

**ManageEngine's
game-changing solutions**
helped eStore Logistics slash
open tickets from 140 to just 20!



Australia's largest enterprise logistics provider, eStore Logistics, dealt with various IT challenges that adversely affected remote work and end-user experience. The company devised a few strategies to combat these issues, one of which was embracing ManageEngine into its infrastructure.

Products in focus

ManageEngine
ServiceDesk Plus

[Know more](#)

ManageEngine
Endpoint Central

[Know more](#)

ESTORE

Headquarters
Melbourne, Victoria

Industry
**Transportation and
logistics**

Type of business
B2B

Employees
201-500



Benefits at a glance



Saw a considerable drop in service outages



Handled tickets efficiently with auto-assignment



Gained comprehensive device visibility



“I’m actually looking at a few more of the products to bring them into our system because I can already see there is a lot of value that the products are bringing into our organisation. So I would definitely 100% recommend it to my friends, colleagues, and professional experts.”

Mihir Patel

IT infrastructure manager, eStore Logistics

Company profile

eStore Logistics, which started in 2008, is Australia's largest warehousing and order fulfilment provider, serving both online retail and brick-and-mortar stores. With four state-of-the-art fulfilment centres across the country, the company transcends the traditional shopping experience for Australians. Also, the company uses AI-powered autonomous robots that redefine speed and accuracy during order deliveries to ensure high availability and support 21/7 operations.



Business challenges

An increase in remote and hybrid work models posed significant challenges in eStore Logistics providing support to its employees. This is because the company used a conventional tool that required users to connect to a private network, which didn't help meet its hybrid-work requirements. The sysadmins at eStore Logistics couldn't bear the brunt as they found it arduous to manage patches remotely without compromising security.

The company assessed various tools and finally picked ManageEngine to address the issue and streamline the support process. When asked why he chose ManageEngine, the company's IT infrastructure manager, Mihir Patel, revealed that he used it in his previous organisations and saw tremendous success.



“So the ManageEngine suite of products, especially ServiceDesk Plus and Endpoint Central, have significantly helped our business, enhanced our project experience, and supported users in a timely and efficient manner.”

Mihir Patel

IT infrastructure manager, eStore Logistics



Quick and efficient actioning of tickets

eStore Logistics wanted to elevate the ticketing experience for its employees and provide remote support without having to connect to the VPN. It set out on a mission to find the right vendor, and eventually, ManageEngine ServiceDesk Plus, a unified service management platform, was the only choice that fitted into the groove.

With the implementation, the company adopted ITIL®-compliant change management, which allowed it to easily track incidents and problems at every stage of the cycle and make informed business decisions, all while minimising risks. In addition, outages were dramatically reduced, and the changes were implemented with proper approvals. One of the features that the IT team at the organisation loved was the option to create various templates based on requests and then provide a response to all the end users within the accepted timeframe.

