



**Lakeside Process
Controls **accelerates**
IT digital maturity with
ManageEngine**



Products used

**ManageEngine
Endpoint Central**

**ManageEngine
ServiceDesk Plus**

**ManageEngine
ADAudit Plus**

Headquarters:
Mississauga, ON

Industry:
**Industrial Machinery
Manufacturing**

Years in the business:
70

Employees:
500

Key highlights



**Finds ManageEngine
feature-rich and
good value-for-dollar**



**Calls customer
support "excellent"**



**Commends the tight
integration between
products**



Revolutionizing industrial automation and process management

Established in 1952, Lakeside Process Controls provides complete automation solutions to a wide range of industries, optimizing process efficiency and ensuring reliability and uptime while also maintaining and prioritizing a high standard of safety and customer satisfaction. It has been recognized as a market leader.

Employees come first for Lakeside Process Controls, and the company believes in leveraging technology for the success of its customers, its business, and the community. Lakeside Process Controls has been a ManageEngine customer since 2017 and has progressively increased the amount of IT management and security products it has deployed with ManageEngine.

Taking control of endpoints from a unified console

As Lakeside Process Controls expanded, managing endpoints and patching them became a challenge. The company was in search of an endpoint management and security tool for its digital workplace. In 2017, Lakeside Process Controls deployed its first ManageEngine product, Endpoint Central, and was able to leverage the whole suite for OS deployment, patch management, and mobile device management.

"We looked at another solution and spent months trying to implement that, and in a week, we were able to roll out Mobile Device Manager Plus via Endpoint Central to our users and have been using it for the last four years now," explained Chris Blazejewicz, IT manager at Lakeside Process Controls.

Transforming the employee experience

To enhance the IT support experience for its employees, Lakeside Process Controls added ManageEngine ServiceDesk Plus to its arsenal in 2018, allowing the company to automate its IT help desk processes. It was also able to realize the full potential of the tool during the COVID-19 lockdown by supporting users remotely with the self-service portal, and by onboarding remote employees efficiently. Lakeside Process Controls leveraged the integration between ServiceDesk Plus and Endpoint Central with real-time IT asset management from its ticket window.

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“[ManageEngine tools]...all serve an important purpose in our organization. Endpoint Central and ServiceDesk Plus are the **cornerstones of IT and **IT support** in our organization. Without them, we'd have a lot more friction and challenges.”**

Chris Blazejewicz,
IT manager, Lakeside Process Controls

Getting visibility into Active Directory

As its Active Directory (AD) environment started getting complex, Lakeside Process Controls' focus then shifted to getting a comprehensive view of user activities and security events. With ManageEngine ADAudit Plus, one can get real-time notifications on changes made to AD and take advantage of user behavior analytics, allowing you to monitor logon activity, file changes, and account lockouts.

Blazejewicz said, "The value-add offered by ManageEngine makes sense in comparison to the competitors."

This is the third organization that he has brought ManageEngine into.



Products in focus

ServiceDesk Plus



ServiceDesk Plus is the unified service management platform from ManageEngine, the enterprise IT management division of Zoho Corporation. Built on industry-recommended ITSM best practices, ServiceDesk Plus comes packed with contextual IT and business integrations that help service desk teams better align with their organization's business objectives. With native enterprise service management capabilities and unrestricted extensibility offered through low-code scripting, ServiceDesk Plus helps organizations design, deliver and support their business and IT services. It comes in three editions and is available in 37 different languages.

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.

