

LaBella Associates scale  
and **automate cybersecurity**  
thanks to ManageEngine's  
unified IT solutions



## About LaBella Associates

LaBella Associates is a leading architecture and engineering firm based in Rochester, New York. They provide a wide range of services to state and local government, energy, and private sector clients. With nearly 2,000 employees, they are able provide expertise that spans across civil transportation, building systems, environmental engineering, waste management, recycling and more. Covering so many branches of engineering, including critical energy infrastructure, LaBella relies on ManageEngine to safeguard sensitive information and ensure operational excellence.

### LaBella Associates

#### Industry:

Architecture, Engineering, Construction

#### Headquarters:

Rochester, New York

#### Customer since:

2011

#### Employees:

2,000



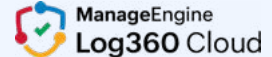
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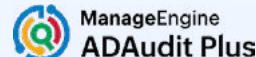
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## Key highlights



The suite of products they use improved inventory tracking, deployment, and operational efficiency.



Self-service support from Service Desk Plus lowered inbound tickets and improved response time.



Dedicated onboarding support set them up more quickly and effectively.



Integrating with Log360 automates threat detection and keeps tabs on their network and all their endpoints.

## How ManageEngine scales LaBella Associates' IT efficiency

With ManageEngine, LaBella was able to scale their IT infrastructure alongside their company's rapid growth. Since partnering with ManageEngine in 2011, they have built out an impressive suite of products including ServiceDesk Plus, EventLog Analyzer, Endpoint Central, Log360 with UEBA, ADSelfService Plus, ADManager Plus, and ADAudit Plus. A major perk they have found is how these apps integrate together to strengthen their security, monitoring, and ticketing. Everything from threat detection to password resets can now be automated. This has freed up their time to focus on building out larger cybersecurity initiatives instead of manually digging through server logs.

### Log360 provides LaBella Associates a central reporting dashboard

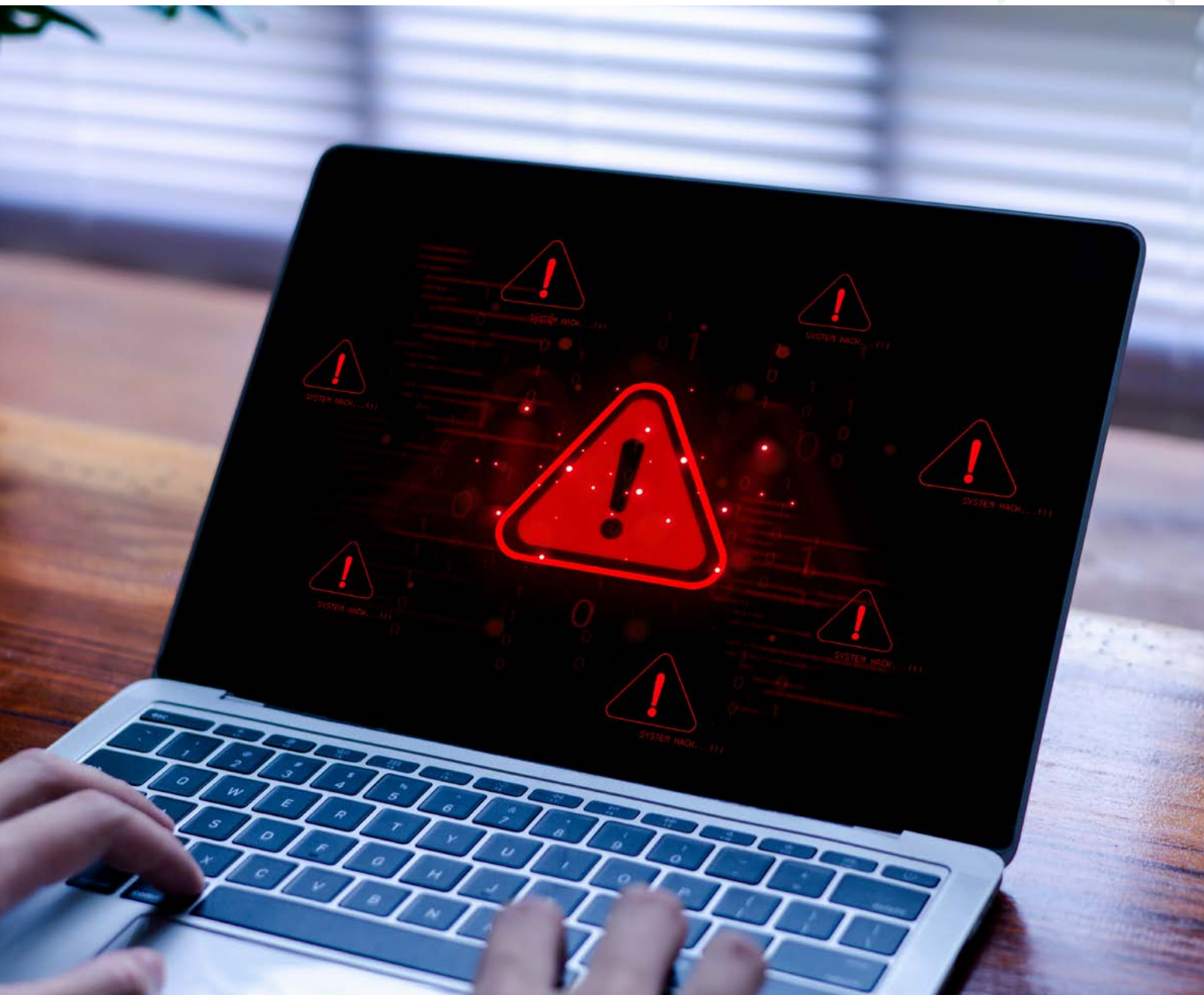
Hess relies on Log360 to generate various reports on a daily and weekly basis. It acts as the central hub for viewing reports across apps like ADAudit Plus, ADManager Plus, and UEBA. When an anomaly is spotted, they can check alerts that automatically gather all corresponding events and data for suspicious activity. With tools like UEBA and ADAudit Plus, Hess uses Log360 to **“open one interface and select different servers and get into different areas without having to switch applications or log onto each server individually.”**