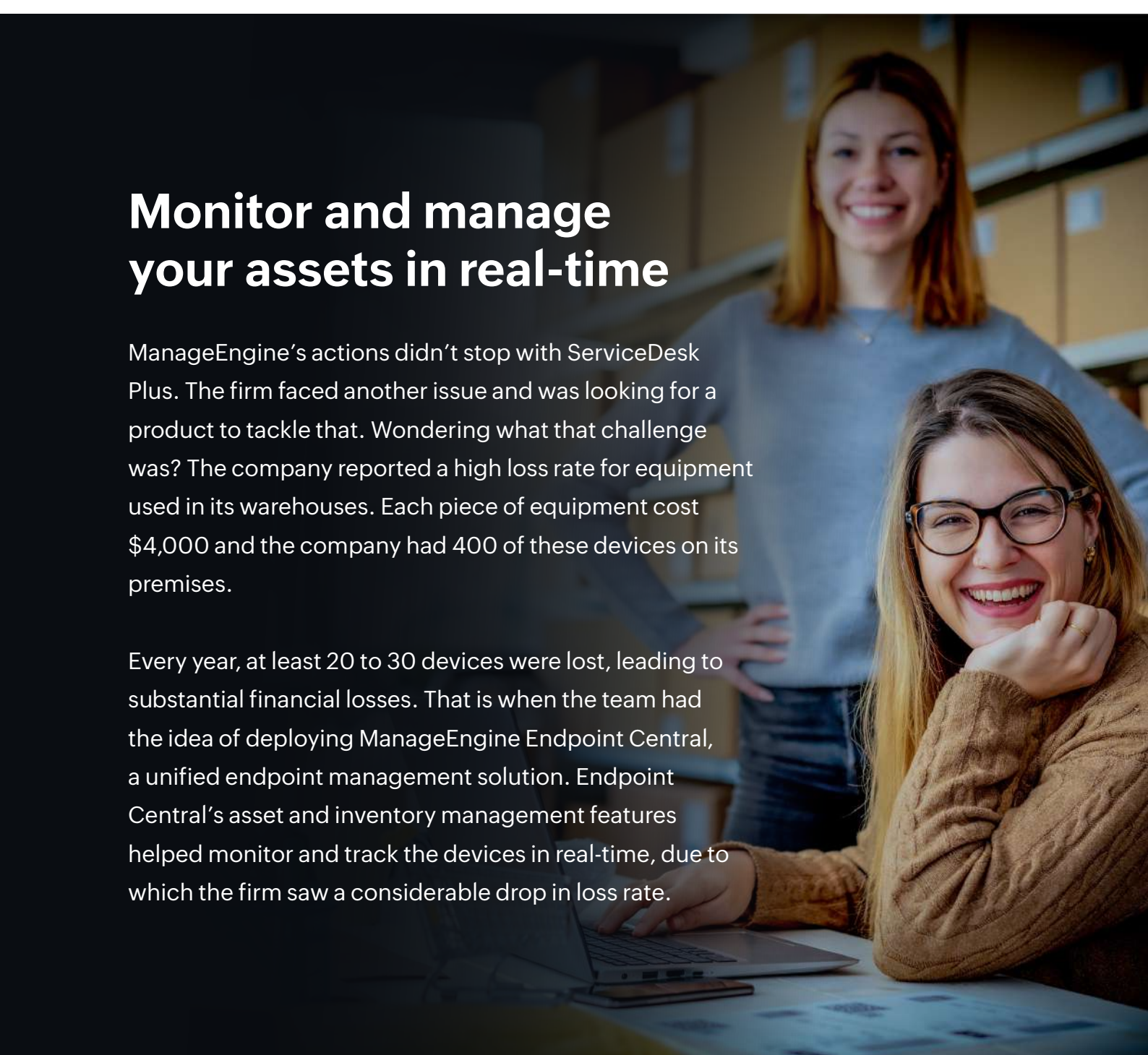
The tool's incident and service request management modules helped streamline the channel and eliminated the need to send request emails between different departments. All the received tickets were automatically assigned to the technicians based on availability and resolved within the agreed SLAs. Within a year of adopting the tool, the number of open tickets reduced from 140 to 20, and ticket handling became more transparent.

Further, the integration of ServiceDesk Plus with Zendesk, a customer experience tool, empowered sysadmins to transfer all customer queries to the IT support channel. All of these fantastic features helped eStore Logistics in multiple ways and entirely transformed their IT operations.

Monitor and manage your assets in real-time

ManageEngine's actions didn't stop with ServiceDesk Plus. The firm faced another issue and was looking for a product to tackle that. Wondering what that challenge was? The company reported a high loss rate for equipment used in its warehouses. Each piece of equipment cost \$4,000 and the company had 400 of these devices on its premises.

Every year, at least 20 to 30 devices were lost, leading to substantial financial losses. That is when the team had the idea of deploying ManageEngine Endpoint Central, a unified endpoint management solution. Endpoint Central's asset and inventory management features helped monitor and track the devices in real-time, due to which the firm saw a considerable drop in loss rate.



About ManageEngine

ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises—including nine of every 10 Fortune 100 organizations—rely on ManageEngine’s real-time IT management tools to ensure the optimal performance of their IT infrastructure, including networks, servers, applications, endpoints, and more. ManageEngine has 18 data centers, 20 offices and 200+ channel partners worldwide to help organizations tightly align their business to IT.

For more information,

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