

ECSO 911 keeps Southern Oregon safer with ManageEngine's unified IT solutions



Emergency Communications of Southern Oregon (ECSO) 911 is the emergency dispatch center for Jackson County, Oregon. It dispatches emergency vehicles throughout Southern Oregon, including Crater Lake National Park. ECSO 911 formed when four agencies merged in 2010. Leading the IT department is IT Manager Corey Nelson. The team, consisting of one other person, supports emergency dispatch services for fire departments, police, park rangers, and other local agencies.



Headquarters
Jackson County, Oregon

Industry
Public safety

Type of business
Emergency dispatch center

Customer since
2022

Products in focus



ManageEngine
Log360

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ManageEngine
Endpoint Central

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ManageEngine
OpManager

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ManageEngine
ServiceDesk Plus

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Key highlights



OpManager addressed visibility gaps by monitoring critical systems and endpoints.



Log360 prevented a brute-force attack that would have been difficult to identify and prevent manually.



Endpoint Central offloaded manual tasks, freeing up time for the team to build out larger cybersecurity initiatives.



Previous issues like \$100,000 in damage from a generator leaking fuel are no longer a concern.

“Without ManageEngine, we would have to hire more personnel and it’s just not something that’s attainable for us right now. We’re a small organization. ManageEngine has allowed us to free up time to do other tasks such as a cybersecurity initiatives.



Corey Nelson

IT manager at ECSO 911

Challenges ECSO 911 faced before ManageEngine

ECSO 911 has a network of dispatchers that coordinates with local law enforcement, fire rescue, and park rangers across Southern Oregon. But its IT department is just a two-person crew. To coordinate and maintain smooth emergency responses, the team must ensure its services and equipment remain operational and secure. Breaches and outages are something the organization simply cannot afford.

Prior to using ManageEngine, the team manually patched devices all over the county and created custom scripts to run reports on its endpoints. Regular maintenance tasks like these were taking up a lot of work hours. Additionally, expensive licenses to several different IT platforms led to high operational costs and siloed workflows.

Nelson initially discovered ManageEngine when ECSO 911 had to store sensitive data on some of its endpoints. To accomplish this, he needed a tool that could **manage BitLocker encryption**. This was the first of many solutions ManageEngine provided his team.



How ManageEngine improved ECSO 911's IT infrastructure

ECSO 911 implemented [Log360](#), [OpManager](#), [Endpoint Central](#), and [ServiceDesk Plus](#). Consolidating its IT tools with ManageEngine gave ECSO 911 a single ecosystem, streamlined workflows, and even reduced costs. Moreover, its equipment and services are kept operational with less oversight. This frees up Nelson's time to focus on other tasks like implementing new cybersecurity initiatives.

Log360 as the frontline defense against cyberattacks

[Log360](#) functions as ECSO 911's centralized security information and event management (SIEM) solution to aggregate and analyze logs from its firewalls, switches, and endpoints. It provides analytics and identifies security threats that are impossible to spot manually.

"There are hundreds of thousands of logs that come in that we couldn't manually look at each day," explained Nelson. "Log 360 allows us to see all of those logs, go through them, analyze them, and correctly output if there's any alerts or actions that need to be taken."

Cyberattacks can be difficult to detect in real time, particularly for a smaller IT department. When a brute-force attack tried to break into ECSO 911's system, Log360 noticed the suspicious activity and alerted the team. This allowed the technicians to catch the threat faster than they would have been able to manually.

OpManager keeps everything operational

OpManager handles the organization's network monitoring, including providing real-time alerting for network hardware. If there are any issues with a device, OpManager notifies the team via an SMS text alert.

"We have numerous endpoints that are all managed via OpManager," said Nelson. "We can get alerts if there are any issues with any of our critical infrastructure and [the solution] will text message us instantly."

One major incident prior to using ManageEngine was when a generator's day tank accidentally pumped out fuel. The issue went unnoticed and ended up causing \$100,000 in damages. With OpManager, ECSO 911 gets alerts on any irregularities in its endpoints and equipment, meaning faulty equipment issues have become a thing of the past.

ServiceDesk Plus organizes the chaos

An emergency dispatch agency like ECSO 911 has to coordinate a wide range of inbound and outbound requests. Whether receiving 911 calls, submitting an IT request, or being tapped by a government agency for information on a case, every service desk request has to be ticketed and easily retrieved. With **ServiceDesk Plus**, ECSO 911 can log emergency calls and share them with the district attorney or other agencies.

ServiceDesk Plus also helps ECSO 911 with facilities issues. Nelson noted how any ticket, from "a small issue with the building" to "a computer issue," can be submitted and managed directly from the solution.

Endpoint Central is a real time saver

With **Endpoint Central**, ECSO 911 can manage, patch, image, and remote control its endpoints. The solution also tracks the uptime of critical infrastructure like 911 lines, devices, and facility equipment. Before Endpoint Central, the IT team had to drive across the county and manually patch and troubleshoot devices. Now the team can use remote access to patch endpoints while saving on resources like fuel, time, and money.

ECSO 911 is finding new ways to use Endpoint Central, which includes taking inventory of all hardware and software, running reports on all end users, and leveraging anti-ransomware and application controls. With Endpoint Central, ECSO 911 is able to be more connected, secure, and efficient.



ManageEngine: A crucial IT partner for ECSO 911

In addition to streamlining IT tasks for ECSO 911, ManageEngine's support team became the single point of contact for any issues. The few support tickets Nelson has had to open with ManageEngine have been resolved quickly through live chat.

Today, ECSO 911's facilities run more smoothly and securely than ever. The lean IT team has been able to automate manual tasks and spend more time building out advanced cybersecurity initiatives. Thanks to its partnership with ManageEngine, ECSO 911 can continue providing reliable emergency services to the residents of southern Oregon.



“The three things I like about ManageEngine is it’s one vendor for most of my support products, [...] the low cost, and how ManageEngine saves us so much time.”

Corey Nelson

IT manager at ECSO 911



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 organizations get their work done from anywhere and everywhere—better, safer, and faster.

For more information,

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