Integreon powers up its IT management with ManageEngine solutions

Products in focus

ManageEngine
ServiceDesk Plus

Know more

ManageEngine
Endpoint Central

Know more

ManageEngine
AD360

Know more

integreon

Headquarters:

Fargo, North Dakota

Industry:

Business consulting and services

Type of business:

B2B

Employees:

1,001-5,000

Key takeaways

ManageEngine solutions are highly rated for their configurations and support.

Quicker implementation when compared to other market solutions.

Easy navigation and top-notch product usability.

About Integreon

Integreon has more than two decades of expertise in bringing change to corporations and law firms by offering professional and legal services. The company's global presence includes offices in India, the United States, the United Kingdom, the Philippines, and Mexico. Headquartered in Fargo, North Dakota, Integreon is known for striking the right balance between building successful client relationships and providing consistent support to transform clients' businesses. From implementing GenAI-enabled contract migration to outsourcing creative services, Integreon helps stabilize businesses both qualitatively and quantitatively.

# Integreon's smart approach to managing IT with ManageEngine

Integreon began its journey with ManageEngine in 2013 when it chose ServiceDesk Plus for its service management. Since then, the company has added Endpoint Central and AD360 to its ManageEngine stack.

Prior to choosing ManageEngine, the organization's IT was operating on a tool developed in-house. As the customer base grew, the need for a stronger solution arose. Integreon, as an already established business consultant in the market, had to evaluate viable options to offer a consistent experience to its customers. Sanjeev Jain, the chief information officer at Integreon, cited that his decision to choose ManageEngine was based on the platform's multifaceted approach that offers an excellent experience for business, end-user, and support personnel.

Integreon strives to offer first-class, responsive services to its clients, and couldn't afford a long implementation period. Jain noted ManageEngine's swift implementation capabilities, which far surpassed the timelines of other products he auditioned. In some cases, this meant comparing a six-month implementation period to the two- to three-week implementation plan of ManageEngine solutions.

> **ManageEngine stands out on top because it is user-friendly, easy to navigate across the screens, and easy to configure. And the usability of the products is top notch.**
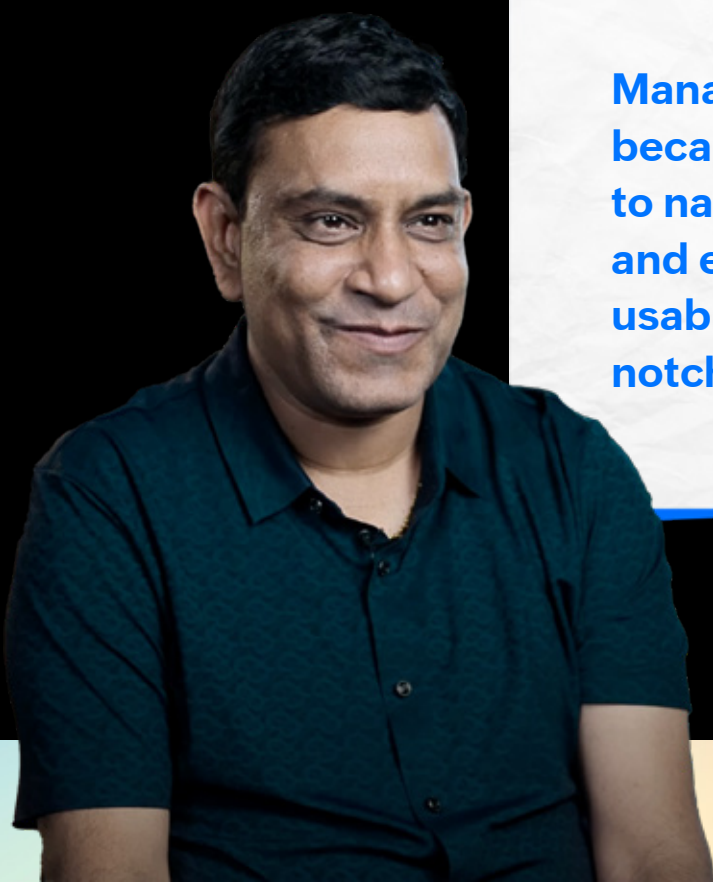
Sanjeev Jain
Chief information officer, Integreon

Addressing incidents as never before with ServiceDesk Plus

Strong support models should classify and back up incidents that arise in organizations based on levels of urgency. Jain said that with ServiceDesk Plus, almost all the L1 incidents were automatically categorized to technicians based on their availability and the impact of incidents. This round-robin or load-balancing mechanism categorizes and distributes tickets to technicians based on their workload. Moreover, a technician can create custom workflows and business rules and route them correctly without delaying assignments.

Another way to tackle recurring incidents is through maintaining a thorough KB, which was made easy through ServiceDesk Plus. Acting as an instruction manual to provide quick workarounds, both technicians and end users were able to pull out relevant KB articles to enact quick fixes.

Zia, the IT technician's best buddy

Thanks to Zia, ManageEngine's inbuilt AI, and its capability to integrate with Microsoft Teams, communicating and collaborating on IT tickets was transformed. Zia was able to learn from past incidents, predict ticket categories, and suggest an apt template for end users.

Moreover, as an AI assistant, Zia offloads repetitive tasks and serves beneficial purposes for both IT and non-IT purposes across the organization. Jain excitedly shared how Zia's feature capabilities reduced technician time and workload across the company.

Identities, endpoints, and security

Integreon holds an esteemed customer portfolio that includes corporations and law firms, meaning it must protect its clients' sensitive data. By onboarding Endpoint Central, the company was able to safeguard its endpoints from cyberthreats. The solution enabled the company to remediate vulnerabilities, monitor IT assets, manage configurations, and enforce security measures from browser to endpoint levels.

Managing and securing the digital identities within Integreon was also a priority. Integreon's IT team carefully chose AD360 to automate access controls, provide role-based security, and manage the whole identity life cycle, from user onboarding to offboarding and everything in between.

"I'm a fan of ManageEngine products, and it's been 11 years. I would be happy to promote [ManageEngine], give my references, and share my feedback to fellow CIOs anytime."

Sanjeev Jain
Chief information officer, Integreon

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,
visit our website: www.manageengine.in
follow the company blog: blogs.manageengine.com

Email us: sales@manageengine.com
Contact us: 1800 572 6673 (Toll free)