

Eastern Communications achieves scrupulous visibility to its IT Infrastructure with ManageEngine solutions



This is the spearhead story of Eastern Communications, a telecom service provider situated in the Philippines, and its IT team. It took IT security and management seriously and banked on ManageEngine solutions to complete all associated tasks.

Products in focus

ManageEngine
OpManager

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Endpoint Central

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ManageEngine
Log360

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ManageEngine
AD360

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Headquarters

Makati City, Metro Manila

Industry

Telecommunications

Years in the Business

145

Employees

501-1,000 employees

Key highlights



In-depth network visibility to the IT infrastructure

Smooth integration capabilities



Transitioned from a reactive to a proactive approach



ABOUT

Eastern Communications

Best known as the first communications service provider in the Philippines, Eastern Communications is still successfully providing cutting-edge Telco and ICT solutions. The company has a proven record in delivering undeniably strong services through its longstanding record of 145 years in the telecommunications industry. Its diversified offerings for small- to medium-sized businesses include data services, internet services, voice services, managed services, data centers, cloud services, and cyberdefense services. Eastern Communications is fuelled by the motto **“optimizing productivity, connectivity, and resilient security.”**

“

ManageEngine makes customer life easier. They partner with us to make sure we have the right tool and the right solutions. Support is fantastic, and the partnership is fully trust-based.

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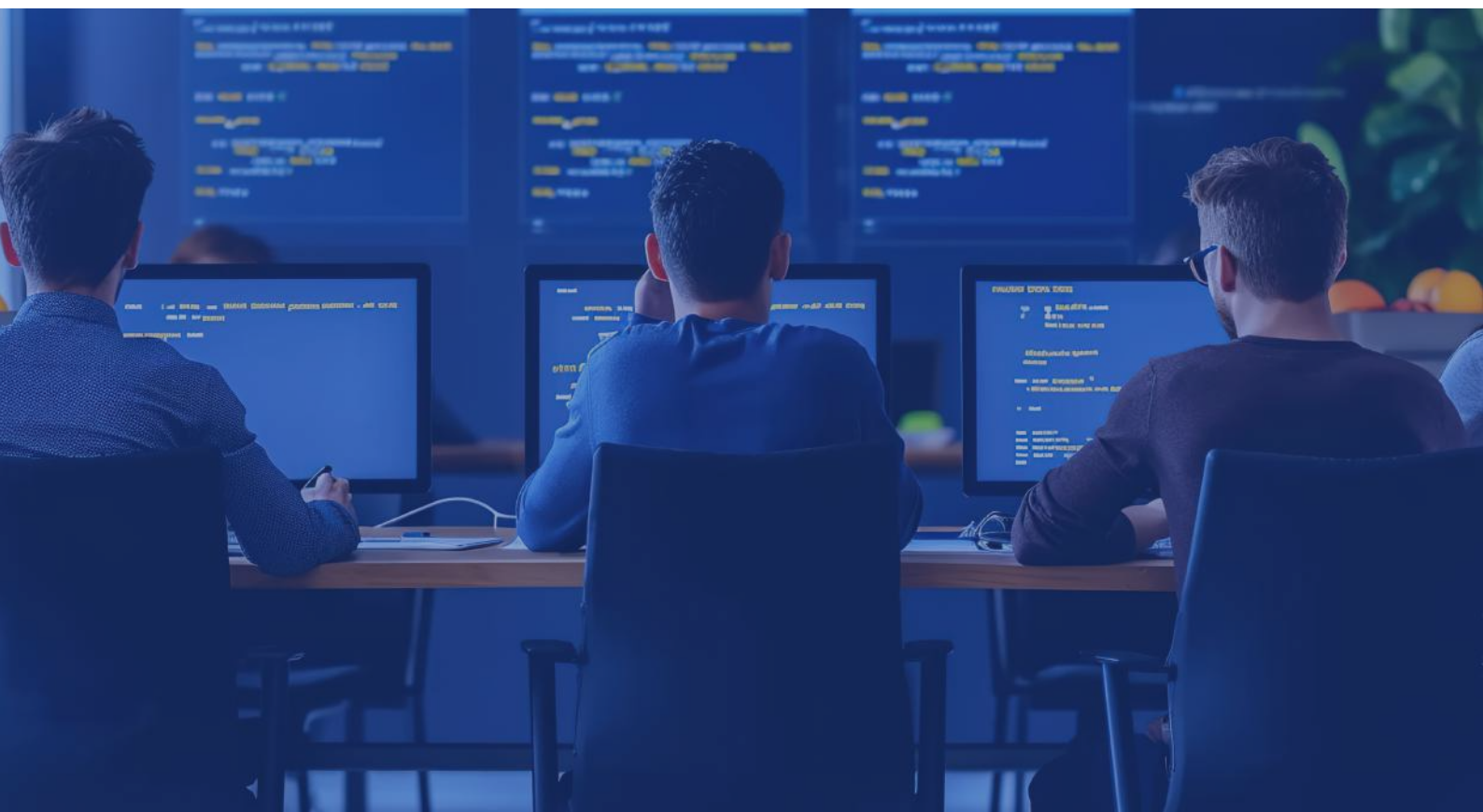
Wenceslao Arano,

