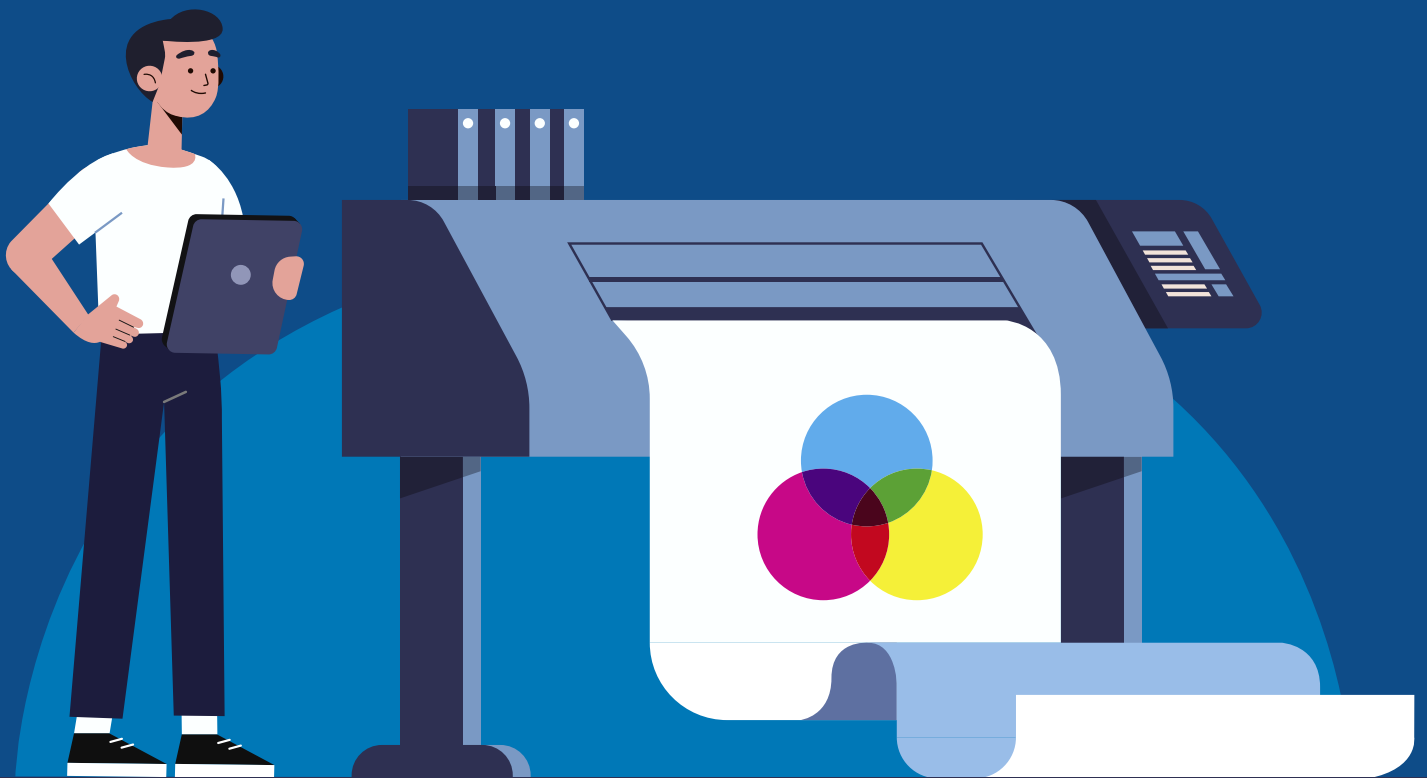


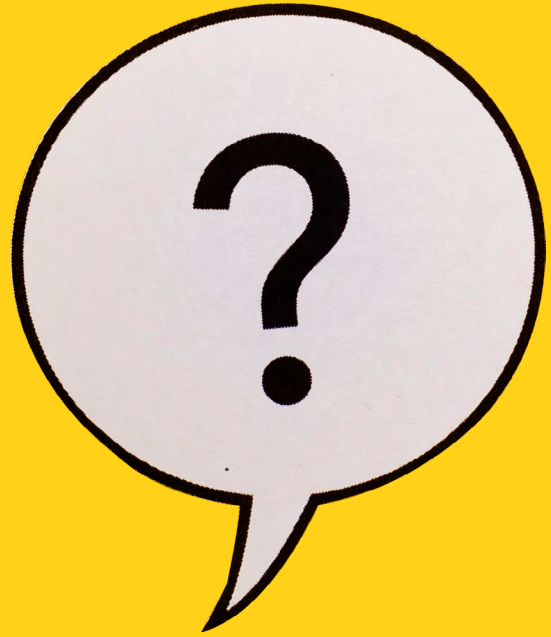
ManageEngine



**ManageEngine Helps
Medialink Automate and
Simplify Its IT Operations**

About the Company

Incorporated in 1990, Medialink is a subsidiary of KHL Printing. The company takes pride in being at the forefront of the latest print and digital technologies, allowing it to achieve greater efficiency and productivity, as well as premium quality output for its customers. Businesses benefit from strong partnerships and smart solutions that Medialink and its integrated marketing solutions offer through its extensive capabilities to provide high quality services to businesses, from SMEs to many Global 500 companies. Building upon the legacy of a trusted enterprise, Medialink has expanded its business capabilities and assets to provide its clients a holistic, integrated approach to marketing, IT, and unique print solutions.



Business Challenge

Medialink was facing a few challenges ranging from security threats and data protection concerns to a lack of innovation and digital transformation. Johnson Yau, Medialink's senior sales and marketing director, recognised that it was time-consuming for his six-man IT team to manage their daily IT chores, like handling deployment for staff onboarding, resolving access issues for users, and setting up intranet applications. With their time taken away by these chores, Medialink's IT team had less time to focus on their core business.

Realising that this inefficiency would cost the company in the long run, Yau and his IT team began looking for suitable software to automate and simplify their company's IT operations.

How ManageEngine's Suite of Products Help Medialink

Thanks to ManageEngine's suite of products, Yau's IT team has boosted their productivity and increased the efficiency of their work processes.

When asked what he liked most about using Desktop Central, ManageEngine's unified endpoint management solution, Yau mentioned:

"Desktop Central has helped us manage all the daily IT chores through predefined configurations with email alerts. There is a bird's-eye view for all inventory assets that are grouped together. It helps my IT team better handle patch management control and decide on critical actions needed."

Apart from Desktop Central, Yau's team uses two other ManageEngine products: ADAudit Plus, an [Active Directory auditing solution](#), and ADSelfService Plus, a [secure end-user password management portal](#). ADAudit Plus has been a great help with Medialink's efforts to monitor for insider threats and audit user logon activities. ADSelfService Plus has also benefitted Yau's IT team. "It has helped us ease IT service support, as now users can reset their own passwords without our help. The ability to set a 90-day mandatory password change for all users helps us minimise security breaches," said Yau.

