us without being overly annoying..”

Andreas Nuelati

System Administrator at AWT International- Croatia

[Read full review](#) 

“Typically, I've received very good support from them. But Sometimes it depends on who I get. They've also walked through some of the changes. And sometimes I've gotten, "You'll probably have to go and research this. Not quite sure. Let me get back to you," Then it'll be a couple of days before they circle back..”

Kimberly Brock

Technical Security Engineer & Data Governance at a computer software company with 51-200 employees

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“Support has been okay so far. It really depends on the staff person and whether they are proactive with regard to issues.

Sometimes we have to chase answers but other times support is quite good. We would like a more consistent, customer-centric approach from support.

I rate support an eight out of ten. .”

Stephen Naval

Sr Manager IT Infrastructure & Tech Development at a non-tech company with 1,001-5,000 employees

[Read full review](#) 

Other Advice

“ManageEngine ADManager Plus is very easy to use with no associated complexity or problems encountered. The overall review rating for this product is seven out of ten..”

Alilmran

Network Administrator at a manufacturing company with 51-200 employees

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“The user interface can be improved with the inclusion of AI features. This would reduce the need for user interaction and enhance search capabilities. I would rate ADManager at nine out of ten points overall..”

MUBDIUL ISLAM

Junior System Engineer at Corporate Projukti Limited

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“I would definitely recommend the solution. Overall, I would rate it an eight out of ten. It's pretty good to have this tool to simplify our IT operational tasks and reduce the workload for our service desk agents. It has automated many individual activities that we used to get stuck with..”

Jai S

Student at Rabdan Academy

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“I advise potential users to clear their minds and try every scenario as they approach the solution. In most cases, it will solve the problems and provide the answer you're looking for.

Overall, I rate the solution ten out of ten..”

Elgin Smith

CTO at a financial services firm with 51-200 employees

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“So once you use them and take the help of the product team, that'll be good for the IT team.

Overall, I would rate the solution an eight out of ten because ManageEngine needs to timely upgrade the product it could include bug fixes or any security-related alerts..”

Baabloo Taarwale

Assistant Vice President at 63 moons

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“Speaking about the group management capabilities is something like discussing Active Directory. For the infrastructure, I am using another solution. I manage my entire infrastructure through JAMS Cloud.

I would recommend the product to others 50 percent of the time, while I may not do so the other 50 percent.

I would recommend that others go with Sophos.

In terms of the value derived from the use of the product, I can say that it is possible if the working of the product is good.

I don't get to use any AI features in ManageEngine.

I rate the tool a seven out of ten..”

Tejinder Thakur

Network Engineer at SourceFuse

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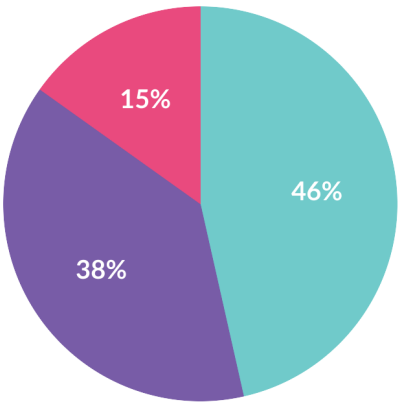
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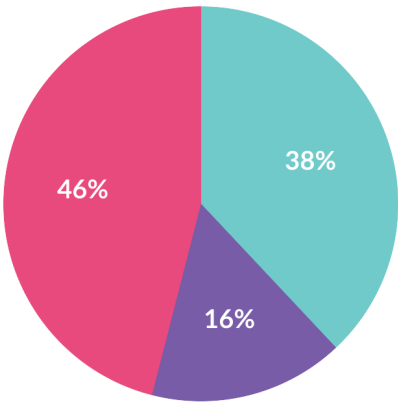


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by reviewers



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