Case Study
Connectwise Automate

ABOUT THE CUSTOMER

The company is a high-end general construction contractor. The company has completed many projects, which include commercial, industrial, public work, distribution, transportation, retail and educational institutions. It offers Design-Build, Construction Management, Lean Construction, Building Information Modelling, Feasibility Studies, Space Planning, Material Testing, and Inspection Services in all domains of construction.

CHALLENGES

The company head office and the satellite offices had independent network infrastructure without a unified IT management solution. The company didn't have an integrated platform that enables transparency and accountability into the end-user computing devices. The company's IT management team did not have visibility and control of electronic devices such as desktops, laptops, and mobiles. The company wanted a mechanism of reporting, governance, approved update software, and MS patches on the company systems.

OBJECTIVE

The IT Team of the company wanted to have a solution that could simplify IT management across the organization. The idea was to have a common centralized platform that could provide greater visibility, control, & reporting overall the managed devices. The company wanted an all-in-one solution that provides real-time information about software and hardware systems, combined with remote IT management.

TECHNICAL OVERVIEW

- ConnectWise Automate is an on-premise and cloud-based IT automation solution that enables organizations to monitor and manage IT assets from a single location.

- Content management services allow users to share data and publish content on the website. These services can identify and fix bugs and issues to decrease website downtime.

- The solution offers a remote monitoring service that enables to manage desktops, laptops, and other devices on the network and track device performance using a unified dashboard.

- ConnectWise Automate also provides network administration that helps identify and fix errors, configure services and policies, improve uptime, and monitor server performance. The Tech team can trace and correct faults remotely and work on multiple systems simultaneously without interrupting the end-users.

- The solution empowers to define which patches or updates should be approved and when they get installed.

- The security module of ConnectWise Automate enables to manage of anti malware, antivirus, email protection, password, encryption, and patch deployments from a single platform.

SOLUTION

ISSQUARED® proposed to install ConnectWise Automate to cater to all services as requested by the company. ISSQUARED® successfully deployed the solution to all the devices in a quick turnaround time of 4 weeks. We did the necessary settings and installations, added the access and monitoring policies, and successfully went live with the solution.

KEY BENEFITS

Now, the company can run its business without monitoring & maintaining the day-to-day activities, knowing everything is running smoothly on solutions connected for maximum efficiency. ConnectWise Automate has enabled IT teams with monitoring, collaboration, automation, updating, and patching capabilities to empower incident management and service delivery. A list of additional benefits is listed below:

Asset Discovery: ConnectWise Automate has enabled the IT team to spend less time manually reconciling and patching up the company's assets. It automatically deploys and detect the current status of the devices and creates accountability and access to all managed systems.

End-Point Management: ConnectWise Automate has empowered the company to decrease downtime by enabling easy and quick access to each endpoint device the IT team manages. It provides the ability to resolve faults fast and keep outage to a minimum.

Automation: It has automated repetitive tasks so the company can reduce expenditures and concentrate on other priorities.

Automated Patching: It eliminates repetitive maintenance tasks and keeps the company systems secure by providing automated patching up of systems, quick windows update management, easy-to-use policies for Microsoft and third-party software.

Monitoring: It provides detailed analysis through ConnectWise Automate's monitoring data that allows the IT team to know about and resolve issues before the end-users even know.

Future Plans: ISSQUARED® has proposed enterprise service management solutions, Fabulix Service Manager, for service requests and incident tracking to automate the process of request handling. With Service Manager, the company can improve end-user access, automate communication and responses, enhance service delivery etc.
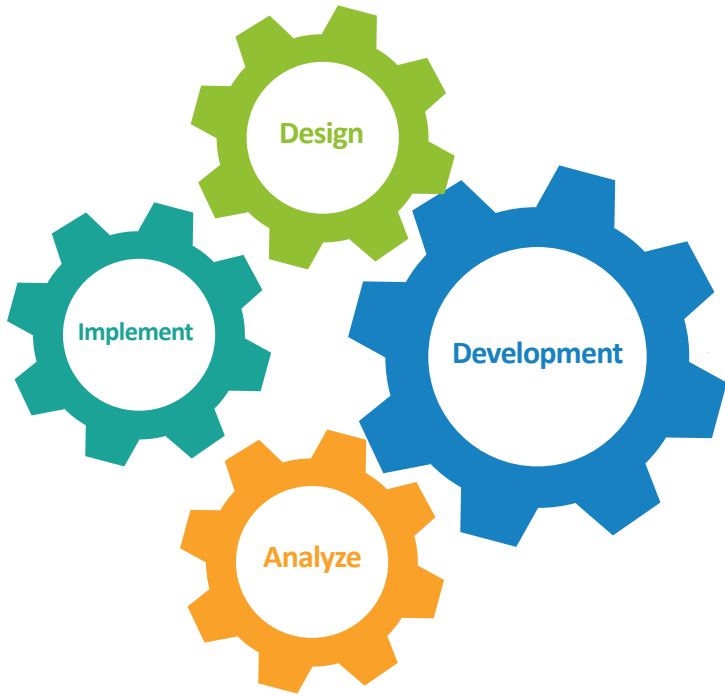
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ISSQUARED®

ISSQUARED® is one of the leading providers of end-to-end IT technology solutions, delivering fine-tuned services across IT Security, Cloud, Infrastructure, Unified Communications, Industrial Operational Technologies and other solution areas. For many years, ISSQUARED® has been helping several Fortune 500 organizations and delivered several multi-million-dollar projects. Our proven expertise takes our clients through a seamless digital and security transformation, resulting in rapid business benefits and positions them for future success.

ISSQUARED® is headquartered in Westlake Village, California, US. It offers global delivery capabilities with its presence across the UK, Ireland, the Middle East, India, Singapore and other parts of the US too.

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