

Training & Deployment Consultancy



YOUR FASTEST ROUTE
TO SOFTWARE DEPLOYMENT

Programme:

ManageEngine
OpManager MSP

Networks Unlimited Training & Deployment Consultancy

Networks Unlimited offers training programs that enhance your skills to support, implement, develop, and manage software solutions. Our product experts provide you with extensive hands-on experience based on real-time implementation of the products.

Training is learner-friendly with highly interactive tracks for all levels of users and offers this through both online and classroom sessions.

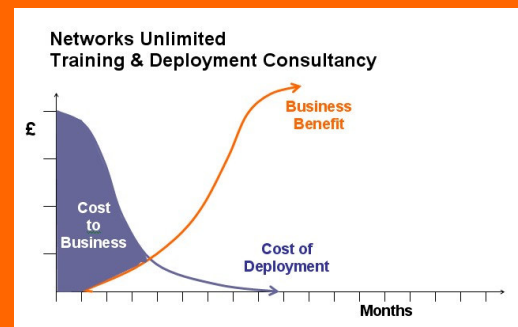
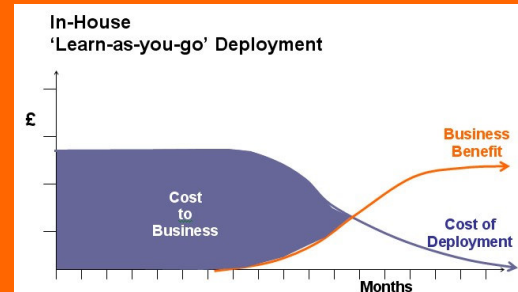
Networks Unlimited offers a combination of training and deployment consultancy designed to:

- Accelerate implementation of your new software
- Deliver business benefit earlier
- Minimise time and cost involved

Furthermore, Networks Unlimited's skilled team of instructors will show you how to implement all features from the outset:

- Eliminating the 'I didn't know it could do that' factor
- Helping parts of the business you didn't know you could help.
- Improving your return on investment

NU reduces the total software deployment cost to your business:



Training Format

At Networks Unlimited, we try to make life easy for you by conducting all training programs on-site at your offices. Prices are based on one simple daily rate which includes all traveling and over-night expenses.

- **One-day Onsite Training:**
The basic training is conducted at your premises, in the UK, for up to 6 technicians.
- **Two-days Onsite Training & Consulting:**

This advanced consulting program is conducted at your premises in the UK, giving basic training for the first day and deployment consulting on the second day. A product expert will install and configure the selected ManageEngine product according to your needs. Available for up to 6 technicians.



ManageEngine OpManager MSP Basic Training Program

Course Objectives

At the end of this course you will be able to :

- Discover and Monitor remote network resources of your customers
- Provide integrated helpdesk and asset management
- Provide Patch management, Security and Vulnerability management

Who Should Attend

If you are an MSP, MSSP, VAR, a Network Administrator, System Administrator, or an Operator, and have deployed OpManager MSP for monitoring remote networks, this training helps you optimize the application's remote monitoring capabilities.

Course Agenda

- Understanding the Business Benefits
- Equipment Monitoring
- Resource Alerting
- Help Desk and Trouble Ticketing
- Inventory Management
- Vulnerability Management
- Patch Management
- Reporting
- Remote Control

Installation and Configuration

- Server/Probe Architecture
- Installation of Central Server
- Adding Customers
- Probe Installation and Registration with Central Server
- Shared Probes and Dedicated Probes
- Mail and SMS Configuration

Discovering the Network Resources

- Configure Discovery Credentials
- Discover network and its devices
- Discover services in a device
- Categorize the device

Monitoring Performance

- System Resource Monitoring (SNMP, CLI, WMI)
- Monitoring Traffic
- Monitoring URLs
- Monitoring Windows Services
- Monitoring TCP Services

- Vendor Specific Monitors
- Application Monitoring (Exchange, Active Directory, Lotus Domino, Oracle)

Alerting Faults

- Events and Alarm Correlation
- Alert Types
- Working with Alarms
- Notifying Alerts through Email, SMS etc
- Alarm Escalation

Help Desk Management

- Customer Case Tracking
- Self Service Portal
- Knowledge base
- SLA Management
- Account & Contract Management
- Reporting

Inventory Management

- Scan Settings
- Hardware and Software Assets

Security Management

- Scan Settings
- Vulnerability assessment
- Windows Patch Management

Remote Control

- Configuration
- Types of Viewers

Reporting Network Performance

- Monitoring Reports
- Audit Reports
- Security Report
- Scheduled Reports

User Management

- Creating Users and Defining Scope
- Users Profile Configuration

Tools

- Quick Configuration Wizard
- Down Time Scheduler
- MIB Browser
- Rebranding

For bespoke training or programs involving multiple ManageEngine software solutions, please contact Networks Unlimited to discuss your requirements.

Networks Unlimited

Established in 1992, Networks Unlimited (NU) pioneered the introduction of affordable, high quality network management software into the UK. Today, NU is one of the few independent service providers with more than 15 uninterrupted years experience in managing network performance, security and forensics.

During this time, NU has supplied businesses throughout the UK and Europe with solutions, services and consultancy for virtually every aspect of ICT management and has been instrumental in helping many vendors achieve market leadership

NU has worked for thousands of clients - the biggest, the smallest, private and public. All come to NU seeking the same set of requirements - high business benefit, low technical complexity and exceptional value for money. Supported by a professional team of technicians and account managers, this winning formula has secured the long-term loyalty of many customers and has attracted a growing following from overseas businesses that are prepared to cross boundaries to deal with NU.

Built around qualified individuals, NU's service delivery also embraces customers' needs for efficient, always-available online services. These include trial downloads, buy-online facilities, online demonstrations and training, all available from an extensive range of product-specific web sites (see below) that reflect NU's policy of in-depth, product focus.

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NETWORKS UNLIMITED WEB SITES

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