



ManageEngine

Hospitality tech giant
Flipdish secures and enables
its global workforce using
ManageEngine

Servaplex 
professional solutions for IT

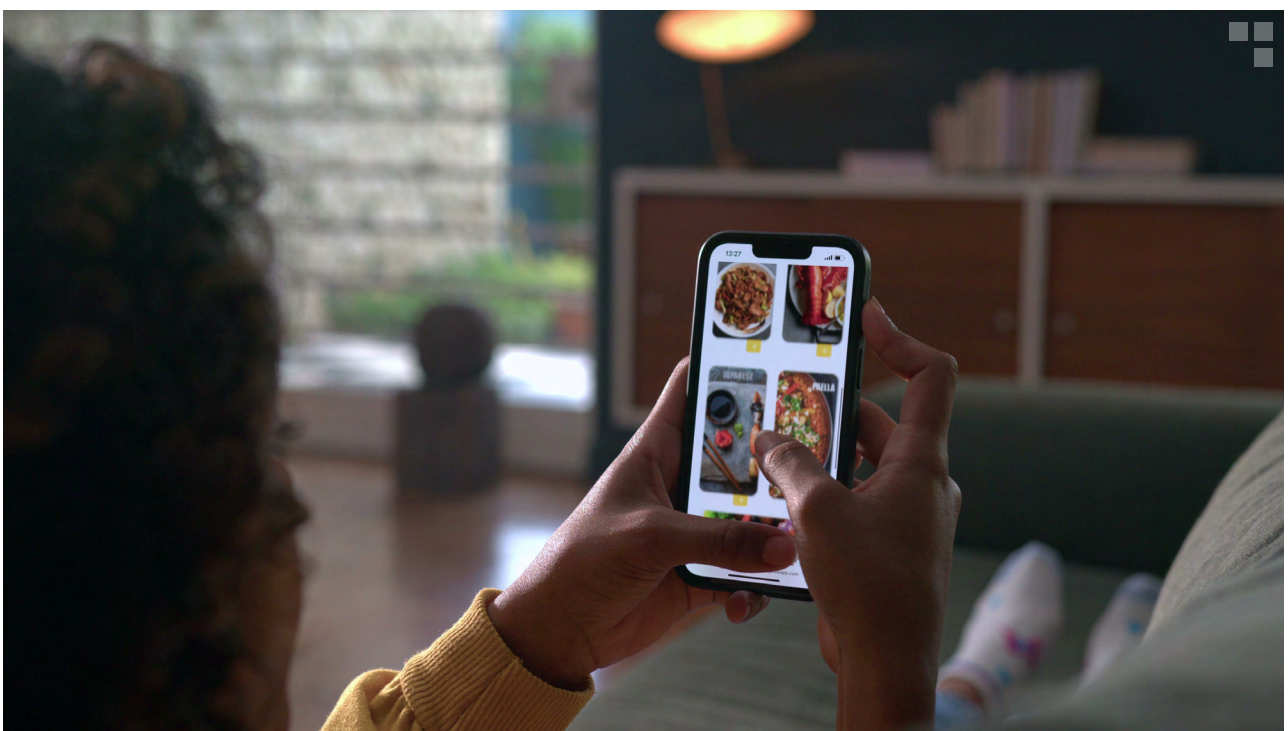
 **flipdish**



About Flipdish

Flipdish is a hospitality tech company that offers digital solutions designed to help restaurants and hospitality businesses manage online orders. Businesses use Flipdish to grow their customer base and increase sales, cutting out the need to use expensive marketplace aggregators.

Flipdish has 280 staff around the world, all of whom are remote first. It is a global business with more than 7,500 customers in 32 countries, generating order revenues in excess of €250 million. Its customers include leading brands such as Cojean, Subway, Base Pizza, and Bombay Pantry.





Business challenge

Flexible work arrangements are emerging as one of the biggest threats for modern businesses struggling to bring clarity, order, and discipline to their digital security. Although its business is novel, the risks facing Flipdish were the same as any other organisation in a hybrid or remote work model. It needed a fast, easy way to secure endpoints, manage access rights, limit permissions, and automate how security updates

were deployed to secure its global workforce.

Remote and hybrid workforces now enable businesses to operate in new ways and take advantage of commercial opportunities on a global scale. Yet these models pose a serious cybersecurity challenge due to the sheer number of endpoints created when people work from home, or anywhere else they can get a reliable internet connection.





The solution: Endpoint Central

The Flipdish IT team was challenged by a large number of endpoints created for its remote working model. Flipdish had several difficult tasks to perform: it needed to identify and track all endpoints, as well as evaluate access rights and limit permissions. All endpoints then had to be secured. Some of its laptops and assets were not tracked, complicating the job. Flipdish was looking for a quick way to discover, secure, and manage remote endpoints to allow patch management, and to quickly deploy software to Windows and Mac systems.

