



Contrans Group
**automates help desk
tasks and derives
business intelligence with
ManageEngine**

Products used

ManageEngine
ServiceDesk Plus

ManageEngine
ADManager Plus

ManageEngine
Endpoint Central

ManageEngine
Analytics Plus

Contrans

Headquarters:
Woodstock, ON

Industry:
Truck transportation

Year founded:
1957

Employees:
1,001-5,000

Automates help desk task for
efficient ticket management

Generates granular-level
Active Directory reports

Transforms IT data
vinto action plans

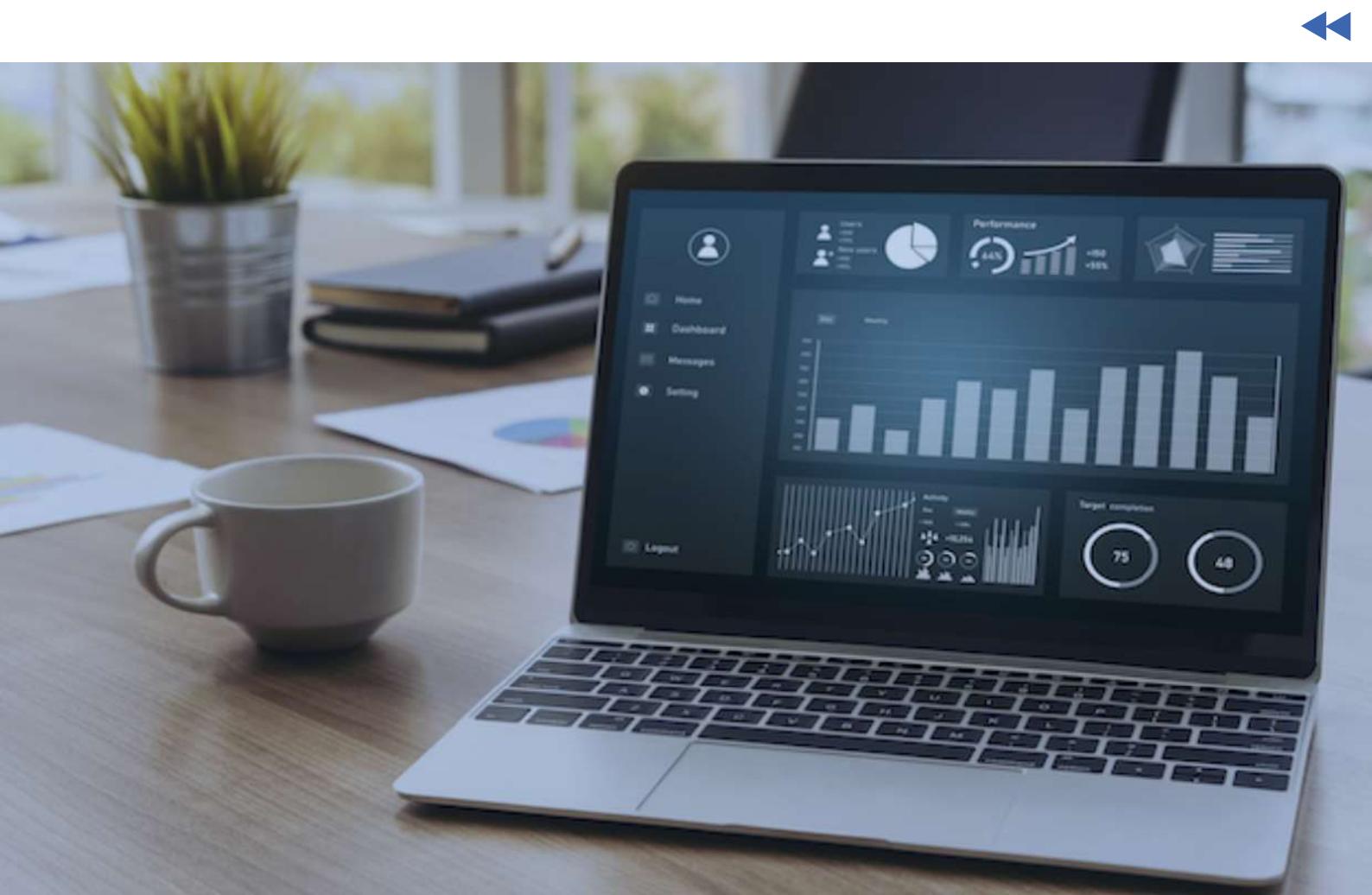


Contrans Group is a North American leader in transportation and logistics, operating across the US and Canada. As a member of TFI International, their vast e-commerce network spans more than 80 North American cities. With about 5,000 end users within Contrans Group, their primary IT challenge is to support critical departments: accounting, dispatching, and keeping their day-to-day operations running smoothly. To address these challenges, they opted for ManageEngine Endpoint Central, ServiceDesk Plus, and Analytics Plus in 2017. Later on, they added ADManager Plus to their stable, deepening their trust on ManageEngine.

