

Kingspan sets a new mark—Grade 1 asset auditing



With operations spanning the globe, Kingspan Insulated Panels is a global leader in sandwich panels. The company relies on IT to perform its day-to-day activities, and this is where the real struggle began. Managing a vast infrastructure proved difficult, leaving various teams within the organisation obfuscated, causing delays in project delivery and weakening security.

So how did the firm knock down all the impediments and turn things in its favour? Let's find out!

Products in focus

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ServiceDesk Plus

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Endpoint Central

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ManageEngine
AD360

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ManageEngine
Password Manager Pro

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Headquarters
The United Kingdom

Industry type
Construction

Type of business
B2M

Employees
10,001+

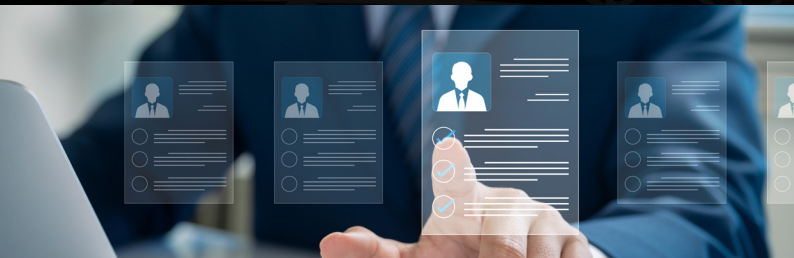


Benefits at a glance



Gained complete visibility of assets across locations

Bolstered security with strict password governance



Saved ample time by automating user onboarding



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ManageEngine is a no-brainer; the analysts live and breathe in it every day, every second of the day.

Charlotte Roberts

Divisional service delivery and change control manager, Kingspan Insulated Panels

Company profile

Established in 1965, Kingspan Insulated Panels is one of the largest divisions of the Kingspan Group, which predominantly manufactures high-performance insulation products for buildings. A leader in the construction arena, the company specialises in building envelope solutions that brave any weather. It cares for the environment by producing sustainable and energy-efficient products while maintaining peak efficiency.



Business challenges

At the core of any organisation is its people and systems. Imagine facing obstacles at various stages of business. Kingspan was precisely in this situation, which hindered productivity and delayed service delivery. With offices set up globally, achieving comprehensive visibility of assets and their reconciliation was the foremost challenge. Adding to this, timely patching of remote assets bothered the IT team, as unpatched systems could paralyse the entire network.

Meeting service level agreements (SLAs) was yet another challenge the team faced, which could cause reputational damage if missed. Furthermore, the firm struggled to comply with legal mandates and audit requirements, which could help fortify its cyber defence and avoid hefty fines and penalties.

The organisation wanted a steadfast partner that could help address these issues effectively and streamline business operations.

An ITSM solution that grows with your business

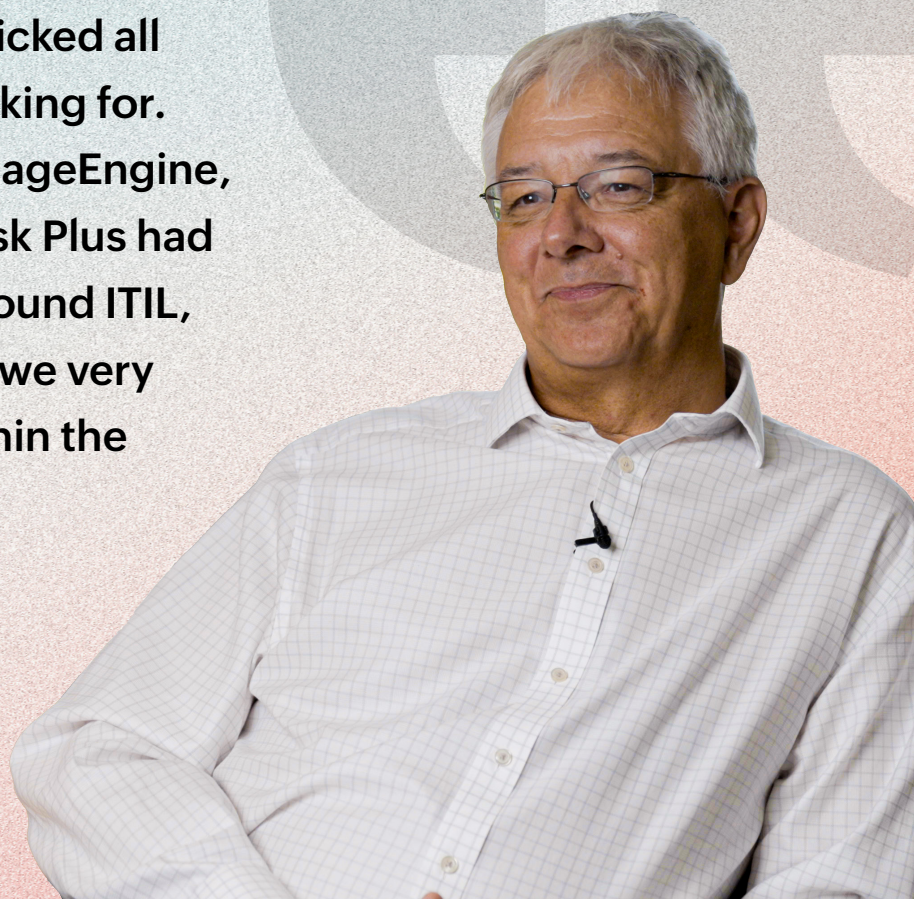
For any company, customers are its lifeblood—Kingspan is no exception. With a large IT infrastructure all over, managing the assets, incidents, and tickets seemed dreadful until it found ManageEngine ServiceDesk Plus. But what challenges did Kingspan face, and how did it arrive at this decision? Let's take a closer look.

