



WHITE PAPER

# Driving Efficiency and Modernisation in Public Sector IT with ManageEngine



## Transforming IT Operations for Enhanced Public Service Delivery

**Public sector organisations face a unique and demanding set of IT challenges. Constrained budgets, the imperative for robust security and compliance, a diverse and widespread user base, and the constant pressure to deliver more with less, all require innovative and efficient IT strategies.**

In the UK, nearly half (49%<sup>1</sup>) of public sector IT leaders state that limited budgets directly hamper their ability to modernise systems and services effectively,

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public sector IT leaders state that limited budgets directly hamper their ability to modernise systems and services effectively,

while

**58%**

identify critical skills gaps as a top impediment to modernisation.<sup>1</sup>

Furthermore, the reliance on outdated legacy systems, which can cost three to four times more to maintain than modern alternatives, drains resources that could be allocated to innovation. In the public sector, IT departments are pivotal not just for internal operations, but for the effective delivery of essential public services. ManageEngine offers a comprehensive suite of solutions designed to address these specific pressures, enabling public sector IT teams to streamline operations, optimise resources, and drive meaningful digital transformation. This paper explores how ManageEngine's distinct capabilities free up skilled personnel from routine tasks, providing flexible financial models, and offering unparalleled control over IT environments – all crucial for organisations dedicated to serving the public interest.



## Beyond Service Management: A Unified IT Command Centre

Many IT solutions address singular aspects of the IT ecosystem. ManageEngine, however, provides a broad and deeply integrated portfolio of over 60 award-winning solutions that extends far beyond traditional IT service management. This integrated portfolio is a strategic advantage, designed to break down operational silos that often plague public sector organisations, such as NHS England's use of 50 different CRM platforms<sup>2</sup>

### This includes robust solutions for:

- **Network Operations Management:**

Proactive monitoring, performance analysis, and fault management across complex network infrastructures ensure the reliability of critical public services. With

# 25%

of UK public sector organisations  
reporting critical IT outages in 2024<sup>1</sup>,

the need for proactive network oversight to  
achieve 99.9% uptime or higher is undeniable.

- **Endpoint Management and Security:**

Comprehensive management and security for a diverse range of endpoints (desktops, laptops, mobile devices, servers) from a single console, including automated patching, software deployment, and threat detection. This is vital for protecting sensitive citizen data and ensuring operational resilience, especially as security assessments have revealed serious vulnerabilities in critical government systems like the UK's One Login digital ID service.<sup>3</sup>

- **Security Information and Event Management (SIEM):**

Advanced threat detection, incident analysis, and compliance reporting capabilities help public sector organisations meet stringent security mandates and protect against evolving cyber threats. This is crucial given the 50% increase in nationally significant cyber incidents reported by the UK's NCSC.<sup>2</sup>

- **Active Directory and Identity Management:**

Simplified management of user identities, access controls, and Active Directory auditing helps ensure secure access to resources and streamlines user lifecycle management. Alarming, 50% of organisations reported an attack on their AD infrastructure within the last one to two years<sup>4</sup>, with Microsoft estimating 95 million AD accounts are targeted daily.<sup>4</sup>

- **Application Performance Monitoring:**

Ensuring critical applications, from citizen-facing portals to internal administrative systems, are performing optimally, minimising downtime and enhancing user experience. This is particularly important as UK citizen satisfaction with public digital services has declined from 79% to 68% over the past decade.<sup>2</sup>

- **The Benefits for the Public Sector:**

This unified approach breaks down operational silos that often exist between different IT disciplines. Studies indicate that employees can spend an average of 1.8 hours each day, equating to

# 9.3

hours per week, searching for information  
spread across disconnected systems.<sup>5</sup>

By providing a single pane of glass across diverse IT functions, ManageEngine allows for holistic visibility and control. This integration means IT staff spend less time switching between disparate tools and more time on strategic initiatives. Automation across these integrated modules further reduces manual intervention, freeing up skilled IT professionals to focus on innovation and service improvement, rather than just "keeping the lights on."



## Flexible Deployment for Uncompromised Control and Compliance

Public sector organisations often operate under strict data sovereignty, security, and regulatory compliance frameworks (e.g., GDPR, local government data handling policies, specific national cybersecurity standards). Indeed, 51% of public sector IT leaders identify data privacy and security concerns as a significant barrier to their digital transformation efforts.<sup>1</sup> The ability to control where data resides and how infrastructure is managed is not just a preference, but a necessity. ManageEngine offers flexible deployment models, including robust on-premises and private cloud options. The market for sovereign cloud solutions, which ensure data remains within defined geographical boundaries, is projected to expand from \$9.83 billion in 2025 to an estimated \$102.70 billion by 2034<sup>6</sup>, with Europe holding the largest market share in 2024 due to its stringent regulatory landscape.<sup>6</sup>



This allows public sector entities to:

- Maintain full control over their data, ensuring it remains within jurisdictional boundaries and complies with all relevant data protection regulations.
- Implement security configurations and protocols tailored to their specific risk posture and compliance requirements.
- Integrate seamlessly with existing legacy systems that may not be suitable for public cloud migration.