Setting up efficient automations to ramp up productivity

Nick Vella is a helpdesk supervisor at Contrans Group, and his team is primarily using ServiceDesk Plus. They have automated most of their tasks, helping them to focus on troubleshooting issues and achieve a faster turnaround in ticket management processes. They also leverage the customization options offered by ServiceDesk Plus to tailor-fit their service desk attributes and processes.

Nick adds, "Once it's set up, it can be pretty automated. It is customizable and automation is something we're finding more and more [useful] with ServiceDesk Plus."



Generating custom Active Directory reports

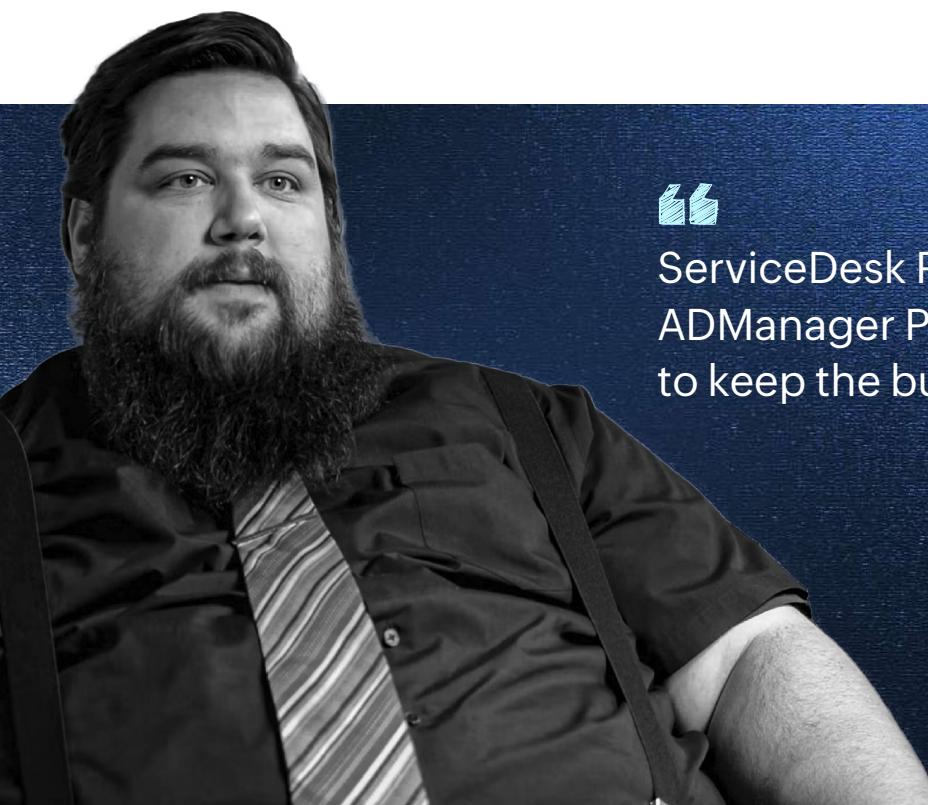
Contrans Group's operations is spread across North America and their departments need periodical information based on sites and countries. Besides identity management, they use ADManager Plus to generate Active Directory group reports and other custom reports as required. Nick shares that as his work revolves around a lot of reporting, he also uses ManageEngine Endpoint Central to get visibility on all the endpoints and understand the ones that need to be patched.

Transforming IT data into action plans

"Analytics Plus has been my favourite. With its implementation, it has been a lot more helpful for our business," shares Nick Vella. He mentions that the tool helps them build a dashboard, know how many tickets they're getting, who each ticket is assigned to, what the first call resolution is, and ticket closure.

Taking control of IT

Contrans Group's day-to-day operations is now taken care by four key solutions from ManageEngine—ServiceDesk Plus, Endpoint Central, ADManager Plus, and Analytics Plus—each of them serving a unique purpose in their tech stack, while contextually integrating with each other. They are also able to unify IT data from multiple applications, derive business intelligence, and make strategic decisions.



“

ServiceDesk Plus, Endpoint Central, and ADManager Plus... they all sync together to keep the business going.

”

- **Nick Vella, helpdesk supervisor, Contrans Group**





ADManager 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.

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.