As strong advocates of the ITIL® framework, Kingspan wanted to embrace ITIL into its organisation. However, the service management tool they used previously was quite clunky and steep, hurling several issues every time. This severely affected the ticket creation process and left its customers frustrated, and that's when the search for an ITIL-compliant tool began.

"We've been using various service desk applications for quite some time, and none of the solutions ticked all the boxes that we were looking for. The guys came across ManageEngine, and we felt that ServiceDesk Plus had certain strong elements around ITIL, which was something that we very much wanted to adopt within the business."

John Gaskell

Director of IT, Kingspan Insulated Panels



It evaluated multiple service desk providers in the competitive space, but none met Kingspan's criteria. Finally, it ran a proof of concept with ServiceDesk Plus and found it to be ITIL-compliant and have state-of-the-art features. With the implementation, the firm saw considerable improvements in the asset management process and streamlined ticket creation.

Customer tickets were automatically categorised, triaged, and assigned based on predefined criteria, enhancing productivity and SLA adherence. As a result, the firm received a Grade 1 asset audit result from its internal auditing team, the highest audit standard.

With ServiceDesk Plus Cloud, planning downtime for upgrades was a thing of the past, as they ran seamlessly in the background without disrupting operations. Kingspan currently uses the Incident, Project, Change, and Problem modules to manage the entire life cycle of tickets, automate workflows, and improve service delivery. The built-in reporting module offers end-to-end visibility and insights on data and issue resolution.

The staff at the firm is extremely delighted with the tool's performance and commends ServiceDesk Plus as an all-rounder, a real game changer, and a single pane of glass for asset management.

Managing 4,500 assets was a nightmare

Operating on a follow-the-sun model, the firm had devices distributed across the globe. Managing assets and patching them on time always remained its top priority. It sought a robust patching solution that would help it stay cybersecure.

Initially, it started off with an endpoint management solution from a well-known and established vendor, but it failed miserably, as it required the devices to be connected to the LAN. It had repeated challenges discovering the entire estate and couldn't patch the discovered machines. Moreover, it grappled with the patching of devices that were off the LAN, imperilling the business.

The IT technicians at the firm turned to ManageEngine Endpoint Central. Endpoint Central is a critical tool that is used every day to patch systems, remotely control devices, and manage BitLocker encryption, protecting endpoints from attacks.

Curious to know the benefits of implementing Endpoint Central? Well, here it is! The tool gave Kingspan insights on devices that weren't patched, assets that were previously hidden popped up on its radar, and the company was able to implement phased patching. The technicians felt empowered when proving compliance to auditors. It also helped them patch remote devices, regardless of where they are in the globe, thus solidifying security.

Your gatekeeper to sensitive data

The staff at Kingspan developed a strong relationship with ManageEngine and were looking for a product to help with their password management problem. They previously used a legacy tool to store and retrieve passwords, but it did not meet the audit requirements and wasn't secure enough, thus acting as a gateway to exploit resources. Moreover, it faced significant challenges around automating password rotation and audit trails of users' passwords.

This underlined the need to bring ManageEngine Password Manager Pro into the network. The result? The tool's strong control mechanism ensured users could only see the credentials that were relevant to their jobs. With this, the password admins gained real, granular control of passwords and upped their audit game, beefing up security. The firm is happy with the approach and asserts that it's managing passwords at its best.

User account management felt like a cakewalk

For large enterprises, user management can be strenuous, especially when employees often leave the organisation or switch teams. Manually performing this task can hamper productivity and make it error-prone. To stymie such issues, the IT team at Kingspan decided to move to ManageEngine AD360. It extensively uses AD360 to automate and manage a substantial amount of repetitive tasks, such as user onboarding. This saves it considerable time and gives a true picture of account activities, including the last logon time and when the password was last changed.

AD360 also allowed Kingspan to set special rules within the toolset, enabling them to disable dormant accounts automatically after a stipulated timeframe. It tightly integrates with ManageEngine Endpoint Central, which helps schedule patches manually to devices within the OU without crippling the production line and causing any downtime.

Historically, the previous tool was nondescript and lacked automation and reporting capabilities. In contrast, AD360 is packed with features such as automatic identification of accounts with admin access, which makes managing and safeguarding those accounts with elevated privileges a breeze.

“We use AD360 extensively . Over the last few years, we’ve worked with the ManageEngine team and we’ve built some clever automations into AD360, including our user onboarding process, and that saves us a significant amount of time.”

Chris Jackson

IT infrastructure and cybersecurity manager, Kingspan Insulated Panels

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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 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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