

ManageEngine Password Manager Pro Helps Leading Supply Chain Management Solution Provider Bolster the Security of IT Infrastructure

GoFrugal Technologies uses ManageEngine Password Manager Pro to securely store privileged passwords in a centralized system and strengthen security of the IT infrastructure.

The Business Challenge

Trust and credibility are the hallmarks of any enterprise dealing with customer data. Establishing and keeping up the trust is vital for their survival and growth. For organizations like GoFrugal Technologies, which provide software solutions (both on-premise and on-demand) for retail distribution and supply chain management to a wide range of business establishments, ensuring infrastructure security and safeguarding the customer data through operational security are the top-most concerns.

GoFrugal's on-demand solutions involve several levels of secure processes and activities such as communication with the data centers, maintaining transaction data and a lot of other similar activities. To carry out all these tasks effectively, GoFrugal has a huge IT infrastructure in place, which includes servers, databases, network devices, a variety of software applications and telecommunication systems. Needless to say, the IT infrastructure forms the lifeline of GoFrugal.

While security systems are in place to guard the infrastructure against external threats, GoFrugal wanted to strengthen its mechanism to rule out any possible internal breaches as well.



Background

Company: GoFrugal Technologies

Industry: Information Technology

Business: Software Solution for Retail, Distribution and Re-distribution

Location: India

Solution: ManageEngine Password Manager Pro

About GoFrugal Technologies

www.gofrugal.com

Headquartered in Chennai, India, GoFrugal Technologies specializes in retail, retail distribution and supply chain management solutions. GoFrugal solutions integrate computing, Web 2.0, mobile and SMS technologies to provide comprehensive automation and collaboration among the entire trade and supply chain ecosystem including suppliers, customers, partners, service providers, franchiser, franchisee, among others. To satisfy the varied needs of its rapidly growing customer-base, GoFrugal has built its business management solutions using the latest software architecture models, proven and cost effective technologies employing the best in class engineering processes.

Especially, access to the sensitive administrative passwords, which give unlimited privileges, were to be strictly controlled. Administrators needed to get access only to those passwords that are relevant to their job profile.

The IT department of GoFrugal, which administers the IT infrastructure found it challenging to properly maintain the proliferating administrative passwords of these IT systems. “As a software solution provider for retail, distribution and redistribution, we are maintaining the IT resources of some of our customers too. Support Engineers and IT team members had to access those resources strictly on need basis to provide support and services. We needed a safe, centralized place to store, securely share and manage the administrative passwords of our internal resources and the ones of our customers,” said **Ramakrishnan Santhanagopalan, Technical Director at [GoFrugal Technologies](#)**.

“In this era of stringent IT regulations, we felt the need for maintaining a complete record of who had access to what resources and generate reports on user activities,” adds Santhanagopalan.

The Solution

When the IT team of GoFrugal started looking at various enterprise password management solutions, they had a few critical considerations. They expected the solution to alleviate password management headaches, tighten security, be cost-effective, very simple-to-use and above all highly secure.

After researching various tools and solutions, the GoFrugal Team came across ManageEngine Password Manager Pro.

"We were impressed by the functionality, performance and security aspects of Password Manager Pro and realized that it was the right solution for us and deployed it immediately," points out Santhanagopalan.

"There were numerous resources and the passwords were virtually lying uncontrolled. We were maintaining the passwords in XL Sheets and text documents. Keeping an up-to-date copy of passwords was arduous. Modifying the passwords on remote resources was unwieldy. Password Manager Pro has turned everything. Enterprise passwords now securely reside in the centralized vault. Securely sharing the passwords among different levels of administrators is no longer arduous," explains Santhanagopalan.

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Technical Director,
GoFrugal Technologies**

Password Manager Pro Difference

Password Manager Pro became the favoured product at GoFrugal due to its rich set of features. "Provision to store website passwords and the ability to automatically login to the sites without copying and pasting the passwords, highly impressed us," says Santhanagopalan.

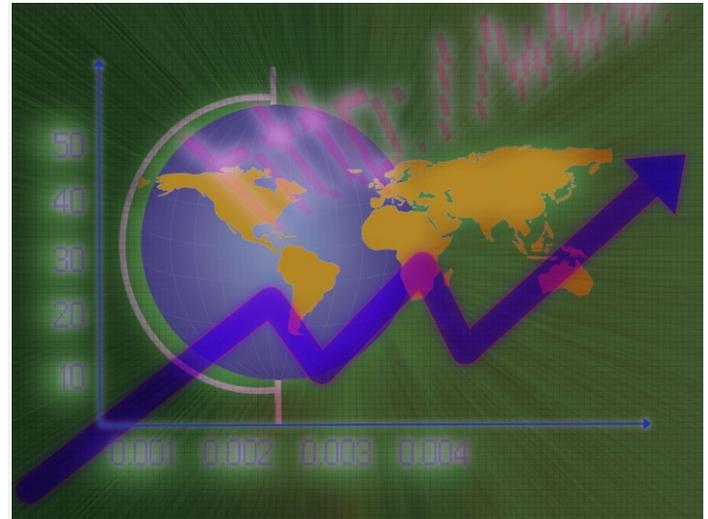
"Moreover, the automatic login feature allows us to hide passwords from user's view, while granting the permission to directly login to websites and resources," he adds.

Password Manager Pro's ability to enforce stringent password policies, has proved extremely valuable for GoFrugal. "To ensure security, we wanted to enforce the usage of complex passwords, setting password expiry and randomizing passwords at regular intervals. We were able to achieve all these goals in no time," says Santhanagopalan.

Real-time notifications on various password events have come in handy at GoFrugal. "Audit trails recorded by Password Manager Pro give us complete information on password usage. The real-time notifications on critical events like password modification give us total control," points out Santhanagopalan.

"The high availability architecture, which ensures uninterrupted access to passwords is a crucial feature, which has proved highly useful in our environment," adds Santhanagopalan. The deployment of Password Manager Pro has not only bolstered the internal controls at GoFrugal, but also made life easy for the administrators.

"We are no longer spending our time worrying about password resets or insecure sharing of passwords through emails. We get access to up-to-date passwords anytime, from anywhere – even through VPN. Administrative passwords are efficiently shared and managed by different types of administrators - System administrators, Database administrators and Support Engineers without giving room for external or internal security threats, that were looming large without Password Manager Pro in place," explains Santhanagopalan.



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“Now, we are finding increased interest in Password Manager Pro at GoFrugal. We look forward to maintain more number of IT resources of Premium segment customers and we would simply map specific resources to specific customer Support Engineers in Password Manager Pro. Password Manager Pro is very user-friendly and is a great tool for system administrators. We are pleased to have it here,” declares Ramakrishnan Santhanagopalan.

About ManageEngine

ManageEngine is the leader in low-cost enterprise IT management software. The ManageEngine suite offers enterprise IT management solutions including Network Management, HelpDesk & ITIL, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting and Managed Services platform.

ManageEngine products are easy to install, setup and use and offer extensive support, consultation, and training. More than 30,000 organizations from different verticals, industries, and sizes use ManageEngine to take care of their IT management needs cost effectively. www.manageengine.com

About Password Manager Pro

Password Manager Pro (PMP) is a web-based, Shared Account Password Management Solution for enterprises to control the access to shared administrative passwords of any 'enterprise resource' such as servers, databases, network devices, applications etc. PMP enables IT managers to enforce standard password management practices such as maintaining a central repository of all passwords, usage of strong passwords, frequent changing of sensitive passwords and controlling user access to shared passwords across the enterprise. For more details, visit www.passwordmanagerpro.com

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