Endpoint Central

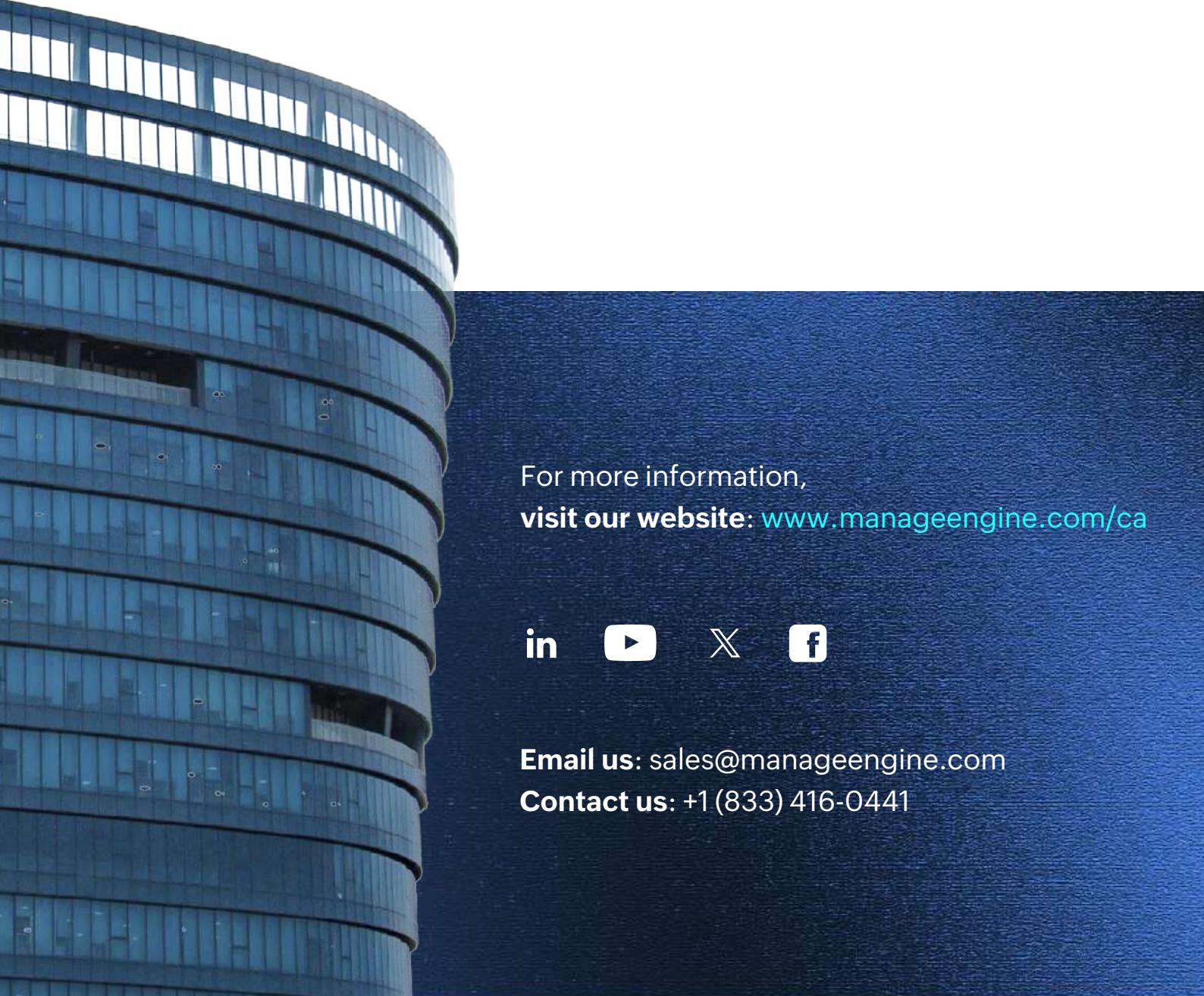
Endpoint Central is a UEM solution that manages and secures today's digital workplace across diverse device types and OSs. Acclaimed by industry analysts like Gartner®, Forrester and IDC, it employs a single, lightweight agent to offer end-to-end device life cycle management, consolidated with security 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.

Analytics Plus

ManageEngine Analytics Plus is a self-service, AI-driven IT analytics solution that helps organizations implement complex initiatives to address the requirements of expanding businesses. Available on-premises and in the cloud, Analytics Plus visualizes IT data from several applications and integrates out of the box with several popular IT applications such as ManageEngine ServiceDesk Plus, Jira, ServiceNow, Zendesk, and ManageEngine Endpoint Central. Analytics Plus features an AI-powered analytics assistant that responds to voice and text prompts to provide meaningful visualizations. This eliminates the need for a data analyst to aid IT managers and reduces report building time while enabling organizations to make faster, data-driven decisions.

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.



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