

# Northern Land Council (NLC) sees a dramatic reduction in IT tickets with the adoption of ManageEngine solutions

ManageEngine



NORTHERN  
LAND COUNCIL



Though a well-established indigenous organization in Australia, the Northern Land Council faced significant challenges within its IT infrastructure that affected business operations. This case study illustrates how NLC dealt with specific issues and streamlined its IT functions.

## Company profile

Northern Land Council is a nonprofit organization assisting people across the Top End of the Northern Territory of Australia to acquire their Aboriginal lands. Its primary role is to preserve the land rights and cultural heritage of Aborigines and empower them.

The organization frames policies about land and resources, and offers legal support to the Aboriginal people in the region.



## Business challenges

The IT team at the Northern Land Council encountered several issues with its endpoints and networks. Various factors affected the performance of the networks, reducing the company's capabilities in serving Aboriginal communities. Furthermore, the IT team was inundated with a considerable number of daily password reset tickets, which consumed much of their time. In addition, the organization did not have the right tools to identify suspicious activities within its IT environment, making it more vulnerable to attacks. The company wanted a solution to address all these problems and enhance its capabilities.



## The solution

The company trusted ManageEngine solutions and implemented products, including OpManager, ADManager Plus, ADAudit Plus, and Endpoint Central. OpManager, ManageEngine's network performance monitoring solution, provided the IT team with the important network performance metrics and helped generate reports. With this tool, the IT team understood the network better, analyzed the trend, and took appropriate actions to strengthen its network.

ADManager Plus, ManageEngine's identity governance and administration solution, was

a facilitator for risk mitigation, while ADAudit Plus, which is an IT auditing solution, notified the team of group policy changes, detected threats, and automated the generation of compliance reports. NLC used Endpoint Central, ManageEngine's unified endpoint management solution, to install patches, manage the usage of USB devices, and generate comprehensive reports. Due to the simplicity, convenience, and ease of deployment of ManageEngine solutions, the IT team saw a drop in the number of incoming IT tickets. The company has now deployed almost 11 ManageEngine products, which persistently help streamline its operations.

By deploying ManageEngine solutions, the Northern Land Council addressed all the

challenges and continues to manage its IT environment without any hassle. The company also greatly benefited from the added service packs and new features, contributing to the overall business growth. The team is happy to be associated with ManageEngine and recommends the tools for any industry, whether small, medium, or large enterprise.



**In my experience, I think I am very confident about ManageEngine products, which are easy to use and easy to deploy.**

Mohammed Raziuddin

ICT operations and infrastructure manager, NLC

# About OpManager

ManageEngine OpManager is an easy-to-use and affordable network management solution that provides deep visibility into the performance of your routers, switches, firewalls, load balancers, wireless LAN controllers, servers, VMs, printers and storage devices. OpManager is vendor agnostic and helps enterprises, service providers and SMEs manage their data centers and IT infrastructure efficiently and cost effectively. IT teams can set up a 24/7 monitoring system within hours of installing OpManager by utilizing extendable templates and an array of AI-enabled features. You can also extend the scope of network management to include



network change and configuration management and IP address management. And with in-house integrations, you can monitor network bandwidth, applications, and firewalls. For more information about OpManager, visit [manageengine.com/opmanager](https://manageengine.com/opmanager).



## About Endpoint Central

Endpoint Central is a UEM and EPP 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 [manageengine.com/endpoint-central](https://manageengine.com/endpoint-central).

## About 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. For more information about ADAudit Plus, visit [manageengine.com/active-directory-audit](https://manageengine.com/active-directory-audit).

## About ADManager Plus

ADManager Plus is an identity governance and administration (IGA) solution that simplifies identity management, ensures security and improves compliance. With ADManager Plus, manage the user life cycle from provisioning to deprovisioning, run access certification campaigns, orchestrate identity management across enterprise applications and protect data on your enterprise platforms with regular backups. Use over 200 reports to gain valuable insights into identities and their access rights. Improve the efficiency of your IGA



operations with workflows, automations and role-based access control policies. ADManager Plus' Android and iOS applications help with on-the-go AD and Entra ID management. For more information about ADManager Plus, visit [manageengine.com/products/ad-manager/](https://manageengine.com/products/ad-manager/).



# 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, please visit [the company site](#), follow the [company blog](#) and get connected on [LinkedIn](#), [Facebook](#), [Instagram](#) and [X](#) (formerly Twitter).

