ManageEngine Made Better

Let Set3 Solutions, ManageEngine's appointed UK Technology Partner, help improve your day-to-day ManageEngine experience.

Maintenance
Get the best advice on the latest product updates and patch releases. Schedule remote assistance with application patching.

Issue Tracking
Assistance in investigating and testing of potential application issues for improved developer support assistance.

Continuous Improvement
Schedule remote consultancy and workshop sessions to assist with new features and/or product improvements.

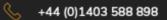*Our ManageEngine consultancy services are available ...*

On-Site

Remotely

From 1-hour to multi-day

From one off engagements to on-going service arrangements.
Contact us today to discuss your requirements.

Additional Conditions for Supply of Set3 Solutions Ltd Consultancy and Support Services

Set3 Solutions offer the following principle services in relation to ManageEngine and Zoho products:

1. Advice on major and minor security and version updates to applications including the identification of any potential issues and/or modifications required by specific patch updates.
2. Assistance with application patch updates by pre-arranged appointment during normal office hours.
3. Assistance with the diagnosis and identification of application issues and potential workarounds where available.
4. Improved support communication for issue acceptance and resolution by the developer via software patch or subsequent future maintenance patch update.
5. Pre-arranged consultancy sessions to advise and assist with application changes and configuration of specific application features.
6. Pre-arranged consultancy services to advise and assist with development of custom functionality and 3rd party application integration.
7. Pre-arranged training sessions for new and existing staff to improve operational performance and usage of installed ManageEngine applications.

Consultancy and training will be provided either remotely or on-site as indicated by the quoted service products.

From time to time a requirement for significant additional work may be identified as part of the supply of consultancy and support services. At such times Set3 Solutions Ltd will provide the customer with suitable options for the scope of such work and any additional costs.

The customer is responsible for taking any application backups, virtual host snapshots and/or external database backups as requested by Set3 Solutions Ltd for system recovery purposes. Updates and changes should be tested before application to a production environment. Where such testing is not performed updates and changes to production systems will be entirely at the customer's own discretion and risk.

Set3 Solutions Ltd are not the developers of ManageEngine applications and have no means to alter or change the application code nor does Set3 Solutions provide software support or maintenance. Any identified software issues will need to be addressed by the developer Zoho Inc as part of the customer's software license or Annual Maintenance and Support (AMS) agreement.

Set3 Solutions Ltd will carry out reasonable endeavours to configure any advertised ManageEngine product functionality where requested. Where an issue is identified the customer may be required to liaise directly with Zoho support for additional assistance and/or advice to resolve.

Set3 Solutions are not responsible for meeting any implementation timescales with respect to consultancy and/or support services provided. The provision of the advertised services by Set3 Solutions is subject to availability. Set3 Solutions reserve the right to amend any pre-arranged bookings at short notice and without explanation.

It is the customers responsibility to take any necessary measures or precautions to protect sensitive information. Set3 Solutions Ltd will not share or disseminate any specific details or information relating to customer consultancy, that is not already available in the public domain, without prior written consent.

The customer authorises Set3 Solutions Ltd and it's employees to access their ManageEngine applications Any temporary or permanent remote access capability and/or ManageEngine application access provided to Set3 Solutions Ltd to allow them to perform any agreed undertaking as part of the service provision is entirely at the customer's own discretion and risk.

In no event will Set3 Solutions Ltd be liable to the client or any third party for any damages, including lost profits, lost savings or other incidental, consequential or special damages arising out of a system failure owing to the application of an a patch update, failure of a patch update or application or network configuration change, even if Set3 Solutions Ltd has been previously advised of such damages.