ManageEngine
Endpoint Central

Iascach Intíre Éireann
Inland Fisheries Ireland

Inland Fisheries Ireland
Case Study

About
Inland Fisheries Ireland

Inland Fisheries Ireland (IFI) was formed on July 1, 2010 following the amalgamation of the Central Fisheries Board and the seven Regional Fisheries Boards into a single state agency.

IFI is responsible for the protection, management, and conservation of inland fisheries across the country. Ireland has over 70,000 kilometers of rivers and streams and 144,000 hectares of lakes, all of which fall under the jurisdiction of IFI. The agency is also responsible for sea angling in Ireland.

Business challenge

IFI initially needed to implement a new service desk and endpoint management solution. Most of the solutions it looked at provided either endpoint configuration management or service desk capabilities in separate solutions that were not integrated. An important factor for IFI was being able to integrate a solution with Active Directory (AD) domain services fully. AD integration was an important aspect, as the organization was planning further Microsoft 365 migrations, and having this facility would be hugely beneficial.

The solution: Endpoint Central

With Endpoint Central, having a single pane of glass for all assets, including mobile phone devices, was helpful for the organization and saved its technicians time and effort by not having to jump between different interfaces.

IFI now use ManageEngine solutions to perform most of its daily IT operations activities, which include:

- Mobile device management.
- Asset tracking.
- Remote support.
- Integrated service desk.
- Device deployment capabilities.

"Some of the benefits include better overall management of endpoint devices in terms of patching and asset tracking. With an integrated service desk, it makes supporting remote devices so efficient.

"Most organizations, if not all, experienced a sudden influx in IT support demands from users that found themselves working from home and other remote locations due to COVID-19 lockdown restrictions. Coincidentally, Inland Fisheries Ireland had just completed a rollout of ManageEngine Desktop Central in January of 2020, which proved to be invaluable when provisioning devices and supporting end users throughout the pandemic.

"The reason why we chose ManageEngine over other vendors was largely down to its ease of use and its many add-ons and additional integrated features."

Ian Carroll Head of
ICT Inland Fisheries Ireland

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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.