



Flipdish Case Study

About Flipdish

Flipdish is a hospitality tech unicorn company that offers digital solutions designed to help restaurants and hospitality businesses manage online orders.

Businesses use Flipdish to grow their customer base and increase sales, cutting out the need to use expensive marketplace aggregators. Flipdish has 280 staff around the world, all of whom are remote-first. It is a global business with more than 7,500 customers in 32 countries, generating order revenues in excess of €250 million. Its customers include leading brands such as Cojean, Subway, Base Pizza, and Bombay Pantry.

Business challenges

Flexible work arrangements are emerging as one of the biggest threats for modern businesses struggling to bring clarity, order, and discipline to their digital security. Although its business is novel, the risks facing Flipdish were the same as any other organization in a hybrid or remote work model.

It needed a fast, easy way to secure endpoints, manage access rights, limit permissions, and automate how security updates were deployed to secure its global workforce.

Remote and hybrid workforces now enable businesses to operate in new ways and take advantage of commercial opportunities on a global scale. Yet these models pose a serious cybersecurity challenge due to the sheer number of endpoints created when people work from home, or anywhere else they can get a reliable internet connection.

The solution: Endpoint Central

The Flipdish IT team was challenged by a many endpoints created for its remote working model. Flipdish had several difficult tasks to perform: It needed to identify and track all endpoints, as well as evaluate access rights and limit permissions. All endpoints then had to be secured.

Some of its laptops and assets were not tracked, complicating the job. Flipdish was looking for a quick way to discover, secure, and manage remote endpoints to allow patch management, and to quickly deploy software to Windows and Mac systems.

To protect its hybrid workforce, Flipdish deployed ManageEngine Endpoint Central, a unified endpoint management and security solution that administers servers, laptops, desktops, smartphones, and tablets from a central location. This all-in-one solution enables small IT teams to manage and secure large numbers of machines.

At Flipdish, Endpoint Central worked quickly, locked down endpoints within a few days, and enabled tech teams to push updates to remotely dispersed teams, without requiring them to come into an office.

With Endpoint Central, on day one, I was able to deploy the endpoint management client and start monitoring machines within minutes. Competing products, such as Jamf for Mac and System Center Configuration Manager (SCCM) for Windows, were hugely complicated platforms that required dedicated engineers to build deployment scripts and configuration files. We did not have the time or resources to implement any of those solutions. "We did not know who had what access, and we didn't know how secure that access was. Our biggest concern was people who used insecure laptops and never updated Windows, enabled a firewall, or turned-on encryption. "ManageEngine's partner in Ireland, Servaplex, helped us ensure we had the right products to fit our environment, and what I really loved about ManageEngine was that I was able to discover Mac machines and Windows machines and put them on the same platform. That was the highlighting feature for us: having everything in one place."

With Endpoint Central UEM edition, the company can report on its devices and push out software to all or select devices at once, saving Foróige a huge amount of time installing them one by one.

Leon Weavers Head of ICT, Flipdish

About Endpoint Central:

Endpoint Central is a UEM solution that manages and secures today's digital workplace across diverse device types and OSs. Acclaimed by industry analysts like Gartner®, Forrester, and IDC, it employs a single, lightweight agent to offer end-to-end device life cycle management, consolidated with security capabilities like attack surface management, threat detection and response, and compliance. Robust remote troubleshooting, self-service capabilities, and proactive analytics help reduce downtime and improve the overall end-user experience. Available both on-premises and as a SaaS solution, Endpoint Central is used by more than 25,000 enterprises globally, fitting perfectly into their existing IT infrastructures and enabling interoperability. For more information, visit www.manageengine.com/products/desktop-central.

*This case study was originally carried out and written by Servaplex.