To protect its hybrid workforce, Flipdish deployed ManageEngine Endpoint Central, a unified endpoint management and security solution that administers servers, laptops, desktops, smartphones, and tablets from a central location. This all-in-one solution enables small IT teams to manage and secure large numbers of machines.

At Flipdish, Endpoint Central worked quickly, locked down endpoints within a few days, and enabled tech teams to push updates to remotely dispersed teams, without requiring them to come into an office.



ManageEngine 

Endpoint Central

Utilising this sophisticated solution, Flipdish discovered where the vulnerabilities were and removed them. The company chose ManageEngine because the solution was entirely cloud-based and easy to use, requiring minimal training or configuration.

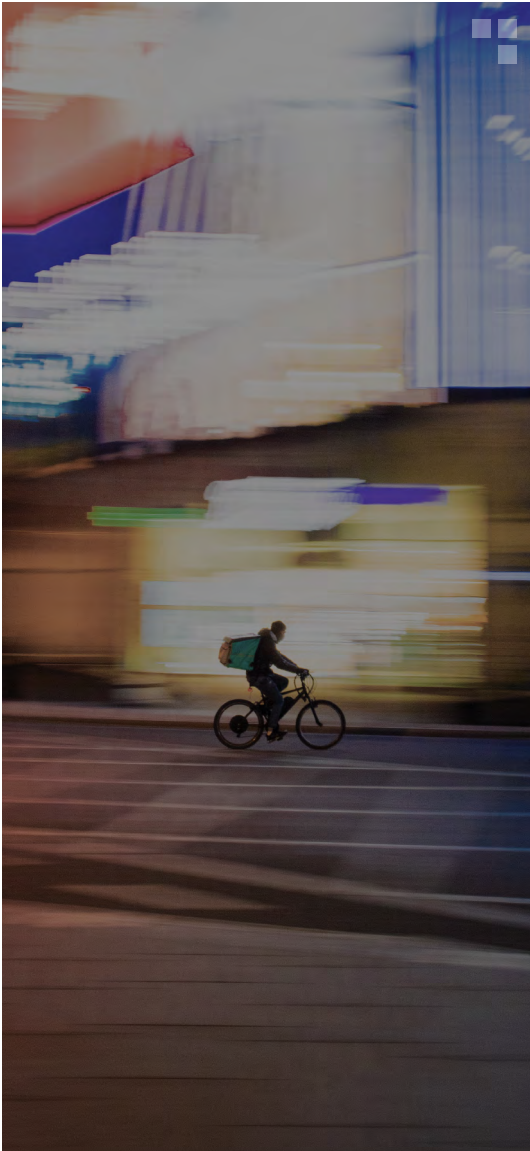
The head of IT at Flipdish, Leon Weavers, was delighted his IT team could hit the ground running with this new endpoint management solution.

“With Endpoint Central, on day one, I was able to deploy the endpoint management client and start monitoring machines within minutes. Competing products, such as Jamf for Mac and SCCM for Windows, were

