



**ITHACA**  
RESOURCES

# How **Ithaca Resources** simplified endpoint management across distributed operations with **Endpoint Central**



# About Ithaca Resources

Ithaca Resources is an Indonesian mining company with operations across multiple business locations and operational sites. To support its day-to-day activities, the company manages a diverse IT environment consisting of physical servers, virtual machines, desktops, laptops, and Android devices.

As its endpoint environment continued to grow, the IT team needed a centralized approach to improve visibility, simplify endpoint administration, and support users efficiently without adding operational complexity.

## Product in focus



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## Ithaca Resources

### HEADQUARTERS

Jakarta, Indonesia

### INDUSTRY

Coal mining

### CUSTOMER SINCE

2021

### ENDPOINT ENVIRONMENT

Windows, Linux,  
servers, virtual  
machines, and  
Android



# Key highlights



Centralized visibility across distributed endpoints



Remote troubleshooting without on-site visits



Simplified patch management across Windows and Linux devices

## Managing endpoints without a centralized platform

Supporting a geographically distributed IT environment created several operational challenges for Ithaca Resources. With devices spread across its headquarters and operational sites, maintaining visibility and providing timely support became increasingly difficult.

The asset inventory was not centrally managed, making it harder for the IT team to maintain an accurate view of devices across the organization. Remote troubleshooting also relied on several trial and open-source tools, resulting in fragmented workflows and inconsistent support processes.

Patch management required significant manual effort. The team monitored security advisories and update information across Windows and Linux environments while coordinating patch deployment for operating systems, including Windows Server, Red Hat Enterprise Linux, Ubuntu, and CentOS.



## Centralizing endpoint management with Endpoint Central

To improve asset visibility, simplify remote support, and reduce the manual effort involved in patch management, Ithaca Resources implemented ManageEngine Endpoint Central as its centralized endpoint management platform.

Endpoint Central enabled the IT team to consolidate endpoint visibility, remotely troubleshoot devices, and manage patch deployment from a single console. Supporting both Windows and Linux environments, the platform simplified day-to-day endpoint administration while reducing reliance on multiple stand-alone tools.

Achmad Haykal, data center infrastructure supervisor at Ithaca Resources, explained, "Remote support is the feature we use most often. Since many of our devices are located at operational sites, we no longer need to travel to the location as long as the issue can be resolved remotely."

## Improving operational efficiency across distributed sites

One of the biggest improvements came from the ability to support users across multiple operational locations remotely. Instead of dispatching IT personnel for software-related issues, technicians can now remotely access managed devices, significantly reducing the time required to resolve user problems while minimizing unnecessary site visits.





Endpoint Central also simplified patch management by centralizing software updates across the headquarters and operational sites. The IT team can now identify missing patches, deploy updates remotely across Windows and Linux environments, and use rollback capabilities when issues arise, reducing the need for on-site intervention.

Beyond operational efficiency, centralized endpoint visibility has also made it easier for administrators to monitor devices and maintain a more organized IT environment across the company.



"With Endpoint Central, we can manage devices across multiple locations more efficiently from a single platform while resolving many user issues without having to visit the site."

—**Achmad Haykal**

Data center infrastructure supervisor,  
Ithaca Resources



# A scalable foundation for endpoint management

By implementing Endpoint Central, Ithaca Resources established a centralized approach to managing its distributed endpoint environment. The solution improved endpoint visibility, simplified remote support, and streamlined patch management, enabling the IT team to manage a diverse IT environment more efficiently while supporting business operations across multiple locations. As the company continues to grow, Endpoint Central provides a scalable foundation for centralized endpoint management without adding unnecessary operational complexity.

## About ManageEngine

ManageEngine is a division of Zoho Corporation and a leading provider of IT management and security 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. To learn more, visit [www.manageengine.com](https://www.manageengine.com).



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