



Sensible Data's journey to automation: A case study in efficiency





Company profile

Sensible Data is an information and telecommunication services company based in Rome, Italy. Since 1996, Sensible Data has assisted customers in all phases of development and IT management.

With a team of qualified professionals in design, implementation, and management of applications, network and systems management, and security consultancy, Sensible Data provides IT outsourcing services that guarantee security and business continuity.

INDUSTRY TYPE: IT consulting | **EMPLOYEES:** 1-50 | **TYPE OF BUSINESS:** B2B | **LOCATION:** Rome, Italy



Business challenges

Sensible Data faced several operational hurdles before adopting ManageEngine's suite of solutions. With a team of 24 professionals managing complex provisioning and deployment projects, the company struggled with:

Manual and repetitive tasks: Daily operations required significant manual intervention, leading to inefficiencies and increased room for error.

Lack of automation: A growing need for automation and streamlined workflows to manage IT assets efficiently.

Limited control: Challenges in achieving comprehensive oversight over clients' IT environments.

Having been with the company since 2002, Provisioning and Deployment Manager Marco Piantoni witnessed these struggles first-hand.

"We needed a product or suite of products that could deliver automation and full control over all the assets we manage," he said.

The solution

To overcome these challenges, Sensible Data adopted ManageEngine's robust platform of IT management tools. The decision was based on ManageEngine's reputation for offering easy-to-implement, efficient, and comprehensive solutions supported by exceptional technical assistance.

Endpoint Central (MSP version)

Utilized to manage the IT assets of multiple clients effectively.

“Endpoint Central has proven to be an incredibly efficient tool for managing all our client assets.”

—Marco Piatoni, Provisioning and Deployment Manager



ADManager Plus (On-Premises and Cloud)

Both versions have enabled successful OS deployment for Sensible Data’s clients.

Improved the management of clients’ assets.

“The OS deployment feature is outstanding for imaging and implementing new workstations.”



ADManager Plus

Simplified the management of Active Directory environments, even those distributed across multiple locations.

Enabled technicians to perform daily tasks with ease, thanks to its intuitive models and analytics tools.

Marco noted, “ADManager Plus is extraordinary for managing Active Directory with countless templates and tools.”



Log360

Improved log analysis and incident tracking across various contexts.

Enhanced the IT team’s ability to address security incidents quickly.

Marco praised it as “a highly effective tool for analyzing logs and tracing incidents.”



Results and impact

The adoption of ManageEngine tools brought measurable improvements to Sensible Data's operations:

Increased efficiency:

Automated workflows reduced manual effort and improved productivity.

Enhanced control:

Comprehensive tools provided centralized management and oversight of IT assets.

Streamlined processes:

The intuitive solutions simplified daily operations, allowing technicians to focus on higher-value tasks.

Improved deployment efficiency:

The OS deployment feature in Endpoint Central significantly reduced the time required to set up new workstations.

Conclusion

Sensible Data's approach to IT management has been transformed by ManageEngine's powerful platform. From reducing repetitive manual tasks to enabling comprehensive asset control, the solutions have proved to be reliable, efficient, and scalable.



About ManageEngine

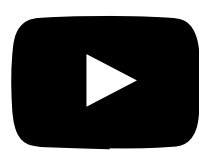
ManageEngine is a division of Zoho Corporation that offers comprehensive on-premises and cloud-native IT and security operations management solutions for global organizations and managed service providers. Established and emerging enterprises—including nine of every 10 Fortune 100 organizations—rely 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.



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