ServiceDesk Plus
Case Study

Warner Bros. Games Uses ManageEngine ServiceDesk Plus

" I started using ServiceDesk Plus, approximately, at the time when I joined WB (Warner Bros.) and at one point I said 'We are switching to this tool " says Aaron Bockelie, looking pleased with that wise decision. He finds ServiceDesk Plus to be fast, flexible and affordable.

Aaron Bockelie

Aaron is a Senior Systems Administrator at Warner Bros Games. As a senior systems administrator, in a typical day, he spends 20% of his time checking mails, service tickets and the rest of his time is spent on managing enterprise projects & tools. His customers are programmers and people creating drawings for various Warner Bros. games in the organization.

Finding the right tool

Warner Bros. Games was initially using an archaic help desk tool that did not define any processes for users. The tool lacked any structure and certain restrictions in the tool didn't allow the users to impose processes. That's when the IT team started looking for other help desk tools.

" Previously, we could walk up to people and deal with problems, then the company grew and the user to technician ratio became overwhelming very quickly and we knew we needed a more structured help desk tool "

Incidentally, there was also a mandate from the Warner Bros. corporate to document all the processes used in the company. For a company as big as Warner Bros., which has branch offices across time zones, it was important to have processes in place. Change Management was a key. An additional requirement was to be able to model their processes on ITIL. All these factors made them look for a new, structured help-desk tool that would help to create processes for various teams in the company.

When they started using ServiceDesk Plus, they found that it met all their requirements. They observed that ServiceDesk Plus is a well-organized tool with well-defined processes that includes change management and ITIL. "We knew ITIL as a thick huge book that we didn't want to deal with, but ServiceDesk Plus is like an ITIL wizard - makes ITIL implementation real easy!"

Once the trial period was over and Warner Bros. switched to ServiceDesk Plus, Aaron says "we realized that ServiceDesk Plus was really structured and that was the kernel of becoming a real grown-up IT shop. We jumped directly into using it."

" ServiceDesk Plus is affordable, fast and flexible. It covers the every aspect of help desk that our businesses really need. The big clunker monster software tools are expensive and have more to offer, but we really don't need those. "

Aaron Bockelie
Senior Systems Administrator
Warner Bros. Games

Courtesy: Aaron's testimonial

ManageEngine Game Changers

This is a campaign by ManageEngine to identify administrators who have used ManageEngine and made a change in the way their IT departments work.

ManageEngine ServiceDesk Plus

ServiceDesk Plus integrates your help desk requests and assets to help you manage your IT effectively. It helps you implement ITIL best practices and troubleshoot IT service requests faster. ServiceDesk Plus is highly customizable, easy-to-implement help desk software. More than 10,000 IT managers worldwide use ServiceDesk Plus to manage their IT help desk and assets. ServiceDesk Plus is available in 23 different languages.

About ManageEngine

ManageEngine is the leading provider of cost-effective enterprise IT management software and the only one making the 90-10 promise – to provide 90 percent of the capabilities offered by the Big 4 at just 10 percent of the price. The ManageEngine suite offers enterprise IT management solutions including Network Management, ITIL HelpDesk, Bandwidth Monitoring, Application Management, Desktop Management, Security Management, Password Management, Active Directory reporting, and a Managed Services platform. ManageEngine products are easy to install, setup and use and offer extensive support, consultation, and training. More than fifty thousand organizations from different verticals, industries, and sizes use ManageEngine to take care of their IT management needs cost effectively. ManageEngine is a division of ZOHO Corporation.