

Oil India

Manages Network Endpoints,
Provides Instant Troubleshooting
From a Central Console Utilizing
Desktop Central

About Oil India

Oil India Limited (OIL) is a Navratna company, a designated a public sector undertaking (PSU) that falls under India's umbrella of state-owned enterprises. In the upstream oil and gas sector, Oil India employees more than 10,000 in India and 10 other countries. A recent CRISIL-India Today survey ranked Oil India as one of the five best major PSUs and one of three best energy sector PSUs in India.

Discussing the core focus of the organization, Abhishek Daga, Dy Chief Engineer at Oil India said "Oil India's focus is to work in harmony with extract country's natural resources in most efficient way with a commitment to socio-economic development in its areas of operation. Our work in the IT department is to help achieve it by providing our support from a technology point of view.




Business Challenge

Oil India's IT environment of more than 2,500 desktop computers connects business applications, emails, and more, but managing the complete IT network for the organization presented a few challenges for the team.

First, the organization's locations are widespread. Especially in our current COVID-19 times, while IT technicians work from home or remote locations, the core IT team is based out of a single location. This made it challenging to provide prompt service to users without a proper endpoint management solution in place.

Second, licensing had been a long-standing issue because it is a compliance requirement in the organization. So, complications arise with software licensing and inventory management.

Ensuring consistency in updates for software versions and patches across the organization is virtually impossible without a unified endpoint management solution.



The Search For a Unified Endpoint Management (UEM) Solution

The Oil India IT team required a one-stop solution to tackle all its business challenges. A key requirement was the capability to provide remote support for PC-related issues, and manage inventory of installed hardware and software.



ManageEngine Desktop Central provides all the features we require, such as complete inventory management with seamless license management capabilities, prompt remote troubleshooting features, and instant deployment of patches. Plus, Desktop Central is reasonably priced.

Abhishek Daga
Dy Chief Engineer-IT at Oil India

The Solution: Desktop Central

Oil India's search for a 360-degree endpoint management solution search was completed upon choosing ManageEngine Desktop Central.

Utilizing Desktop Central, Oil India has reduced wait times considerably for almost all support incidents by providing prompt service that saves a lot of man hours.



We are able to track all installed programs, and detect and remove programs not in line with our organizational policy. Updating user desktops and servers have become much easier. Administering Desktop Central does not require any client as the application is web-based, and learning and using it is also very easy.

Abhishek Daga
Dy Chief Engineer-IT at Oil India

Abhishek notes that Desktop Central gives Oil India considerable benefits and control over all endpoints in their network.

01 Software and hardware inventory management

Desktop Central's license management features help Oil India block unwanted software from entering the network. Seamless management of physical and digital assets is enabled with the availability of predefined inventory reports and email notifications to monitor and manage everything from a single console.

02 Remotely taking control of the machine in LAN

Remotely resolving most help desk tickets has saved time and effort for both end users and help desk technicians at Oil India. Desktop Central's one-click remote control options provide a plethora of remote access features like file transfer, built-in voice and video calls, recording remote sessions, and blacken end-user monitors that ease the troubleshooting process.

03 Deployment and installation of updates and patches

Desktop Central's unified approach to endpoint management and security has helped Oil Industry strengthen its IT security. Regular machine updates and upgrades ensure appropriate security standards are maintained throughout the organization.

The Desktop Central Experience

With Desktop Central, Oil India has experienced numerous benefits. From patching every device in the network, to gaining a complete overview of the IT inventory under one console with an enhanced security layer, Oil India relies on this all-in-one UEM solution to manage its remote and office-based workforce.

To top it off, Desktop Central provides advanced remote troubleshooting capabilities. When a machine indicates problems in remote sites, it is dismantled and brought to the workshop for identification and repair. Previously, the machine might take one to a few days to arrive for the workshop engineers to identify and resolve the problem. Desktop Central has streamlined this process by helping the workshop engineers identify and resolve most issues more quickly, saving valuable labor hours.



The whole process of device management typically took an average of six to seven business days, and involved a lot of travel expenses without a troubleshooting tool.

With Desktop Central, most cases are identified and corrected remotely in under an hour.

Abhishek Daga
Dy Chief Engineer-IT at Oil India

About Desktop Central

ManageEngine Desktop Central is a holistic unified endpoint management solution that helps in managing thousands of servers, desktops, and mobile devices from a central location. It automates the complete endpoint management life cycle, ranging from a simple system configuration to complex software deployment. With over 15 years of expertise in the IT management industry, ManageEngine Desktop Central has understood the needs in the market, and developed the product to defend cyber-threats. Trusted by more than 15,000 customers around the globe, Desktop Central helps businesses cut costs on IT infrastructure, achieve operational efficiency, improve productivity, and combat network vulnerabilities. For more information about Desktop Central, visit www.desktopcentral.com

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