IT infrastructure head,
Eastern Communications

Stabilizing the IT infrastructure through ManageEngine's OpManager

When Eastern Communications' audit team raised a concern that incident management in the business demanded a more proactive approach rather than reactive, the IT team decided to install OpManager to monitor the IT infrastructure. The company's lack of monitoring tools also led to an inability to analyze a high-severity incident on time.

Wenceslao Arano, the IT infrastructure head at Eastern Communications, stated that soon after the implementation of OpManager, he was amazed by the in-depth visibility for network performance, wireless network statistics, and physical and virtual server monitoring. Apart from the network components, OpManager also brings sharp visibility to critical data centers, servers, and virtual machines.



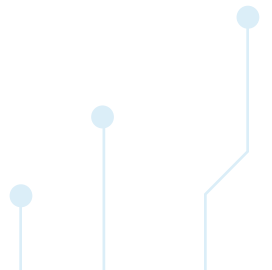
Arano added that the company's engineers no longer have to log in through every device to check on issues since all of it is now under one single console. Now, by having all the devices at defined monitoring intervals, when a device goes down or response delays or packet loss occur, emails or text messages are triggered immediately, calling for action.

OpManager's remote monitoring features have helped Eastern Communications detect potential network issues before they can impact business operations. Its network visualization capabilities—the engineers' favorite part of the product—have enabled them to seamlessly construct virtual replicas of their network's topographies and data centers in no time using the drag-and-drop network diagram builder.

Eliminating IT blind spots through Endpoint Central and Log360

Endpoint Central is a highly valued solution for its ability to secure and manage endpoints, multiplying endpoint intelligence with its detailed features. With Endpoint Central in place, Eastern Communications' IT infrastructure underwent a thorough scanning process, and all loopholes were identified and worked on.

Similarly, Log360, ManageEngine's SIEM solution, ensures no log is left unturned and takes key responsibility in analyzing the after-effects of incidents and recognizing patterns to prevent or cease further attacks. Employing Endpoint Central and Log360 in the company's IT infrastructure has created positive opportunities to generate actionable insights and identify anomalous behavior. The IT team at Eastern Communications has elevated the organization's security posture by deploying these holistic security solutions.



Fortifying user identities through ManageEngine's AD360

As critical as it is to keep an eye on the network components, protecting user identities and authorizing the correct account to take control of data are also important. Eastern Communications deployed AD360 to automate every task throughout the user identity life cycle, guaranteeing effortless identity and access management.

The individual and integration capabilities between these tools help maintain connectivity throughout the system and ensure no task goes unattended, paving the way for stellar IT security and management.

Arano testified that ManageEngine is focused on solving customers' problems rather than just having a motive to sell. The product customizations and convincing promises make ManageEngine's solutions reliable and keep customers coming back for more.



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,

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