



ManageEngine Desktop Central

Review From A Customer



ManageEngine Desktop Central

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

Review by a Real User

Verified by IT Central Station



Network Technician at a tech services company with 51-200 employees

it_user365175

VALUABLE FEATURES

Patch Management Inventory

IMPROVEMENTS TO MY ORGANIZATION

It has allowed us to deploy laptops to users and not worry about patching Microsoft and third-party applications.

ROOM FOR IMPROVEMENT

The web interface could use some polishing. I would also like to see some enhancements on what parameters you can use to push an application.

USE OF SOLUTION

I have been using the product for over five years.

DEPLOYMENT ISSUES

No issues with deployment.

SCALABILITY ISSUES

No issues with scalability. One of the reasons that we went with Desktop Central is the small footprint.

CUSTOMER SERVICE AND TECHNICAL SUPPORT

Very happy with tech support but would like to see someone there on the weekends.



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PREVIOUS SOLUTIONS

We used Novell's ZENWorks 10 and 11. We chose it based on its small footprint and the features such as 3rd party patch management

INITIAL SETUP

Very easy to implement. A few clicks and you are done.

IMPLEMENTATION TEAM

I did it myself for 300 workstations as you can leverage the program to install via Active Directory credentials.

ROI

The **ROI** was three months for us.

PRICING, SETUP COST AND LICENSING

The **ROI** was three months for us.

OTHER ADVICE

Be aware that updates are once a month. They usually take about 30 minutes to perform.

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