Being able to monitor and generate reports on their sensitive information has saved them time and money over their earlier, manual processes. Log360 lets Hess run reports with the click of a button. This automation streamlined LaBella's security posture and helps them tackle any cyberattack that might come their way.



## UEBA detects suspicious activity

A major tool LaBella uses with Log360 is UEBA. Jason Robideau, the cloud services manager at LaBella Associates, relies on it to generate reports whenever a file has been modified or someone accesses a restricted-use file systems. UEBA tips off the team to suspicious activity. As Robideau puts it, **“if anybody adds or removes themselves from a group that has access to restricted areas, we get a log report on it. So if any clandestine activity is going on, like somebody’s adding and then removing themselves from the group, we pick up on that activity.”** Prior to using ManageEngine, they would not be able to spot this. Manually checking log files for anomalies can be a full-time job. For a small IT team overseeing 2,000 employees, automated solutions are essential.



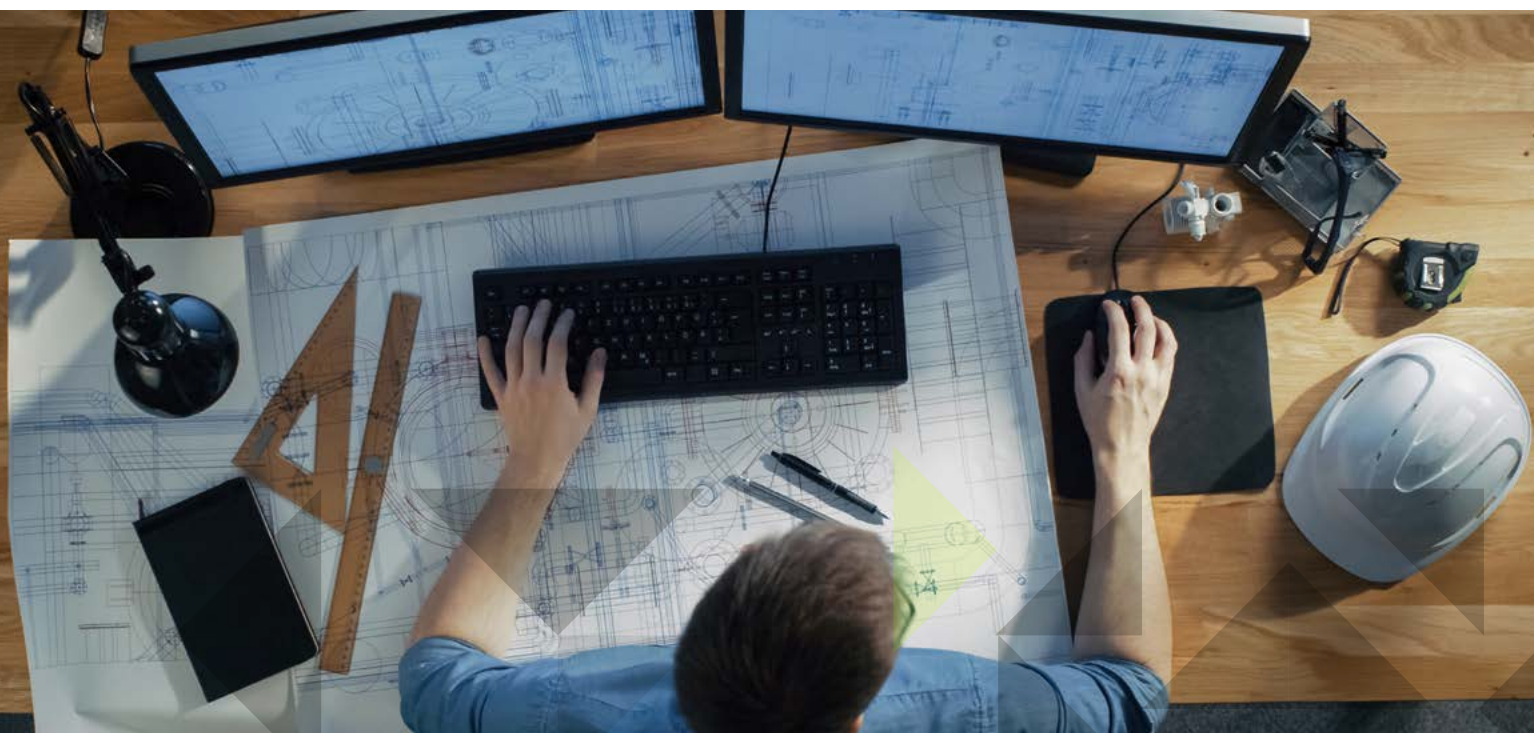
## EventLog Analyzer are the eyes for their whole network

