

# NHM boosts IT security and operational efficiency with ManageEngine





Our IT operations are now centralized and automated, from infrastructure monitoring to access control. Everything is well documented and we're always audit ready.

**Pandu Susilo**

IT Manager, PT Nusa Halmahera Minerals



# Key highlights



Real-time monitoring from a unified dashboard



Secure access with password rotation & RBAC



Efficient operations, documented, standardized, and audit-ready



PT Nusa Halmahera Minerals (NHM) operates a large-scale gold mining area in Indonesia. Behind this industrial operation, NHM's IT team plays a critical role in ensuring that systems remain reliable, secure, and efficient. However, the company's reactive approach wasn't sufficient for its expanding infrastructure. NHM set out on a transformation journey to build a more integrated, scalable IT ecosystem equipped to meet the growing demands of real-time visibility, incident response, audit readiness, and security.



INDUSTRY

**Mining**

BUSINESS TYPE

**B2B**

EMPLOYEES

**2,500+**

HEADQUARTERS

**Jakarta, Indonesia**

## Products in focus



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# Business challenges

NHM's IT team faced several key challenges in managing its enterprise-scale operations:

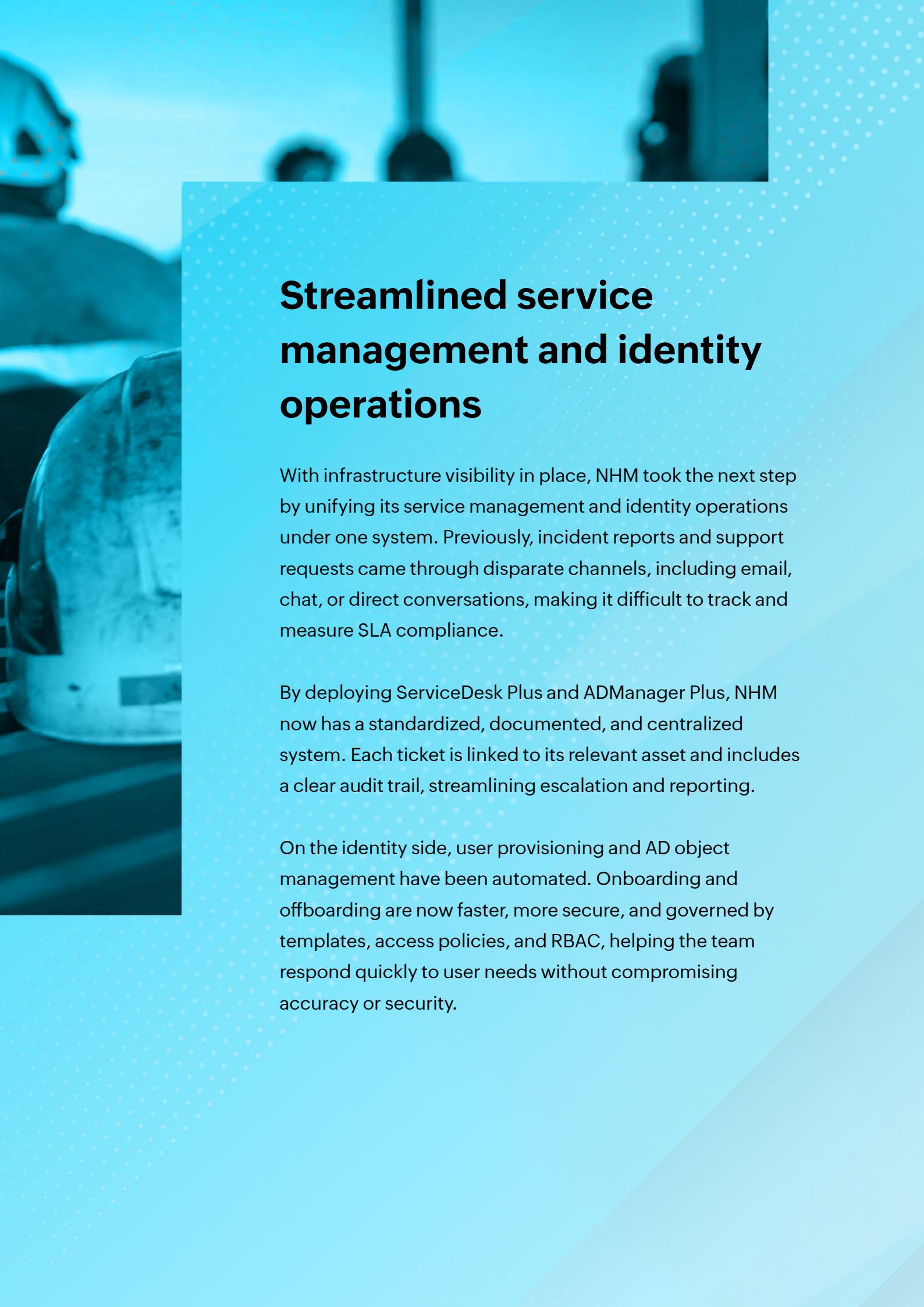
- Lack of real-time visibility into network devices, servers, and endpoints, which delayed incident detection.
- Incident management was still manual and scattered, making SLA tracking and resolution difficult.
- Privileged account and access management were not centralized, posing a security risk.
- Routine tasks like backups, password rotation, and reporting consumed significant time and effort.
- Ongoing compliance needs with industry standards and evolving regulations increased audit workload and documentation time.

