

About Valmec Limited

Valmec Limited is an Australian energy services group providing specialized packaged equipment, construction, maintenance, commissioning, and integrity maintenance services to the oil and gas, resources, energy, and infrastructure sectors.

Valmec has about 350 employees and a single IT team, which supports everything from onboarding and support requests to server and network maintenance. The team consists of an IT service desk analyst, who primarily supports all desktop hardware and software, and a systems administrator, who provides assistance with desktop support and assists with infrastructure monitoring.



Business Challenge



Before ManageEngine, Valmec was using a very simple ticketing system, said ICT Manager Daryl Dawes. That, coupled with a limited IT asset register, made it difficult to track what equipment staff were issued, as well as the progress on help desk tickets. On top of that, software deployment was done completely manually.

These were the two main challenges Daryl and his team needed to address. That's when they found ManageEngine ServiceDesk Plus and Desktop Central.

The Solution: ManageEngine

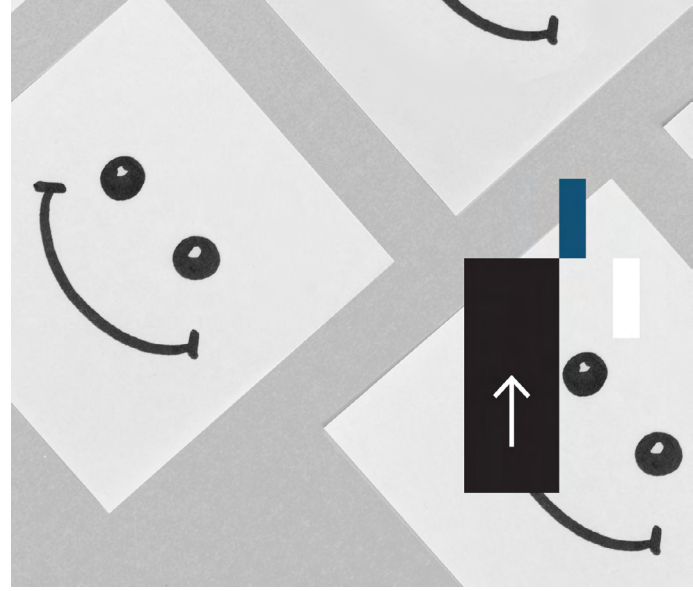
Valmec's selection criteria was simple: The software needed to be easy to use, be functional, and have a combined ticketing and asset management system.

As an easy-to-implement, feature-rich help desk solution at a reasonable price point, ServiceDesk Plus was able to help Valmec streamline its ticketing process by automatically logging tickets via email, and also helped ensure compliance with its asset management capabilities.

Valmec also appreciated Desktop Central's ability to automate software deployment across the organization, enabling the company to reduce its regular deployment (installing operating systems, patches, standard operating environment applications, etc.) time from around 16 hours down to 4 hours. Valmec has also been able to reduce the time taken to deploy applications to all machines on the network from weeks to hours.



The ManageEngine Experience



ServiceDesk Plus' Asset Management feature has helped Valmec stay compliant with software vendors like Microsoft and Adobe. With the capability to scan for and monitor software usage, ServiceDesk Plus has completely streamlined Valmec's asset management. Valmec also loves Desktop Central's prepackaged software, which has enabled the company to pull in pretested software packages that are ready for deployment, saving the IT team a lot of time.

Daryl feels ManageEngine products have been great to use and are loved within the IT team. He especially appreciates the product support teams for their quick response and knowledge, and the sales team for working with him on suggested improvements. Daryl encourages other companies evaluating ManageEngine solutions to jump in with open arms.

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. For more information about Desktop Central, visit manageengine.com/desktop-central.

About ServiceDesk Plus

ManageEngine ServiceDesk Plus is ITIL-ready help desk software with integrated asset and project management capabilities. With advanced ITSM functionality and easy-to-use capability, ServiceDesk Plus helps IT support teams deliver world-class service to end users with reduced costs and complexity. It comes in three editions and is available in 29 different languages. Over 100,000 organizations across 185 countries trust ServiceDesk Plus to optimize IT service desk performance and achieve high end-user satisfaction. For more information about ServiceDesk Plus, visit manageengine.com/service-desk.

About ManageEngine

ManageEngine is bringing IT together for IT teams that need to deliver real-time services and support. Worldwide, established and emerging enterprises—including more than 60 percent of the Fortune 500—rely on our real-time IT management tools to ensure tight business-IT alignment and optimal performance of their IT infrastructure, including networks, servers, applications, desktops, and more. ManageEngine is a division of Zoho Corporation with offices worldwide, including the United States, India, Singapore, Japan, and China.



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