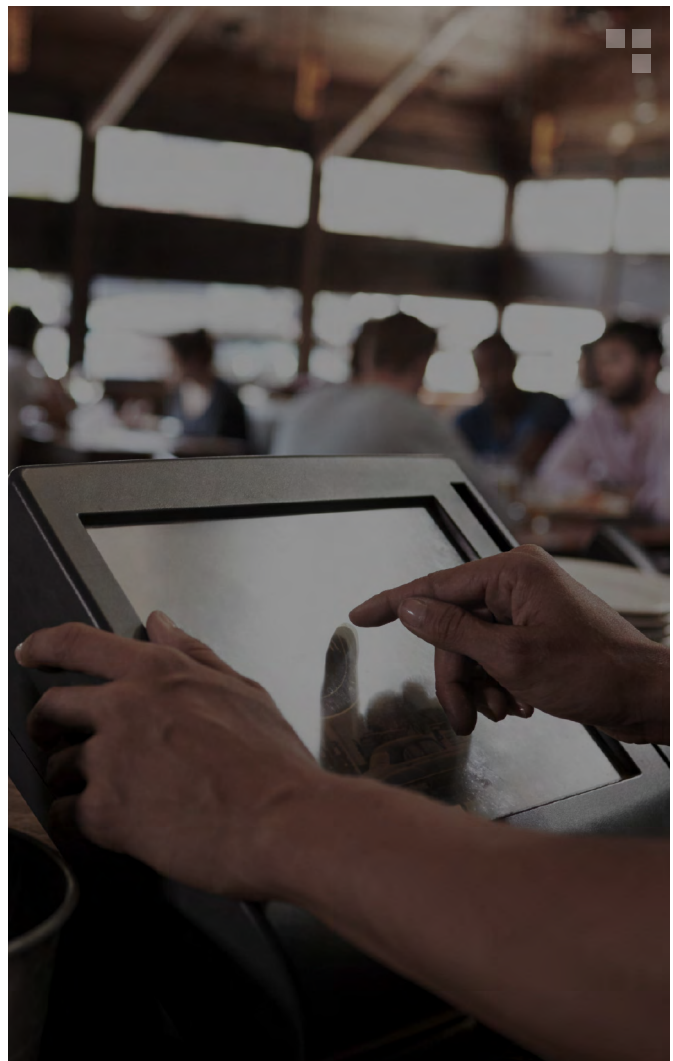
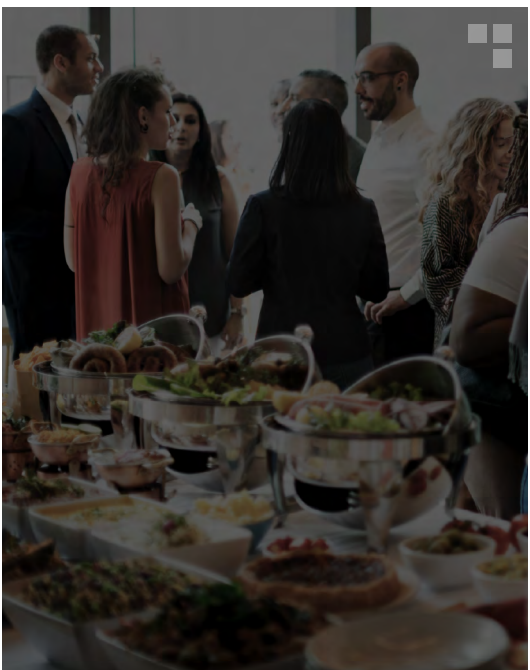
hugely complicated platforms that required dedicated engineers to build deployment scripts and configuration files. We did not have the time or resources to implement any of those solutions,” Weavers said.

The Flipdish IT team was soon focused on gaining visibility into the infrastructure.

“We did not know who had what access, and we didn’t know how secure that access was. Our biggest concern was people who used insecure laptops and never updated Windows, enabled a firewall, or turned on encryption.” Flipdish also engaged with ManageEngine partner Servaplex that provided valuable support and advice.



“ManageEngine’s partner in Ireland, Servaplex, helped us ensure we had the right products to fit our environment, and what I really loved about ManageEngine was that I was able to discover Mac machines and Windows machines and put them on the same platform. That was the highlighting feature for us: having everything in one place,” Weavers noted.





A force multiplier for security teams

Although the IT team at Flipdish is made up of three people, only one of them is ever on duty. Endpoint Central enabled the team to manage and secure hundreds of machines, saving the IT department many hours of work.

