RGIS achieves IT optimization with ManageEngine solutions

Retail Grocery Inventory Services (RGIS) is popularly known worldwide for the revolution it has created in retail and inventory management. It has been accelerating retail and inventory services since 1958 and strives to remain an economical alternative to in-house inventory management. The business is currently servicing 53 countries, with a strong base of about 3,500 global customers.

What started off as an alternative to in-house inventories has slowly expanded its verticals to many other sectors. Now, RGIS has been actively involved in managing inventory, asset tagging, supply chain assisted services, auditing, and compliance to ensure successful business without downtime.

Products in focus

ManageEngine ServiceDesk Plus

Know more

ManageEngine Endpoint Central

Know more

ManageEngine Mobile Device Manager Plus

Know more

ManageEngine ADSelfService Plus

Know more

ManageEngine ADAudit Plus

Know more

ManageEngine Key Manager Plus

Know more

RGIS

Headquarters
Birmingham, West Midlands

Industry type
Retail

Years in the business
67

Company size
10,001+ employees

We have been using [ManageEngine solutions] for the last 15 years; we have been adopting the new product lines and the features being added.
The on-premises to cloud migration is on; we are in a hybrid state right now, but we are adopting more and more features. [...] We will be continuing this journey [with ManageEngine as our partner] for a pretty long time; that's what I look forward to.

Sudipto Nandy
Chief information officer, RGIS

Key highlights

Strengthened IT operation resilience

Sophisticated technical capabilities

Solutions that are light on the pocket

How did ManageEngine simplify the IT service model of RGIS?

It has been fifteen years since RGIS started its journey with ManageEngine, with ServiceDesk Plus as the first product that came into its business.
With its employees operating worldwide to support its strong customer base, RGIS was looking for a tool to help it manage service requests. ServiceDesk Plus came in at a very opportune moment to unify and ensure transparency throughout each workflow.

Catering to customer requirements from across France to Brazil requires logical unification, and that's what ServiceDesk Plus helped them with.
The team operated from a centralized platform with clear-cut visibility to every task throughout an IT ticket. Needless to say, repetitive incidents might lower productivity and affect the business. RGIS, being in the retail industry, didn't want to take chances and made sure every problem was analyzed and the root cause was identified. Since navigating between a problem and associated processes like a change or an incident is easier with ServiceDesk Plus, the symptoms were better identified, and errors were fixed skillfully. This boosted workplace efficiency and ensured problems were addressed before they could recur.

Seamless observance of IT device management with Mobile Device Manager Plus

A constantly changing workforce is one of the core features in the retail industry. As a consequence, this often makes it difficult to manage the resources, materials, and humans involved. To stay informed about the whereabouts of the devices involved in its business, RGIS relied on ManageEngine Mobile Device Manager Plus. Since ManageEngine offers free trials of its products that are fully functional, RGIS's IT team firmly assessed the performance of Mobile Device Manager Plus and opted to begin using it.

The introduction of Mobile Device Manager Plus has helped RGIS to seamlessly manage and monitor 25,000 devices. With a 360-degree view of the entire device ecosystem, updates were rolled out on time, identify theft attempts and jailbroken devices were dealt with, and real-time troubleshooting got better. Moreover, RGIS enjoyed all of this at an affordable price, making it an accommodative and profitable decision for the business.

Compliance over compromise with ManageEngine ADAudit Plus

Trust and reputation are of interest for reputable service providers—the ones that aren't willing to be negligent with customer data. From this perspective, RGIS took the utmost care to comply and not compromise. Retailers rely on RGIS for their inventory management, so an audit has to be conducted extensively every now and then. ADAudit Plus helps improve RGIS's internal compliance strength and resilience by checking the details of the user activities and functionalities within Active Directory—which is one of the critical factors necessary for a SOC audit. Further, Nandy stated that RGIS's IT team is looking at automating this process further with ServiceDesk Plus to handle internal service management and ADManager Plus to facilitate provisioning and deprovisioning.

In addition to the previously mentioned solutions, RGIS has deployed other ManageEngine products—including Endpoint Central, Key Manager Plus, and ADSelfservice Plus—as part of its IT infrastructure.

Value-adds unlocked with 15 years of partnership with ManageEngine

No business wants to add fuel to the fire—and neither does RGIS. As positive as it sounds, operational optimization is the return RGIS has derived from investing in ManageEngine. True to its word, ManageEngine products are developed so that disruptions to the infrastructure will never occur. Ensuring seamless integrations between multiple ManageEngine products helps the IT team at RGIS easily maintain and adapt to new additions.

When asked about the affordability of ManageEngine products, Nandy mentioned, "We are constantly investing on technology—doing all the upgrades. It is important for us to get a comprehensive feature list at a value that makes sense." Meaning, in a constantly developing environment, consistent technology upgrades are equally important to keep up with the trends. The quality of the solutions offered continues to remain in line with the needs of RGIS, leaving no need to employ an system integrator partner to work on customizations. With ManageEngine, RGIS's in-house IT team is able to do it now effortlessly.

"Now, instead of always thinking about what does it mean by licensing, what does it mean to generate the value for the organization becomes our driver."

Sudipto Nandy

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.

For more information,
visit our website: www.manageengine.com
follow the company blog: blogs.manageengine.com

Email us:

sales@manageengine.com

Contact us:

+1 888 720 9500 (Toll free)