

WAISL Limited chose  
**ManageEngine solutions**  
to run their complex airport  
IT operations efficiently



WAISL Limited, an airport IT infrastructure management company, encountered major challenges in countering security breaches and other cybersecurity issues. This case study reveals how ManageEngine solutions helped WAISL Limited streamline its airport IT operations.



## Products in focus

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ManageEngine  
**ServiceDesk Plus**

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ManageEngine  
**OpManager**

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ManageEngine  
**Applications Manager**

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ManageEngine  
**Analytics Plus**

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ManageEngine  
**Vulnerability Manager Plus**

[Know more](#)

ManageEngine  
**AD360**

[Know more](#)

Headquarters:  
**India**

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Industry:  
**IT services and  
IT consulting**

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Type of business:  
**B2B**

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Employees:  
**501 - 1,000**

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## Benefits at a glance

- | Quickly resolved IT tickets
- | Automated patch deployment
- | Reinforced IT security
- | Gained visibility into device health
- | Tracked network performance in real time

“

If I were to describe ManageEngine to my friends, I can say it in two or three words. It simply works. Just buy it.

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### **Kalidasan Shanmugakani**

Cybersecurity program director  
and chief security officer

WAISL Limited



## Company profile

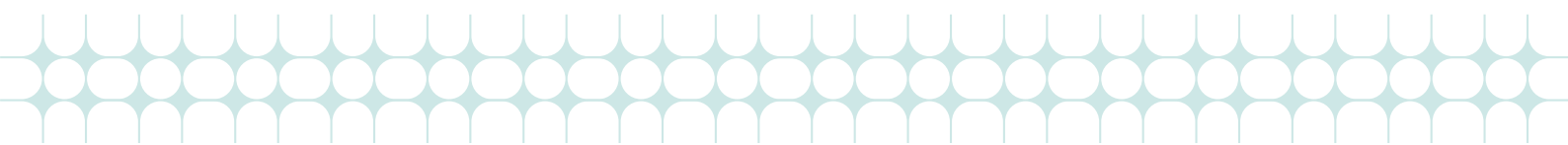
A leader in managing end-to-end airport IT services, WAISL Limited funneled its years of expertise into providing a world-class experience for its customers and passengers. From entry to flight onboarding, the company manages all the IT touchpoints. However, running end-to-end IT operations is a complex and challenging job, and WAISL Limited is at the forefront of that domain.



## Business challenges

Airports are one of the most complex ecosystems, and providing IT services requires specialized skills and knowledge. To optimize the efficiency of IT operations, WAISL Limited wanted a solution to manage and underpin such a critical infrastructure.

Unlike any other industry, airports have zero tolerance for cybersecurity issues and breaches, since they not only tarnish the brand image and cause financial losses, but also endanger lives. Therefore, it is of utmost importance for the company to have access to a wide variety of products to ensure a digitally safe environment for its customers.



## How did ManageEngine help?

The company was looking for products to oversee and remotely manage functions. For almost a year and a half, they evaluated 1,900 parameters and vendors in the space, not just ManageEngine. So, what made WAISL Limited choose ManageEngine? After rigorous evaluation, ManageEngine topped the list after a very long, drawn-out process. Shanmugakani praises the tool's ease of implementation, intuitive and easy-to-use interface, fantastic after-sales support, and ManageEngine's customer-centric approach.

WAISL Limited utilizes ServiceDesk Plus for ticketing, along with OpManager and Applications Manager for assessing the performance of servers, networks, and IoT devices, and Analytics Plus for real-time reporting. Also, the company wants to onboard SIEM products like Log360 and will be evaluating other ManageEngine products in the near future.

Unpatched systems were a serious security threat identified by the organization, which, if ignored, could become a source of data breaches. To tackle this issue effectively, the company deployed the AD360 suite of products in addition to Vulnerability Manager Plus. With this adoption, the systems were up-to-date, and the company's security posture significantly improved.

When asked about the ManageEngine experience, Kalidasan said,

**“ ManageEngine has been our trusted partner in running airport IT operations in some of the most challenging, some of the largest airport infrastructures in India and across the world. ”**



# 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,

**visit our website:** [www.manageengine.in](http://www.manageengine.in)

**follow the company blog:** [blogs.manageengine.com](http://blogs.manageengine.com)



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