Cambrian Technologies simplifies management of its customer's IT infrastructures using RMM Central

About
Cambrian Technologies

Cambrian Technologies is a cloud systems integrator that helps organizations restructure, migrate, and run IT environments. Over the last few years, cloud-based platforms and ecosystems have surfaced and modern technologies have exploded like the 'Cambrian explosion'. And they have made it their mission to help companies utilize these new 'Cambrian' technologies and transition faster and easier and benefit more from them. They help clients overcome the cloud adoption challenges. Based in Amsterdam, the cloud-based managed services provider operates in the Netherlands, United States, and Greece. It serves customers across various industries, including healthcare, ISV, professional services, and industrial sectors. Cambrian Technologies provides systems operations, DevOps, security, and data analytics services.

Business challenges

Haris Gkoutzigiannis, Cambrian Technologies' senior systems engineer, said the organization mainly focuses on providing it's customers with ease of use, low maintenance, and quick deployment. By automating IT tasks as much as possible, the IT team has more time to concentrate on critical tasks. The main challenge in managing their customers' IT infrastructure, since they operate with cloud solutions 100%, is the DaaS (desktop as a service) solution management and monitoring, but they solve the servers part of the issue easily. Cambrian Technologies required a solution that facilitates easy management and monitoring of the DaaS solutions for their customers regardless of the cloud solution.

The IT team at Cambrian Technologies was challenged by working with several products to deploy, monitor, manage, and patch its customer's applications. These tasks were very time-consuming since they had to replicate tasks for each customer. Cambrian Technologies required a simplified and efficient system for deploying, monitoring, managing and patching the various applications used by its customer's users without having to separately replicate the installation and management for each device.

The solution:
RMM Central

The Cambrian Technologies IT team also found it difficult to create and manage custom golden images for complex DaaS solutions. The complexity stemmed from the deployment of specific apps which were challenging to install on endpoints. The IT team was forced to bake them on the golden image, but it wanted to eliminate the need for custom golden images and go modular or slim. With respect to application management and deployment, with the help of pre/post deployment tasks and custom scripts offered by ManageEngine's networking monitoring and endpoint management solution, they were able to eliminate the need of having custom golden images for installing applications and in some cases even eliminate the need of a golden image all along.

Many of Cambrian Technologies' customers utilized dedicated virtual desktop infrastructures (VDIs) that were both expensive and not shared. Now, with ManageEngine's networking monitoring and endpoint management solutions, Cambrian Technologies IT team obtains an overview of the average compute power usage of each VDI, and easily scales up or down to reduce additional expenses.

The RMM Central experience

Cambrian Technologies was using another product before switching to ManageEngine RMM Central. Its previous product provided a single point of failure, and lacked reporting and patching features. Primarily, it containerized applications. Although it offered almost instant deployment, it relied entirely on a single executable. If the executable stopped working, all the user applications also stopped.

> We wanted a single platform that could assist us with monitoring, patching, application deployment, and other management and security tasks and RMM Central seemed to have everything under one panel.

Haris Gkoutzigiannis,
senior systems engineer, Cambrian Technologies

That was not the only driving factor for Cambrian Technologies. It also chose RMM Central for its UEM capabilities. The organization had high expectations when it came to application deployment since it faced numerous challenges. Fortunately, UEM offers a lot of pre- and post-deployment options when installing an application. With custom scripts and settings, it was able to solve numerous issues. This solution helped Cambrian Technologies save a substantial amount of time in deploying applications to multiple customers.

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> We only have to worry about configuring Adobe Reader DC once, and we can deploy it to multiple customers.

Haris Gkoutzigiannis,
senior systems engineer, Cambrian Technologies

RMM Central helped Cambrian Technologies solve its complicated golden images that it had to create and update regularly. Now, with ManageEngine's network monitoring and endpoint management capabilities, the need to create golden images was eliminated. Even if the IT team wanted to create one, it did not require custom configurations and there was no need for regular maintenance. The monitoring part of the product aided them in closely monitoring the performance of dedicated VDIs.They wanted to be highly proactive, rather than reactive, to the performance issues of VDIs to avoid excessive ticket creation.

Overall, to put it in a nutshell, RMM Central has simplified application management and patch and software deployment for the agents at Cambrian Technologies. They no longer have to use multiple products for monitoring, patching, app management and deployment. All of the above mentioned being available on a unified portal is highly beneficial to them.

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> Our main concern was application deployment and it was solved by the various solutions offered in RMM Central. Being able to constantly monitor the DaaS solutions of our customers also gives us a good overview of the compute power usage so we can optimize costs wherever possible.

**Haris Gkoutzigiannis,
senior systems engineer, Cambrian Technologies**

About **RMM Central**

ManageEngine RMM Central is the one-stop solution that unifies endpoint management and network monitoring for MSPs and helps automate complete IT management from a single console. With RMM Central, MSPs can discover, manage, secure, and monitor all their clients' devices from a single console. This remote monitoring and management solution can help discover networks, detect and manage faults, deploy missing patches, enable remote access, provide a complete overview of all hardware and software inventory, and more.

Learn more about **RMM Central.**

About **ManageEngine**

ManageEngine is the IT management division of Zoho which prioritizes flexible solutions that work for all businesses, regardless of size or budget. In the midst of a journey of 20 years—and counting—ManageEngine has delivered more than 120 products available across the globe. These solutions cater to every IT division management need, and are provided at affordable prices and supported by top-notch customer service. From network and device management to security and service desk software, ManageEngine brings IT together for an integrated, overarching approach to optimize IT.

ManageEngine continues to be dedicated to the MSP market—as it has been for more than 10 years—by crafting exclusively designed MSP centric management solutions. ManageEngine MSP solutions include:

IT service management
ServiceDesk Plus MSP

Remote monitoring & Management
RMM Central

Unified Endpoint Management
Desktop centrsl MSP

IT operations management
OpManager MSP

Mobile Device management
Mobile Device manager plus MSP

Cloud-based Remote Monitoring
Site24+7

Privileged access management
PAM360

Privileged account management
Password Manager Pro MSP

Active Directory Management and reporting
ADManager Plus MSP

Enterprise Logging tool
EventLog Analyzer MSSP

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