EWIE Group transforms IT operations with strategic solutions from ManageEngine

I have to support five different companies with very different things that each company does, so it's easy enough to configure the [ManageEngine] software to work with what we need it to.

Stephanie Fletcher
IT support manager at EWIE Co., Inc.

Key highlights

Centralized ticket management

Quick resolution of tickets

Streamlined Active Directory operations

Proactive security auditing

Improved compliance and visibility

EWIE Group of Companies (EGC) is a global leader in commodity management services with over 40 years of experience. Its subsidiaries span across industrial tools and supplies, abrasives, and chemical management services. With a presence in 12 countries, EWIE specializes in optimizing supply chains for networking and industrial supply commodities.

Currently, EWIE manages over 70,000 parts, representing millions of dollars of inventory across 94 contracts globally. Since its founding in 1981, EWIE has delivered over $100 million in engineered cost savings for its customers.

Products in focus

ManageEngine
ServiceDesk Plus

Know more

ManageEngine
ADManager Plus

Know more

ManageEngine
ADAudit Plus

Know more

Headquarters
Ann Arbor, Michigan

Industry type
Transportation, logistics, supply chain, and storage

Type of business
B2M

Employees
501-1,000

The IT challenges that called for a change

To maintain its leadership position, EWIE Group needed seamless, efficient IT operations to manage its expansive global network. However, its existing infrastructure struggled to keep up with the growing demands of its subsidiaries. Disjointed workflows, delayed responses to support tickets, and inconsistent management of user accounts became daily hurdles.

These gaps led to operational inefficiencies and limited visibility into IT issues, leaving the team without the agility needed for proactive support. EWIE knew it needed a centralized system that could streamline service management, strengthen user account security, and maintain compliance—all without burdening the IT team.

Faster ticket resolutions with ServiceDesk Plus

Managing IT support across multiple subsidiaries was a growing challenge for EWIE. With the implementation of ServiceDesk Plus, the team established a centralized, user-friendly platform to track and resolve support tickets efficiently.

The ability to categorize, prioritize, and escalate issues streamlined internal workflows and significantly cut down response times, leading to improved employee satisfaction and better operational continuity.

> "[ServiceDesk Plus is] a good place to keep everything in one spot to get our tickets solved."
>
> **Stephanie Fletcher**
> IT support manager at EWIE Co., Inc.

Simplified Active Directory management with ADManager Plus

Handling thousands of user accounts across different subsidiaries demanded more than basic directory services. With ADManager Plus, EWIE gained structured control over Active Directory operations—from automated reporting on account activities to customized user management processes.

The flexibility to tailor reports and updates to specific subsidiary needs helped the IT team maintain a secure, compliant, and well-organized directory system.

> "I use [ADManager Plus] all the time for my job to make sure our Active Directory looks top-notch."
>
> **Stephanie Fletcher**
> IT support manager at EWIE Co., Inc.

Strengthened security compliance through ADAudit

Monitoring Active Directory changes was crucial to keeping EWIE's security standards high. ADAudit Plus offered the company a detailed view of user activities, account modifications, and system changes in real time.
This continuous auditing helped identify security risks early, reinforced compliance with internal policies, and made reporting for regulatory purposes simpler and more reliable.

The impact: A more agile and secure IT ecosystem

Since implementing ManageEngine's solutions, EWIE has experienced substantial improvements in IT operations. Centralized ticket management has led to faster issue resolutions, while structured Active Directory management and real-time auditing have enhanced security and compliance efforts.

ManageEngine's flexible and scalable tools have now become essential to EWIE's ability to support its diverse subsidiaries and ensure smooth, secure business operations.

> "I would recommend them [ManageEngine], definitely!"
>
> **Stephanie Fletcher**
> IT support manager at EWIE Co., Inc.

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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