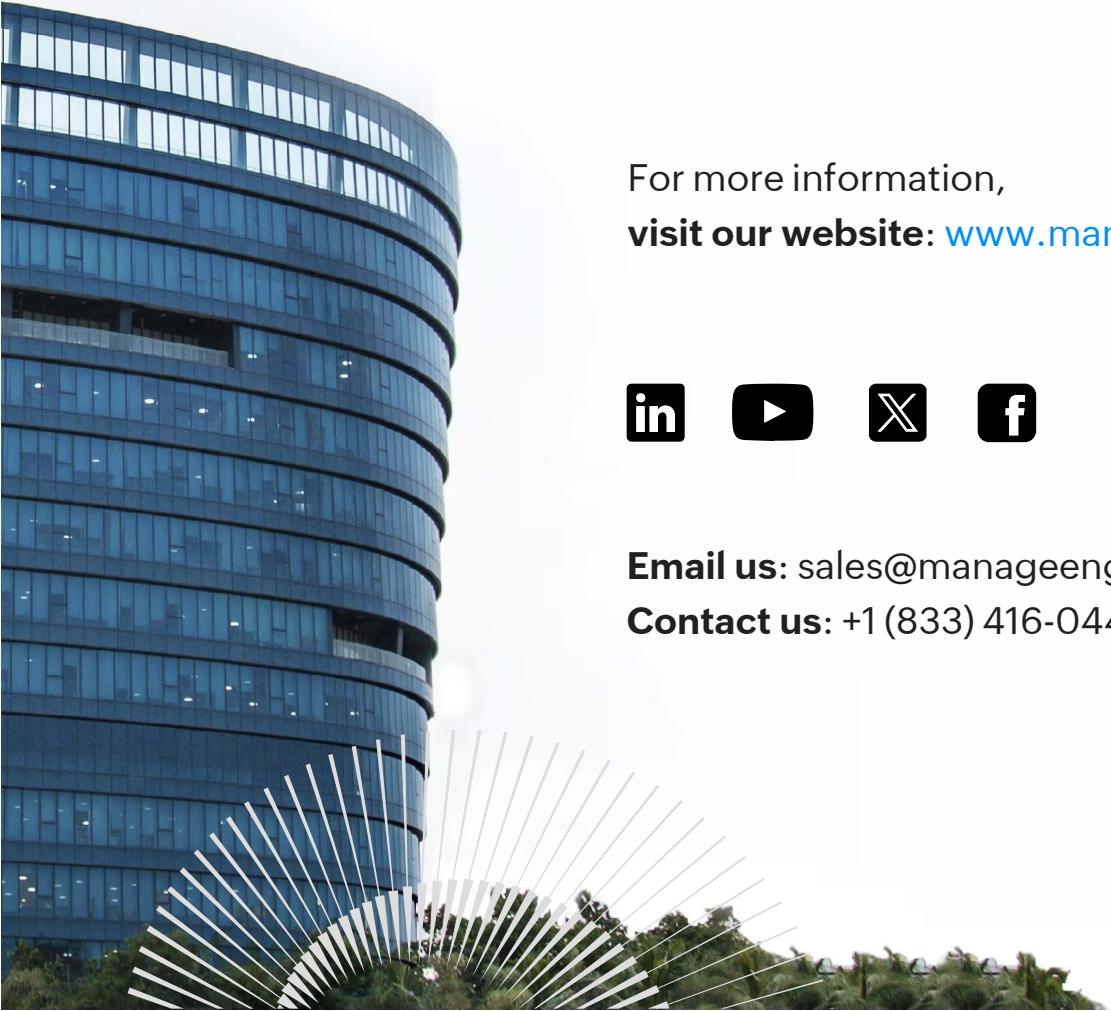
ADAudit Plus



ADAudit Plus is a UBA-driven auditor that helps keep your AD, Entra ID, file systems (including Windows, NetApp, EMC, Synology, Hitachi, Huawei, Amazon FSx for Windows, Azure and QNAP), Windows Server, and workstations secure and compliant. ADAudit Plus transforms raw and noisy event log data into real-time reports and alerts, enabling you to get full visibility into activities happening across your Windows Server ecosystem in just a few clicks.

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.



For more information,
visit our website: www.manageengine.com/ca



Email us: sales@manageengine.com
Contact us: +1 (833) 416-0441