When asked about the overall impact ManageEngine solutions have had on Medialink's IT management, Yau cheerfully declared:

"It has helped us save a lot of time and increase our productivity significantly. And to top it off, we are experiencing huge savings too."

About Desktop Central

ManageEngine [Desktop Central](#) is a unified endpoint management solution that helps in managing thousands of servers, desktops, and mobile devices from a central location. It automates the complete desktop and mobile device management life cycle, ranging from a simple system configuration to complex software deployment. Used by more than 6,500 customers around the globe, it helps businesses cut costs on IT infrastructure, achieve operational efficiency, improve productivity, and combat network vulnerabilities.

About ADAudit Plus

ManageEngine [ADAudit Plus](#) is an IT security and compliance solution. With over 200 event-specific reports and real-time email alerts, it provides in-depth knowledge about changes made to both the content and configurations of Active Directory, Azure AD, and Windows servers. Additionally, ADAudit Plus provides thorough insight on workstation and file server access (including NetApp and EMC).

About ADSelfService Plus

ManageEngine [ADSelfService Plus](#) is an integrated Active Directory self-service password management and single sign-on solution. It offers password self-service, password expiration reminders, a self-service directory updater, a multi-platform password synchroniser, and single sign-on for cloud applications. ADSelfService Plus also offers both Android and iOS mobile apps to facilitate self-service for end users anywhere, at any time. ADSelfService Plus supports IT help desks by reducing password reset tickets and spares end users the frustration caused by computer downtime.

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 desk, 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 ten 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. And 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.



8 out of 10
biggest healthcare
companies



9 of every 10
Fortune 100
companies



8 out of 10
largest financial
services companies

trust ManageEngine to run their IT.



ManageEngine

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