

Sharp Indonesia streamlines
endpoint management and
audit readiness with
Endpoint Central



ENDPOINT
SECURITY

About Sharp Indonesia

Sharp Indonesia

Industry
Electronics manufacturing and distribution

Headquarters
Jakarta, Indonesia

Type of business
B2C and B2B

Endpoint scale
Over 1,300 endpoints

Operational locations
60 locations across Indonesia

Product used
 ManageEngine
Endpoint Central

Sharp Indonesia is a leading electronics manufacturing and distribution company with operations across Indonesia. Its business spans offices, branches, warehouses, and service centers that support both consumers and enterprise customers.

To sustain daily operations, Sharp Indonesia manages a large, multi-platform endpoint environment running Windows, macOS, and Linux. With more than 1,300 endpoints distributed across 60 locations, the company relies on centralized IT operations to maintain consistency, security, and operational efficiency.



Delivers
40% faster
patch deployment



Enables
audit readiness
in minutes



Manages over
1,300 endpoints
across 60 locations

Why managing endpoints at scale became increasingly challenging

As Sharp Indonesia's operations expanded, managing endpoints through manual and fragmented processes became increasingly difficult. Routine activities such as software deployment, patch updates, and asset tracking required significant hands-on effort, especially since devices were spread across multiple locations.

Audit preparation was one of the most time-consuming challenges. Asset data often needed to be gathered manually from different sources, increasing the time required to verify accuracy and reconcile discrepancies. Generating reliable reports for audits could take several days, placing additional pressure on the infrastructure team.

Patch deployment also posed challenges. Legacy approaches using Windows Server Update Services (WSUS) and Group Policies were slow and unstable, making it difficult to ensure timely updates across all endpoints. Identifying installed applications and enforcing standard configurations across devices required device-by-device checks, further limiting efficiency.

Sharp Indonesia needed a more centralized and scalable approach to endpoint management one that could reduce manual effort while improving visibility and control.



Centralizing endpoint management with Endpoint Central

To address these challenges, Sharp Indonesia implemented ManageEngine Endpoint Central, a unified platform for endpoint management.

The solution enabled the infrastructure team to centralize software deployment, automate patch management, and gain real-time visibility into endpoint assets across all locations. Tasks that previously required on-site visits or individual remote sessions can now be executed centrally from a single console.

Endpoint Central provided Sharp Indonesia with the ability to manage its growing endpoint environment more efficiently, without increasing the team's head count or its operational complexity.

Accelerating patching and simplifying software deployment

With Endpoint Central in place, Sharp Indonesia significantly improved the speed and consistency of its patch management process. Patch deployment became 40% faster, allowing the team to retire its legacy WSUS server and reduce system dependencies.

Software deployment and removal can now be executed centrally, eliminating the need to install or uninstall applications one device at a time. This shift reduced the manual workload and enabled the team to support users across all locations more effectively.

Improving audit readiness through real-time asset visibility

Endpoint Central transformed the way Sharp Indonesia prepares for audits. Asset and patch status reports that previously took two to three days to compile manually can now be generated within minutes.

The availability of accurate, real-time endpoint data has improved confidence during audits and internal reviews. Standardized reporting has ensured consistency across devices and locations, helping Sharp Indonesia respond quickly whenever audit documentation is required.





“Previously, collecting asset data could take two to three days because everything was done manually. With Endpoint Central, we can now generate accurate reports in minutes and be ready whenever an audit is required. This has significantly improved how efficiently our team operates.”

Dodi Hendarshah

Manager of IT infrastructure, Sharp Indonesia



Strengthening endpoint security with centralized control

Beyond efficiency and visibility, Endpoint Central also helped Sharp Indonesia strengthen its endpoint security posture. The platform has enabled better control over installed applications, allowing the team to identify and remove unauthorized software.

Additional controls, such as restricting USB usage and ensuring Windows patches remain up to date, have reduced security risks without adding operational overhead. These measures have helped Sharp Indonesia maintain a more secure and compliant endpoint environment across its distributed operations.

“From an efficiency and security standpoint, Endpoint Central can be fully leveraged, especially for organizations managing many devices across multiple locations. Its ease of use and centralized control make daily endpoint management much more manageable.”

Dodi Hendarshah

Manager of IT infrastructure, Sharp Indonesia



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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