



ManageEngine Desktop Central

Review From A Customer



ManageEngine Desktop Central

[Read 2 reviews of ManageEngine Desktop Central](#)

From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Network Administrator at a financial services firm with 1,001-5,000 employees

it_user363618

WHAT IS MOST VALUABLE?

Software distribution is the most valuable feature for us.

HOW HAS IT HELPED MY ORGANIZATION?

It improves our organization's efficiency because we're now able to install software quickly rather than manually touching each machine.

WHAT NEEDS IMPROVEMENT?

The remote desktop piece has started to fail and we have numerous disconnects while remote logging into a PC. Thought getting rid of the Java piece would help, but it hasn't.

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

We haven't encountered any issues with deployment.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

There have been no instances of instability.

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

It's been scalable for us.

HOW ARE CUSTOMER SERVICE AND TECHNICAL SUPPORT?

3/10 - They have messed up our licensing the last three times we needed to purchase additional licenses. Also, they are difficult to understand.



ManageEngine Desktop Central

[Read 2 reviews of ManageEngine Desktop Central](#)

WHICH SOLUTION DID I USE PREVIOUSLY AND WHY DID I SWITCH?

We used Altiris, but they did not support Windows 7.

HOW WAS THE INITIAL SETUP?

The initial set-up was very easy.

WHAT OTHER ADVICE DO I HAVE?

We were quite rushed to find a product to replace Altiris and this seemed to be the best choice at the time for remote desktop administration and software distribution. When it works, it works well, but their technical support area needs improving.

Learn more: [Read 2 reviews of ManageEngine Desktop Central](#)