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Fabrice Abida

#### LOCATION

France

#### INDUSTRY

Retail

#### ENDPOINTS

3500

#### PRODUCTS

Ninja Professional

### CHALLENGE

As Fabrice Abida (Lead WorkstationOps of Maisons du Monde) explains, Maisons du Monde was faced with a problem in interacting between its facilities management tool and off-site computers, with shops and offices spread across different cities and countries. “Our previous outsourcing software was installed on one of our servers, the off-site computers could only access it via a VPN access. For example, to run a script, the host had to be connected to the VPN, which had an impact on the practicality and time taken to process the request/incident.”

“Deployment of new software was unreliable because employees were off the network for long periods of time. Additionally, remote support required users to be in a secure location to connect to the VPN and then stay connected while we resolved their incident.” Also, with the COVID-19 pandemic, the process of modernizing all IT management tools accelerated considerably for Maisons du Monde. Everyone was forced to work from home. “While we were providing support to employees who were still in the field, we suddenly had to support our remote employees as well. The tools we had at our disposal did not allow us to do this in a responsive and efficient way,” says Fabrice.

To overcome these problems, Fabrice started looking for cloud-based solutions. After evaluating different tools, Fabrice came across NinjaOne and was surprised that one tool could replace many of their solutions used individually for endpoint management.

→ How Maisons du Monde **has adapted to remote working** and **improved productivity** by using NinjaOne

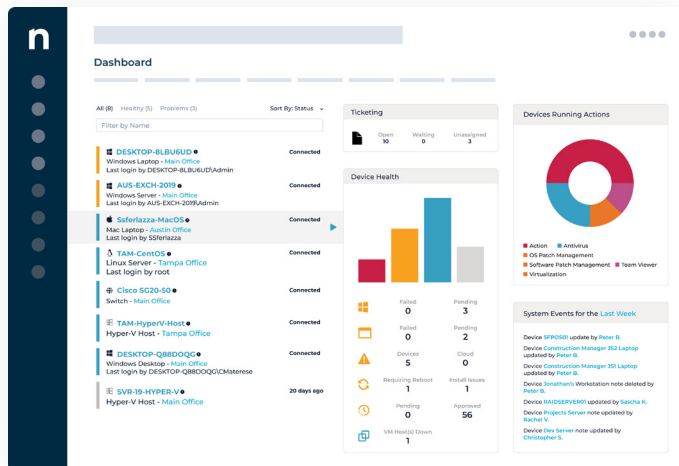
“As someone who has worked with an RMM software package in the past, two things really stand out: Ninja’s ease-of-use and Ninja’s support. I love how easy it is to learn Ninja, and I love being able to pick up my phone and talk to a person.”

**SOLUTION**

“We were able to replace our software deployment, IT inventory, endpoint configuration and remote-control solutions with NinjaOne, significantly reducing the complexity of our IT management technology stack and saving on licensing costs,” says Fabrice.

The immediate result of adopting NinjaOne was that Maisons du Monde was able to move its employees to a home-based working situation with minimal impact on productivity and end-user satisfaction, says Fabrice. By moving their entire IT management stack to the cloud, Fabrice and his team are able to remotely monitor and manage the devices used by employees in a secure environment, whether they are on or off site.

“Every action taken on NinjaOne is tracked and recorded to provide a reliable history for compliance purposes.”



One very important aspect that Fabrice really likes about NinjaOne is the ability to automate many more things than his previous solution. “Thanks to Ninja’s powerful scripting engine, I have the possibility to automate various tasks using custom scripts available in several languages (Powershell, Batch, Javascript, ShellScript and VBScript) on Windows, Mac and Linux operating systems. The customizable settings give me the ability to create scripts once and schedule their execution according to my needs. Every action taken on NinjaOne is tracked and recorded to provide a reliable history for compliance purposes.”

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