

Work Healthy Australia
experiences less
downtime after adopting
ManageEngine tools

ManageEngine 



Focusing on the health and safety of individuals in the workplace, Work Healthy Australia came across various challenges that impacted its business at a large scale. This case study uncovers how the company overcame these issues and achieved tangible outcomes.

Company profile



Work Healthy Australia is a pioneer in creating safe workplaces across Australia. It has a team of qualified healthcare experts specializing in various fields to help workers prevent and treat injuries at their workplace. The professionals at Work Healthy Australia analyze the challenges their clients face, the associated risks in the workplace

setting, and offer programs that ensure speedy recovery of the individuals.

The company effectively improves workers' overall health and well-being across diverse industries by providing tailored services.



Business challenges

IT plays a significant role at Work Healthy Australia, and all the day-to-day activities revolve around IT. The organization faced a substantial amount of issues concerning real-time reporting and documentation, which was required to make informed business decisions. In addition, it experienced frequent downtime, and the IT team was under constant stress due to improper task allocation. To resolve these issues, the company wanted a solution that could enhance overall efficiency and help derive excellent outcomes.



The solution

The company deliberately assessed various vendors and finally chose ManageEngine solutions for numerous reasons, which include cost-effectiveness. ServiceDesk Plus, ManageEngine's unified service management platform, helped them document problems, identify staffing gaps, and obtain valuable insights in real time. With OpManager, a network performance monitoring solution, the company could monitor the performance of multiple networks, server infrastructure, virtual platforms, and remote data centers. The tool also provided valuable metrics, letting the IT team pinpoint their highest risk and take a targeted approach to fix it. Endpoint Central, ManageEngine's unified

endpoint management solution, helped them understand the IT environment, gave real-time metrics on patches, and helped with documentation.

After implementing ManageEngine solutions, the organization brought in a more structured workflow, thereby reducing the stress of IT personnel. Sysadmins were impressed with the technical support and the ease of deployment, which was lacking with other vendors, and they called the ManageEngine solutions a great value for money. Being content with the solutions, the team mentioned that they'd recommend ManageEngine tools for any industry where technology is utilized and performance matters.



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I have used ManageEngine in a number of different organizations; it has always been a tool that has come in and assisted me. The product, the people, and the processes have all benefited me.

Rohan Manuel

Senior project manager, Work Healthy Australia

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.



About 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. To learn more about ServiceDesk Plus and its features, please visit manageengine.com/service-desk.



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.

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).

