ManageEngine

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The power of unified IT:

Aviso Wealth's strategic integration of ManageEngine



Aviso Wealth is a leading wealth services supplier for the Canadian financial industry, building a technology-enabled, client-centric wealth management system. Its clients include its partners, advisors and investors. It has offices in Toronto, Vancouver, and Montreal with over 1,500 employees.

Products in focus

ManageEngine ServiceDesk Plus

Know more

ManageEngine Endpoint Central

Know more

ManageEngine OpManager Plus

Know more

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Headquarters
Toronto, Ontario

Industry type
Financial services

Customer since
2018

Company size
1,500-2,000 employees

Key highlights

- Unifies processes of three entities seamlessly into a consolidated platform
- Improves NIST framework score by a full point with error-free patching
- Automates onboarding and off-boarding of assets



“Some of the positive impacts after implementing ManageEngine has been reducing overall overheads drastically, tracking assets better, and improving our NIST framework score by a full point.”

Paolo Kavinta

System support III, Aviso Wealth



The challenge

Paolo Kavinta, system support III, shares that there were three companies with different processes and software before merging into a single entity, Aviso Wealth. Its primary challenge was consolidating disparate metrics and statistics. Performing specific tasks, such as patching, required significant manual input. It took a lot of time to update all the computers manually.

Aviso Wealth was seeking a new IT solution to integrate with its existing ticketing system, firewall, and security protocols.

The solution

Aviso Wealth chose ManageEngine for its ability to integrate with specific modules, as well as for security, compliance, ticketing, and up-to-date automated patching.

It deployed ManageEngine ServiceDesk Plus and Endpoint Central to streamline different processes. The tools blended very well and were easy to set up, even with three different security configurations. Post-merger, it consolidated all processes and software under one roof with ManageEngine.

ManageEngine made the entire onboarding and offboarding process for assets easy. Aviso can now automatically push configurations to offboard a device, install software based on groups, and secure it with no input from the user or sysadmin, making the IT team's life easier.

Aviso Wealth uses ServiceDesk Plus to manage its ticket approvals and document any change management. It also uses the tool as its primary document repository for all documentation.

The result

Kavinta shares that ManageEngine and Endpoint Central have helped the IT team comply with the NIST framework. Some of the positive impacts after implementing ManageEngine have been drastically reducing overall overheads, tracking assets more effectively, and improving their NIST framework score by a full point. This was a result of automated, error-free patching, compared to manual patching before implementing ManageEngine.

> "We have improved our compliance governing up-to-date patching by over 50% with ManageEngine Endpoint Central."
>
> **Paolo Kavinta**

He signs off by sharing the top three things he likes about ManageEngine: performance, user interface, and scalability. Kavinta also appreciates that ManageEngine has enabled them to add modules like AI in the future, making their IT digitally mature and future-proof.



About ManageEngine

ManageEngine is a division of Zoho Corporation and a leading provider of IT management solutions for organizations across the world. With a powerful, flexible, and AI-powered digital enterprise management platform, we help businesses get their work done from anywhere and everywhere—better, safer, and faster.

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