

## SERAPHINE

"NinjaOne's robust remote features and automatic documentation reduced our average ticket resolution time by 15%."

Darwish Baganian, *Infrastructure and IT Security Manager*

## LOCATION

United Kingdom

## INDUSTRY

Retail

## ENDPOINTS

450

## PRODUCTS

Endpoint Management,  
Patch Management

## Seraphine Boosts Efficiency by 50% with NinjaOne

### CHALLENGE

#### Large tech stack and missing features

Seraphine is an award-winning maternity fashion brand specializing in fashion-forward clothes for moms-to-be. Seraphine operates nine clothing stores and distributes its coveted styles via department stores in fashion hubs like London, Paris, and New York.

With a booming e-commerce business, securing and managing Seraphine's IT network is critical for business operations and growth. Darwish Baganian, Seraphine's infrastructure and IT security manager, is responsible for all endpoint security and daily device management.

Previously, Baganian and the IT team used Action1 to manage endpoints along with a collective of ad-hoc software to supplement missing features. "We used DW Service for remote access, Microsoft Intune for MDM, PRTG for network monitoring, and an EDR solution for backup," said Baganian.

The patchwork setup was incompatible with the efficiency level the IT team needed. "Managing multiple vendors, logging in and out of software to complete simple tasks, and tracking down device information from various sources was not sustainable," said Baganian. "On top of that, the lack of a remote chat feature and documentation meant our ticket resolution time was slow, and pulling reports was manual."

The team needed a unified, all-in-one solution with mature features to drive efficiency across the IT department.

- NinjaOne reduced **ticket resolution time by 15%**
- Seraphine's IT department became **50% more efficient**
- **30% time-reduction** in security reporting with NinjaOne

**SOLUTION****A feature-rich solution**

After a demo, Seraphine pivoted to NinjaOne and, within two weeks, deployed the agent to all of its endpoints. “NinjaOne has all the third-party integrations, remote access, reporting, and patching features we need,” said Baganian. “By month two, NinjaOne’s robust remote features and automatic documentation reduced our average ticket resolution time by 15%.”

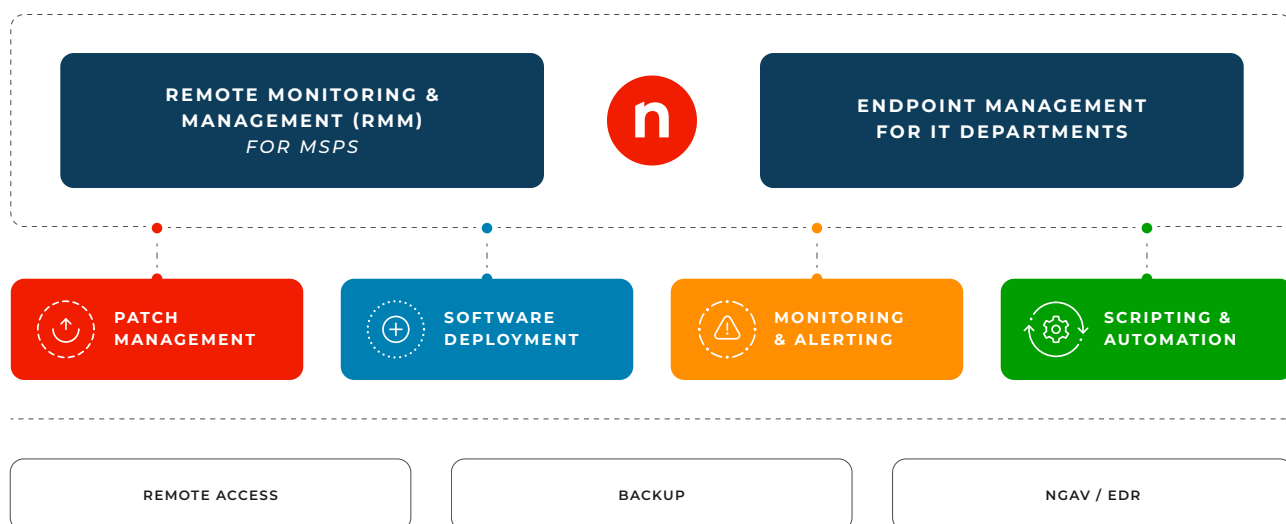
With NinjaOne’s all-in-one approach to endpoint management, Baganian and his team can patch devices, secure their network, deploy software, and remotely solve any end-user issue without leaving the NinjaOne platform. “Consolidating all our tools into one platform makes our team 50% more efficient,” said Baganian.

Previously, the lack of integrations posed problems for Baganian and his team. As organizations adapt, grow, and change, it’s imperative to have tools that do the same.

“NinjaOne offers so many integrations and customization options for what makes sense for us,” said Baganian. “Our previous tool didn’t offer half as many integrations, and some features were so new they couldn’t add value for our organization.”

Future-proofing an IT environment continues beyond customization. Network security is a top priority for Baganian and his team. “Previously, finding endpoint information to ensure network security consisted of logging into multiple portals and scrolling through confusing menu options,” said Baganian. “With NinjaOne, we can find all endpoint information easily without leaving the dashboard, which reduced the time we spend on security reports by 30%.”

“NinjaOne has absolutely been worth the investment,” said Baganian. “In a short time, NinjaOne has streamlined our tasks and processes, so we can focus on growing our IT capabilities and providing better customer support.”



**NinjaOne** automates the hardest parts of IT, empowering more than 17,000 IT teams with visibility, security, and control over all endpoints. The NinjaOne platform is proven to increase productivity, while reducing risk and IT costs. NinjaOne is consistently ranked #1 for its world-class support and is the top-rated software on G2 in seven categories including endpoint management, remote monitoring and management, and patch management.

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