TripSpark Technologies puts employees first with **automation** and **self-service portals**

Products used

ManageEngine
ADSelfService Plus

ManageEngine
ADManager Plus

ManageEngine
ADAudit Plus

ManageEngine
Endpoint Central

ManageEngine
Vulnerability Manager Plus

TripSpark
MOVING >> << TOGETHER

Headquarters:
Cedar Rapids, Iowa

Industry:
Transportation technology

Years in the business:
30

Employees:
5001-10000

Key highlights

Cuts the number of password reset tickets from 20 to zero

Manages endpoints from a single console
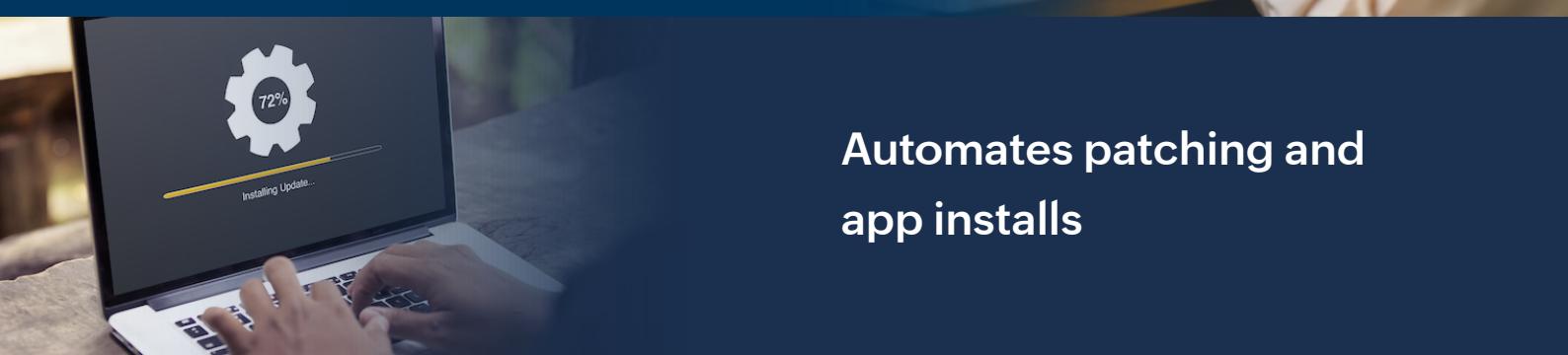
Automates patching and app installs

Reimagining transit services for diverse communities

TripSpark Technologies is a people transportation technology company focused on helping mid-sized public transit agencies and private operators achieve their operational goals. With a people-first approach, from their customers to staff, and the people riding transit every day, TripSpark provides answers to North America's evolving transportation needs.

With the business growing rapidly, they joined hands with ManageEngine in 2021 to tackle their IT challenges and have deployed four products till date.

Eliminates password reset tickets

TripSpark's lean support team received as many as 20 tickets per day to reset passwords and unlock accounts. Managing all of these tickets became increasingly difficult. By deploying ManageEngine ADAudit Plus and ADSelfService Plus, TripSpark was able to eliminate these tickets entirely. Employees could cater to their own AD needs without help desk assistance.

RESET YOUR PASSWORD

username

****

OK

Takes total control of endpoints

TripSpark's IT team faced a situation where they could not manage endpoints, patch them, and install applications. With Endpoint Central, they were able to automate patching, provide remote troubleshooting, and install applications, all from a single console.

In addition, they deployed Vulnerability Manager Plus to remediate threats and vulnerabilities.

"We did not have a proper way of managing our endpoints, patching them, and pushing out applications. Endpoint Central filled in a void in our (IT) environment."

- **Rajiv Menon, Head of IT infrastructure, TripSpark Technologies**

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 and Entra ID management.

ADSelfService Plus

ADSelfService Plus is an identity security solution to ensure secure and seamless access to enterprise resources and establish a Zero Trust environment. With capabilities such as adaptive multi-factor authentication, single sign-on, self-service password management, a password policy enhancer, remote work enablement and workforce self-service, ADSelfService Plus provides your employees with secure, simple access to the resources they need. ADSelfService Plus helps keep identity-based threats out, fast-tracks application onboarding, improves password security, reduces help desk tickets and empowers remote workforces.

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.

Vulnerability Manager Plus

ManageEngine Vulnerability Manager Plus is a standalone vulnerability detection and remediation solution for desktops, laptops, servers, workstations, VMs and network devices. In addition to detection and remediation of vulnerabilities, including zero-day vulnerabilities, via patching, this solution offers continued compliance with over 75 CIS Benchmarks, security configuration management, web server hardening, and audits for high-risk software, antivirus solutions and ports.

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

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