## The transformation journey

Given its distributed operations, NHM needed centralized, real-time visibility across its IT infrastructure, including servers, networks, and endpoints, to detect and resolve issues proactively.

To address this, NHM implemented OpManager, ManageEngine's proactive monitoring solution, allowing the IT team to monitor infrastructure performance from a single pane of glass without relying on multiple tools.

The shift from a reactive, fragmented system to a centralized, automated, and scalable IT ecosystem was a critical step forward.



## **Streamlined service management and identity operations**

With infrastructure visibility in place, NHM took the next step by unifying its service management and identity operations under one system. Previously, incident reports and support requests came through disparate channels, including email, chat, or direct conversations, making it difficult to track and measure SLA compliance.

By deploying ServiceDesk Plus and ADManager Plus, NHM now has a standardized, documented, and centralized system. Each ticket is linked to its relevant asset and includes a clear audit trail, streamlining escalation and reporting.

On the identity side, user provisioning and AD object management have been automated. Onboarding and offboarding are now faster, more secure, and governed by templates, access policies, and RBAC, helping the team respond quickly to user needs without compromising accuracy or security.

# Strengthened access control and audit readiness

Access to critical infrastructure, such as server admins, network devices, and internal systems, requires tight control. NHM now tracks all login activities and credential usage automatically with full audit logs in place.

With the help of Password Manager Pro, the team has implemented more granular access controls using RBAC, time-based restrictions, and device-level policies. Password rotation is fully automated and scheduled, reducing the risks associated with outdated credentials.

These improvements ensure NHM remains compliant with internal audit standards and mining industry regulations while boosting its defenses against internal and external threats.



# Visibility that fuels data-driven decisions

Before adopting ManageEngine, NHM's reporting process was manual and time-consuming. The IT team had to consolidate data from its help desk, monitoring, and AD tools manually in Excel, leading to errors and slow decision-making.

With Analytics Plus, this process has been completely transformed. All relevant data is automatically pulled from ServiceDesk Plus, OpManager, and ADManager Plus into real-time dashboards that track incident trends, resource usage, and SLA compliance.

What's more, business managers and non-technical users can now generate their own reports without waiting on IT, enabling faster, data-driven decision-making that aligns with NHM's strategic goals.

With a more integrated, automated, and audit-ready IT ecosystem, NHM has significantly enhanced both operational efficiency and security posture. This transformation was made possible through the deployment of ManageEngine solutions, supported by Prodata, ManageEngine's trusted partner in Indonesia, who played a vital role in helping NHM design and implement scalable, compliant IT operations.

# 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. To learn more, visit [www.manageengine.com](http://www.manageengine.com).

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