

# ENOVA Boosts Managed Services Efficiency, Saving 10 Hours Monthly with Action1



## Company Profile:

ENOVA is one of the leading IT service providers in Lille and the Hauts-de-France region. For over 20 years, the company has supported its clients by offering IT managed services, cybersecurity, and telephony solutions.

**Headquarters:** Lille, France

**Industry:** Managed Service Provider (MSP)

**Website:** [www.enova.fr](http://www.enova.fr)

**Endpoints Managed:** 3,500

## The Need for Automation Amid Growing Focus on Cyber Resilience

As a managed service provider (MSP) supporting nearly 150 SMB clients and over 3,500 endpoints, ENOVA is responsible for ensuring consistent security and performance across diverse IT environments, delivering peace of mind to its clients.

With patching and endpoint security being fundamental to their cybersecurity strategy, ENOVA's technical team sought a reliable and efficient solution for managing security updates on client endpoints. The team previously relied on an open-source tool for OS updates; however, this solution required excessive time and manual effort. It also lacked visibility and reporting capabilities, making it difficult to demonstrate value to clients and proactively detect vulnerabilities.

ENOVA's team also struggled to manage updates for third-party applications — an even greater challenge to execute manually across multiple client environments. **"With cybersecurity becoming a central focus of IT, it's essential for us to provide efficient patch management for both OS and third-party applications,"** said Sébastien Demiautte, Operations and Technical Manager at ENOVA.

### Key Results

- 10 hours saved each month on endpoint management
- Strengthened security across more than 3,500 client endpoints through efficient patch management
- Improved visibility into endpoints and hardware/software inventories

Recognizing the need to modernize, ENOVA began searching for a solution that could automate patching for both OS and third-party applications to improve efficiency across their managed environments while improving visibility to reduce security risks in today's threat landscape.

## Choosing a Powerful, Automated Patch Management Solution

After several months of thoroughly evaluating various solutions, ENOVA's technical team selected Action1. The platform stood out for its unified, automated patching capabilities — covering both OS and third-party applications — which fully aligned with the team's needs.

They also appreciated Action1's ease of use and scalability. Within just a few weeks, ENOVA achieved 90% coverage across distributed client endpoints, with the team quickly up and running thanks to the platform's intuitive interface.

## Achieving Major Operational Gains and Boosting Service Excellence with Action1

Since implementing Action1, ENOVA has significantly streamlined its patch management process through the comprehensive automation of OS and third-party applications. The ability to tailor patching policies to each client's specific needs has enabled the team to deliver more consistent and secure service across their managed environments.

Action1 also brought substantial efficiency gains. Patching tasks that previously took up to three hours per week now require less than two hours per month — saving the team 10 hours monthly. This helped free up valuable resources for ENOVA's technical team to focus on higher-impact tasks and client initiatives.



**Patch management is no longer a concern for us. Action1 allows our technical team to focus on other priorities — enhancing service quality and expanding our client base in the Hauts-de-France region.**

**Christophe Terrier,**  
Founder and General Manager at ENOVA

Real-time visibility, advanced reporting capabilities, and seamless API integrations have further enhanced ENOVA's operations. The team has improved their inventory system and now provides more informative reports to clients, building greater trust and transparency.

ENOVA has also experienced consistently excellent support from Action1, noting the team's responsiveness and in-depth technical expertise.