ManageEngine

How Venn Life Sciences automated recurring IT tasks and achieved operational efficiency with Desktop Central and ServiceDesk Plus.

Servaplex
professional solutions for IT

Venn Life Sciences

Who Are Venn Life Sciences?

Venn Life Sciences are an Integrated Drug Development Partner offering a unique combination of drug development consultancy, clinical trial design, and execution. Venn Life Sciences have between 250 to 300 employees spread out over their 4 main office locations in Paris, London, Breda, and Dublin.

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> *We saved a lot of time and money since we are using these solutions, daily IT activities are largely improved, we were also able to automate most of our recurrent tasks."*
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> *- Antoine Nowak, IT Infrastructure Manager*

The Challenge & Utilisation

Venn Life Sciences needed to implement certain IT solutions to perform automatic inventory, software deployment, and patching of their corporate devices such as laptops, servers, and mobile phones.

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> *We were also looking for an asset management and helpdesk system hence our choice to try and use ManageEngine products like Desktop Central and ServiceDesk Plus"*
>
> *- Antoine Nowak, IT Infrastructure Manager*

Venn Life Sciences use ManageEngine solutions to perform most of their daily IT operations activities which include helpdesk, computer inventory, asset management as well as AD auditing and software/patches/OS deployments, which is where ADAudit Plus comes in handy.

All of these solutions have helped IT Infrastructure Manager, Antoine and his team through the COVID 19 pandemic.

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Working with Servaplex is flawless, we never had any issues so far. Servaplex and ManageEngine products helped us a lot during the global pandemic period."

- Antoine Nowak, IT Infrastructure Manager

ManageEngine's IT Solutions Used By Venn Life Sciences

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.

ManageEngine
Desktop Central

Desktop Central is a unified endpoint security and management solution that helps manage servers, desktops, and mobile devices all from a single console. It automates desktop management functions such as installing patches, distributing software, IT assets tracking, security management, remote control etc. Empowering businesses to cut their IT infrastructure costs, achieve operational efficiency, improve productivity, and combat network vulnerabilities.

Servaplex

professional solutions for IT

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.

ManageEngine

www.manageengine.co.uk