

How N3i enhanced efficiency, security, and service delivery with ManageEngine



N3i, a UK-based IT services provider for NHS organizations, struggled with device management, patching, and compliance. By implementing ManageEngine solutions, N3i enhanced device visibility, security, and operational efficiency. This reduced the workload on senior engineers, improved support for healthcare clients, and enabled scalable growth. Continue reading the full story to discover how ManageEngine turned their operations into a productive and secure IT environment.

Products in focus

ManageEngine
ADManager Plus

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ManageEngine
Endpoint Central

[Know more](#)

ManageEngine
ADAudit Plus

[Know more](#)

ManageEngine
ServiceDesk Plus

[Know more](#)

ManageEngine
Mobile Device Manager Plus

[Know more](#)



Industry type:

IT services and
consultancy

Employees:

> 200

Type of business:

B2B

Headquarters:

Hessle, UK



Key highlights



Enhanced device
management and
security



Faster response
times and improved
service delivery



Operational
efficiency
skyrocketed

"I just like to say thank you to ManageEngine. They produce really good products. They support really good. And, their costing is at really good level. It helps our business in those three different ways."

-Chris Wallace,
Head of IT infrastructure at N3i



About the business

N3i is a UK-based IT services and consultancy company specializing in digital transformation, cloud solutions, and IT strategy. With a focus on supporting NHS organizations, N3i serves approximately 5,500 users and devices across East Riding and Humberside, primarily assisting general practitioner (GP) staff and some commissioning teams. The company provides end-to-end IT support, including network management, cloud migration, IT infrastructure, software development, and user training. N3i works closely with businesses to optimize operations, implement scalable systems, and enhance efficiency, security, and growth—ensuring smooth IT operations in high-stakes environments where downtime is not an option.

Challenges before implementing ManageEngine

Chris Wallace, head of IT infrastructure at N3i, discussed the operational challenges the IT team faced before implementing ManageEngine. They lacked a unified approach to tracking devices across their large, geographically spread-out network. With no central system to monitor patching status, device health, or security configurations, pulling compliance data like BitLocker and antivirus status from devices was difficult and time-consuming.

Another major issue was inefficiency in device and asset management. Without an effective solution for tracking devices throughout their lifecycle—from deployment to disposal—operational processes were slow and security risks increased. Patch management was also an issue, Wallace said, "We had SCCM previously, so we used SCCM to manage endpoints. We found them to be quite lethargic in its reporting. Being able to get data off the machines about what they've actually done; applying patches through SCCM was very inaccurate."

Additionally, managing Active Directory (AD) and other administrative tasks often required senior engineers to handle routine processes, which slowed down productivity and limited the ability to scale effectively.

Lastly, as their device portfolio expanded, ensuring compliance and security became a growing challenge. With several disjointed tools in use, the team struggled with slow reporting and inconsistent results.

Unlocking efficiency with ManageEngine

In search of a more integrated and efficient solution, N3i compared the products its parent company was using and ultimately decided on ManageEngine. It implemented a suite of products, including ServiceDesk Plus, Endpoint Central, ADManager Plus, and ADAudit Plus. These tools offered the comprehensive control and visibility the team had been missing.

The shift to ManageEngine tools brought significant improvements across several areas. The most dramatic improvement was that operational efficiency skyrocketed. By automating routine tasks and empowering lower-level staff with the necessary tools, N3i freed up senior engineers to focus on strategic tasks, greatly improving overall productivity.

Moreover, the scalability of ManageEngine's solutions meant that as N3i expanded, its IT infrastructure could easily accommodate the growing number of devices and users without straining resources or staff.

Lastly, the cost-effectiveness of the ManageEngine suite was a standout factor. Chris emphasized that the value offered by the tools, combined with excellent customer support, made it a wise investment.

"Whenever we've had issues with any of the ManageEngine products, the support has been really, really good."

-Chris Wallace,

Head of IT infrastructure at N3i



Device security overhaul with Endpoint Central and Mobile Device Manager Plus

The most immediate benefit was enhanced device visibility. Wallace shared, "As we moved to ManageEngine, we found it a lot easier to get the information about how many devices are out there, what patching state they were in. Pull other compliance information from them. Like what the BitLocker status is, making sure the anti-virus is enabled and up to date. In general, using Endpoint Central, we've really managed to improve our visibility and understanding of the estate."

With Endpoint Central, N3i gained the ability to monitor endpoints in real time, manage patches, and securely manage mobile devices. "We have it set up so it queries; it runs a scan on every machine every day to get its latest position," Wallace added. Patch reporting was slow in the past, but by conducting daily scans, Wallace's team now receives accurate patch statuses, resulting in a stronger security posture.

Asset management became significantly more efficient, tracking devices from procurement to disposal while capturing all necessary compliance certifications for asset disposal. This information is then synced to ServiceDesk Plus, ensuring devices are disposed of ethically and securely, with full documentation in place.

The addition of Mobile Device Manager Plus was especially valuable, as N3i managed a growing number of Android devices. "It is very important that we control what goes onto those devices," Wallace explained. Through Mobile Device Manager Plus, they could remotely lock or wipe lost devices, ensuring data security across mobile platforms.



"Endpoint Central also provides a really solid base for our asset management. Endpoint Central does all the scanning from across the estate, collecting information from all the devices."

-Chris Wallace,
Head of IT infrastructure at N3i

Transforming asset management and IT support with ServiceDesk Plus

N3i also streamlined IT service management with ServiceDesk Plus, integrating incident management, change management, and asset management into a single platform. This allowed the IT team to resolve issues more quickly and meet SLAs with greater consistency. The ability to handle change management and delegate tasks—like account creation and permissions management—to lower-level staff without compromising security was especially valuable.

Support for the company's clients also improved. The adoption of ServiceDesk Plus enabled faster response times and more effective IT service delivery for GP staff and other healthcare professionals, ensuring minimal disruption to patient care.

The self-service portal further empowered users to report issues directly, reducing the workload on support staff. Additionally, ServiceDesk Plus integrated seamlessly with Endpoint Central, offering deep visibility and better control over assets across N3i's vast network of healthcare clients. This has greatly enhanced efficiency, transparency, and overall IT service management.

Enhancing security and access control with ADManager Plus and ADAudit Plus

By implementing ADManager Plus, N3i delegated critical AD functions like account creation and permission management to lower-tier support staff. Wallace added, "So it's a great way of being able to delegate access to different staffing groups without actually giving them a native Windows login to the various systems, so it improves your security posture." This reduced the burden on senior engineers and improved security through better-controlled access.

ADAudit Plus has provided deep visibility into user activity within AD, allowing N3i's IT team to monitor account creation, modifications, and GP activity. "It's great for intelligence into account creation and activity within Active Directory," Wallace added. This real-time tracking helped ensure compliance and security, particularly by detecting any unusual or abnormal user behaviors.

Together, ADAudit Plus and ADManager Plus have enhanced both N3i's security posture and the productivity of its IT team, allowing them to handle user management more effectively while maintaining a high level of control.

Conclusion

By adopting ManageEngine, N3i has transformed its IT operations, improving efficiency, security, and service delivery. The comprehensive suite of tools has enabled N3i to manage devices, ensure compliance, and better support its healthcare clients. As a result, N3i is now better equipped to handle the demands of a rapidly growing IT environment while providing exceptional service to NHS organizations.



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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visit our website: www.manageengine.in

follow the company blog: blogs.manageengine.com



Email us: sales@manageengine.com

Contact us: 1800 572 6673 (Toll free)