With one central server and five distributed ones, LaBella Associates store and transmits key data across their various locations. The distributed model of EventLog Analyzer helps them keep tabs of their various firewalls and servers. It also communicates with user and entity behavior analytics (EUBA) and Log360. Integrating EventLog Analyzer with these other systems gives them better insight into overall health of their network.

## ADSelfService Plus helps with login issues

ADSelfService Plus automates tasks that no one in IT wants to do. It's one of the newer tools in their IT arsenal, but LaBella found a major use case for it. Company policy requires employees to reset their password every 90 days. But if a user misses the window, they have to contact IT. Instead of going through tedious manual processes, AD SelfService Plus got rid of a real headache.

When a password expires and users can't log into the network, they can't connect to the VPN to even ask for support. AD SelfService Plus lets the users remotely reset their passwords through the AD without having to contact support. This saves the IT department time and allows their employees to remain online, responsive, and working.



## How ServiceDesk Plus keeps everything in order

Supporting an organization of LaBella's size requires expert ticketing and equipment tracking. To streamline their ticketing process, LaBella relies ServiceDesk Plus. Prior to ManageEngine, they were inundated with inbound phone calls, emails, and duplicate tickets. Now, ServiceDesk Plus streamlines the process. Better visibility and ticketing has resulted in the organization creating fewer support tickets that are also clearer and more thorough. User information automatically populates in tickets from their profile in the AD.

This helps Labella manage support cases for their employees, their endpoints, and all their inventory. The team also likes how ServiceDesk Plus integrates with other products like Endpoint Central. Robideau explains how effectively these two work together, **"I open the service desk ticket and you can see the user information on the right side of the page. Then you go to Endpoint Central and immediately make whatever changes you need to."**

## Endpoint Central makes patching simple

LaBella Associates use Endpoint Central to deploy configurations. Being able to automatically update endpoints remotely is more efficient for the entire organization. Manually patching devices for such a large, spread-out organization is out of the question. Endpoint Central also gives the team invaluable insight into the endpoints themselves. Information like a specific agent's hardware details is all visible in the app. This allows them to not only push updates, but also access system management tools and run scripts like CMD and PowerShell.

Robideau praises how Endpoint Central resolves support issues more quickly, **"Endpoint Central has saved us so much time and effort. It's a great experience for the end users, too. If they ever need assistance, they can just contact us through ServiceDesk Plus and then we can either do a remote control session with them and guide them through their issue or, even simpler, we'll be able to fix the issue in the back end."** He admits that this efficiency has, **"allowed us to keep up with the amount of growth that the company has had."**

## ManageEngine is a crucial IT partner for LaBella Associates

IT is a necessary cost center for any company. The IT team at LaBella Associates chose ManageEngine because it was the most affordable option that checked all their boxes. Some of the other boxes it checked include great support and quicker onboarding.

Hess opted for the customer onboarding and account management (COBAM) to get up and running quickly. This got them familiar with the basics of their products and provided ongoing support as their needs grow. Now, ManageEngine and its responsive support organization are almost like members of their own IT team. This kind of trust is crucial when choosing an IT partner and LaBella continues to see benefits from this close relationship.

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“Manage Engine has helped us improve our security posture by keeping our IT information organized, allowing us to view basically what we need to view to see the major security issues that we’re dealing with.”

–Donald Hess,

Security Operations Manager at LaBella Associates

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# 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 organizations get their work done from anywhere and everywhere—better, safer, and faster.

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