

# Sureserve Group achieves legal compliance and swiftly transitions to remote work with **ManageEngine**



Sureserve Group is a leading energy service provider in the United Kingdom that delivers a broad mix of services to residential, public, and commercial buildings. The group faced significant challenges in meeting legal standards, making its network and systems vulnerable to attacks. With ManageEngine, the company was able to resolve its issues and enhance its operations.

## Products in focus

### ManageEngine ServiceDesk Plus

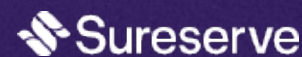
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### ManageEngine Endpoint Central

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### ManageEngine ADAudit Plus

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Headquarters:  
**The United Kingdom**

Industry:  
**Utilities, oil, gas,  
and energy**

Type of business:  
**B2M**

Employees:  
**1,000-5,000**







## Benefits at a glance



Stays compliant with legal mandates

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Provides full, concurrent management of assets

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Remediates vulnerabilities by applying patches

“ Whenever I assess a product, it's not purely about the product. I look at things like the serviceability, software warranty, and cost value, and I would say ManageEngine ticks all of those boxes. ”

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### Jaimie Hayes

Group service delivery manager,  
Sureserve Group



## Company profile

Founded in 1988, Sureserve Group offers a range of services, including wall insulation, fire safety, electrical wiring installation and inspection, and lift installation and repairs, for properties across the United Kingdom. With over 3,000 staff members, the group delivers exceptional, high-quality services to its customers, making it stand out. The company aims to provide value for money and a positive experience for its customers. To conduct day-to-day activities and achieve excellence, it heavily relies on IT to secure systems and data.



## Business challenges

Given the multitude of service offerings, it is crucial for Sureserve Group to comply with the current legal mandates. Without having the right IT processes in place, the group found it difficult to streamline its business functions. Jaimie Hayes, group service delivery manager at Sureserve Group, highlighted one major challenge to which ManageEngine responded very quickly.

When Sureserve Group changed its name from Lakehouse Contracts, its website went down. All its devices around the world reported to that website, and even a minor change in the configuration led to a loss of control over these devices. The company was looking for a vendor that could align with its business needs and help deal with this issue.



The IT team evaluated a lot of other competitors on the market, and ManageEngine came to the rescue with its customer-focused approach and the value it adds to businesses.

Another issue that bothered the IT team at Sureserve Group was the lack of modern mobile device management tools that could automate tasks and lessen the workload.

The legacy tools that the team used were out of date and way too complicated. To address these issues and reinforce brand credibility, the company leveraged ManageEngine solutions that guided it every step of the way.

**"The value of ManageEngine is very good, especially the support. I know I have a true partner in ManageEngine, and if I need to contact you guys about something that isn't in your roadmap, or a feature, or a problem I have, it will get resolved relatively quickly."**

- Jaimie Hayes  
Group service delivery manager,  
Sureserve Group

## Restructuring ITSM workflows

Managing IT processes was a daunting task until Sureserve Group implemented ManageEngine ServiceDesk Plus. Before choosing ManageEngine, the company assessed various other vendors that could underpin its ITSM journey in a holistic fashion.

ServiceDesk Plus topped the list for its ability to adapt to the changing IT landscape, deploy various versions across business verticals, and integrate well with both in-house and third-party products. Hayes found the tool to be extremely dynamic and scalable. He also found the reporting module to be easy to use, offering deeper insights into managing data and assets better.

Sureserve Group once faced an issue with a certain amount of laptops that were purchased and it struggled to identify the root cause of the problem. By utilising ServiceDesk Plus' procurement module to find the purchase order, the team quickly discovered the batch of laptops that had the issue and quickly sorted it out. Hayes said that he likes the tool's roadmap of development, loves the ease of policy deployment, and values the partnership with ManageEngine.



## A better way to manage IT assets

Sureserve Group has utilised ManageEngine Endpoint Central almost every day to deploy substantive applications to its engineers as it caters to the growing demands of the organisation from a device management perspective, including mobile device management, desktop management, and PC management. Admins found the product to be less complicated than their legacy tools, and its integration with ServiceDesk Plus has enabled efficient IT management.

Before implementing ManageEngine solutions, the sysadmins tried out other players in the IT realm and found them to be quite complicated, with numerous issues. In contrast, Endpoint Central's capabilities, like geofencing, reporting users, reporting and banning apps, and deploying patches remotely, helped prevent vulnerabilities and improve Sureserve Group's overall security. Hayes was delighted with the fact that he doesn't have to use a different product to manage desktops, laptops, and mobile devices. He called Endpoint Central an "absolute underpinner" to his business.

# 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.

For more information,

**visit our website:** [www.manageengine.com](http://www.manageengine.com)

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