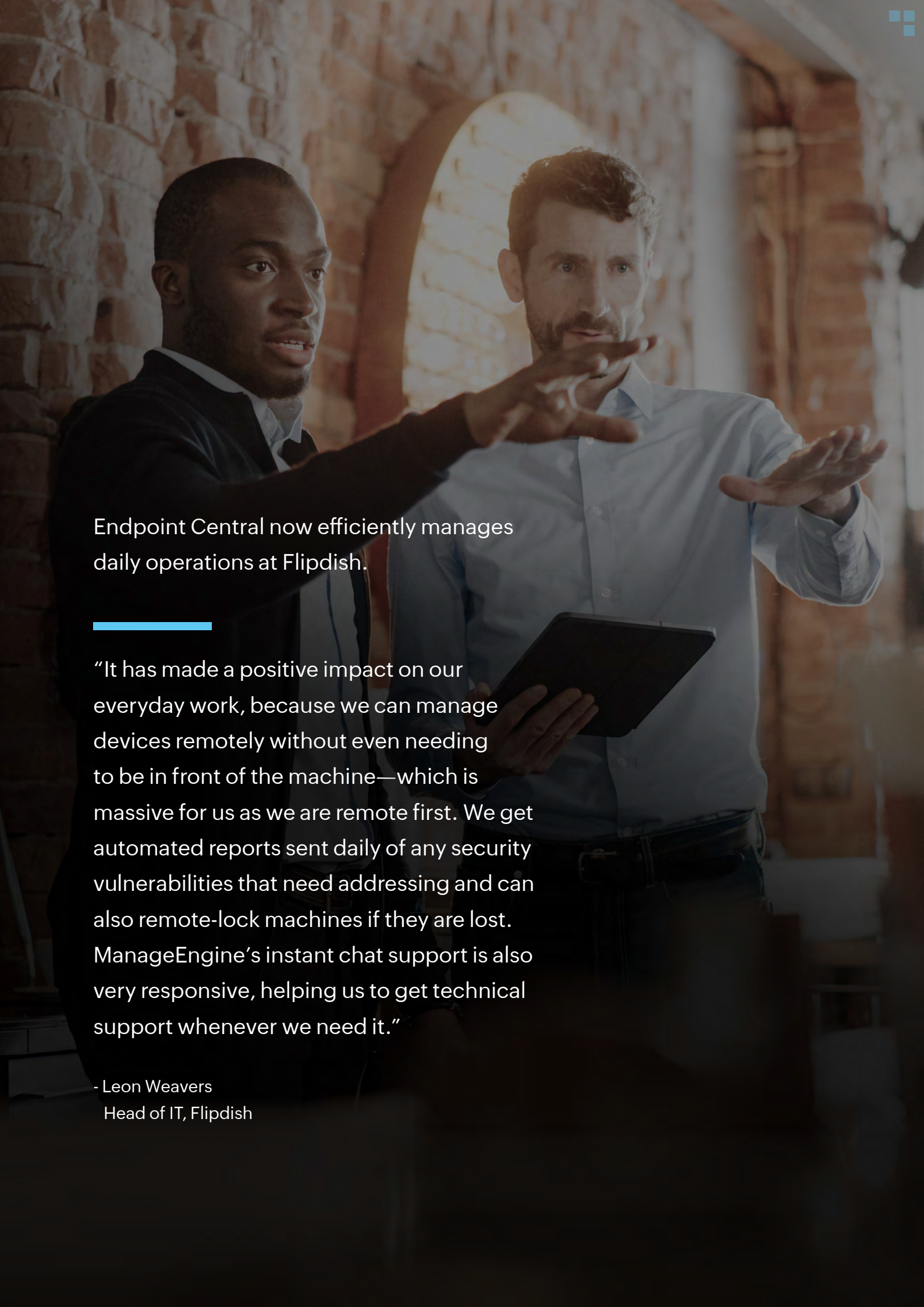
Going forward, Flipdish carefully examined its patch management strategies to discover and remove vulnerabilities through further remote security update deployments. It used ManageEngine's solution to rollout software, patches, inventory management, and security policies such as screen lock, firewall configuration, and disk encryption.

"We quickly discovered our assets in our environment and within

the same platform allowed us to run patch management, update many important security policies, and deploy software," Weavers added. "It is an all-in-one solution, because it supports mobile, Mac, and Windows—which are all of the main operating systems we use and support."

Weavers said his IT team appreciates the versatility of this solution.

"It's good to have a tool like this, because it allows you to run reports on your exposure in terms of security vulnerabilities. Another realisation is that when we lose endpoints, we can block them remotely."



Endpoint Central now efficiently manages daily operations at Flipdish.

“It has made a positive impact on our everyday work, because we can manage devices remotely without even needing to be in front of the machine—which is massive for us as we are remote first. We get automated reports sent daily of any security vulnerabilities that need addressing and can also remote-lock machines if they are lost. ManageEngine’s instant chat support is also very responsive, helping us to get technical support whenever we need it.”

- Leon Weavers
Head of IT, Flipdish

Solutions used for Flipdish

ManageEngine

Endpoint Central

Endpoint Central is a comprehensive UEM solution for managing and securing highly diversified device deployments, from servers, desktops, laptops, mobile phones and tablets to POS machines, OEMConfig devices and other IoT endpoints. It provides heterogeneous OS support; end-to-end life cycle management

of devices, both traditional and modern; robust remote support; and endpoint security capabilities using a single agent and workflow. Available both on-premises and as a SaaS tool, Endpoint Central is used by more than 23,000 enterprises globally and integrates with many third-party ITSM and IAM tools. For more information, visit www.manageengine.com/products/desktop-central.





Servaplex is a long-standing partner of ManageEngine. Founded in 2003, it is an independent IT software supplier with clients in a wide range of industries including government, education, financial services, construction, and manufacturing.

Servaplex supplies, deploys, and supports a comprehensive range

of world-class IT management software solutions for Active Directory, endpoint management, service desks, and more. Servaplex's services include implementation, support, and training.

"We provide solutions that work for all businesses, regardless of size or budget."

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About ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need—more than 90 products and free tools to manage all of your IT operations, from networks and servers to applications, service desks, Active Directory, security, desktops, and mobile devices.

Since 2001, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use. You can find our on-premises and cloud solutions powering the IT of over 180,000 companies around the world, including nine of every 10 Fortune 100 companies.

As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextual integrations, and other advances that can only come from a company singularly dedicated to its customers.

Also, as a division of Zoho Corporation, we'll continue pushing for the tight business-IT alignment you'll need to seize opportunities in the future.

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