

ManageEngine 

How Kirby benefited
from Desktop Central
and ServiceDesk Plus
since shifting to
remote work.

Servaplex 
professional solutions for IT

 **kirby**
engineering & construction

Who Are Kirby Group Engineering?

Kirby Group Engineering was founded in 1964 in Limerick, Kirby Group is a leading mechanical and electrical engineering contractor with 1200 direct employees with three offices in Ireland, two in the UK and two in Northern Europe.

Kirby provides full mechanical and electrical contracting services as well as specialist high voltage (HV) and medium voltage (MV) design and construction services to clients across a number of different sectors including Data Centres, Life Sciences, Industrial, Commercial, and Substations and Renewables.

"I would rate Servaplex very high – they have always been responsive and easy to deal with when I have ever had any queries or issues. Through ServiceDesk Plus we can work as a team even though we are apart and that has proven to be a big success over the last 15 months."

— *Adrian Harte, Group IT Manager*

Utilization & Benefits

The Kirby group first deployed ManageEngine's Desktop Central, the unified end-point management (UEM) solution and then added ServiceDesk the web based, ITIL ready help desk system.

"We needed to find solutions that allowed us as an IT department to log and service our internal user requests efficiently with a small team."

Kirby Group have over 1200 direct employees with three offices in Ireland, two in the UK and two in Northern Europe. When the pandemic hit the combination of Desktop Central and ServiceDesk Plus enabled the IT team to successfully support their remote workforce.

They used both IT solutions to work as a team remotely, which has proven a big help and success since remote working was advised last March.

"The IT Department uses ServiceDesk Plus to log service requests, asset tracking, solution logging, and change logs primarily"

"Desktop Central and ServiceDesk Plus have allowed our small IT team to work more effectively and efficiently. A small team of 3 helpdesk agents support approx. 350 requests a week currently."

— *Adrian Harte, Group IT Manager*

ManageEngine IT Solutions Used By Kirby Group Engineering

ManageEngine 

ServiceDesk Plus

ServiceDesk Plus is a game changer in turning IT teams from daily fire-fighting to delivering awesome customer service. It provides great visibility and central control in dealing with IT issues to ensure that businesses suffer no downtime. For 10 years and running, it has been delivering smiles to millions of IT folks, end users, and stakeholders alike.

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Desktop Central

ServiceDesk Plus is a game changer in turning IT teams from daily fire-fighting to delivering awesome customer service. It provides great visibility and central control in dealing with IT issues to ensure that businesses suffer no downtime. For 10 years and running, it has been delivering smiles to millions of IT folks, end users, and stakeholders alike.



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, deploy and support a comprehensive range of world class IT Management software solutions for Active Directory, endpoint management, service desk and more. Their 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 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.



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