## The Benefits for the Public Sector:

Unlike solutions that may primarily push organisations towards a public cloud model, ManageEngine's commitment to on-premises and private cloud deployments provides public sector IT leaders with the autonomy to build and manage their IT environments in a way that aligns perfectly with their governance and security mandates. This control is paramount when dealing with sensitive citizen information and critical national infrastructure.

## From Capital Expenditure to Operational Predictability

Budgetary pressures are a constant reality in the public sector. Current funding models often fail to adequately support effective digital investment, according to 65% of UK digital leaders.<sup>2</sup> The traditional model of large upfront capital expenditure (CAPEX) for IT systems can be challenging to secure and manage. ManageEngine's approach can facilitate a more predictable and manageable financial model. There is a growing trend towards operational expenditure (OPEX) models in IT spending, with 45.2% of EU enterprises purchasing cloud computing services (predominantly OPEX) in 2023<sup>7</sup>.



- **Consolidated Solutions:** By offering a broad suite of integrated tools, organisations can often consolidate spending, reducing the need to procure, integrate, and maintain multiple niche products from different vendors. Migrating to unified platforms can lead to Total Cost of Ownership (TCO) reductions of 30-40%<sup>8</sup>. This can lead to a lower Total Cost of Ownership (TCO).
- **Flexible Licensing:** ManageEngine provides various licensing options that can be tailored to public sector needs, offering predictability.



- **Cloud Options for OPEX:** For organisations able to leverage cloud, ManageEngine's cloud-based solutions allow for a shift towards an operational expenditure (OPEX) model. This means IT costs become more predictable, subscription-based expenses, making budgeting and financial planning more straightforward.
- **Cloud Even for on-premises deployments,** the efficiency gains and reduction in manual effort contribute to lower operational overhead.

### The Benefits for the Public Sector:

The ability to move towards an OPEX model, or to achieve greater cost-efficiency through solution consolidation even in an on-premises scenario, allows public sector organisations to optimise their IT budgets. Full digitisation in the UK public sector, for example, is estimated to have the potential to unlock over £45 billion in savings and productivity benefits annually.<sup>2</sup> This frees up capital for other essential public services and makes IT spending more transparent and predictable. Reduced vendor management complexity and streamlined procurement processes also contribute to indirect cost savings.

## Supporting IT Staff With Automation

The true potential of an IT department is unlocked when its skilled professionals are not bogged down by repetitive, manual tasks. UK public sector employees report spending an additional five hours per week navigating inefficient processes and performing manual workarounds. ManageEngine embeds automation capabilities across its entire suite, extending far beyond basic IT support ticket automation.

This includes:

- Automated network discovery, configuration backups, and compliance checks. Automation in network operations has been shown to result in up to 65% operational cost avoidance.<sup>9</sup>
- Automated endpoint patching, software distribution, and asset inventory management.
- Automated user provisioning and de-provisioning in Active Directory. This automation accelerates onboarding, enhances security, reduces manual errors, and contributes to cost reductions.
- Automated security log analysis and alert correlation in SIEM. This drastically reduces incident response times, enabling security teams to neutralize threats more rapidly.



## The Benefits for the Public Sector:

This pervasive automation drastically reduces the manual workload on IT staff. Research suggests that automation could save the UK public sector workforce as much as

**30.6million**  
hours every week.<sup>10</sup>

This means highly skilled engineers and administrators can be redirected from routine maintenance and troubleshooting to focus on strategic projects, service innovation, cybersecurity enhancements, and initiatives that directly improve public service delivery. A significant 72% of UK public sector workers believe that automation would simplify their tasks and improve their overall productivity.<sup>10</sup> This not only boosts efficiency but also improves staff morale and retention by allowing them to engage in more value-added work, a crucial factor as 70% of UK public administration workers report decreased morale over the last five years.<sup>11</sup>



## A Strategic Partner for Public Sector IT Excellence

ManageEngine provides a uniquely comprehensive and flexible platform that addresses the core challenges faced by public sector IT departments. By offering a unified suite of over 120 award-winning tools that extends beyond traditional service management, providing deployment models that ensure control and compliance, facilitating budget optimisation, and deeply embedding automation, ManageEngine allows public sector organisations to:

- **Free up valuable IT staff** to focus on innovation and strategic initiatives.
- **Enhance operational efficiency** and reduce the complexity of managing diverse IT systems. Full digitisation is estimated to offer over £45 billion in annual savings and productivity gains for the UK public sector.<sup>2</sup>
- **Strengthen security posture** and ensure compliance with stringent regulations. This is vital in an environment with a 50% rise in significant NCSC-reported incidents and high GDPR enforcement in the public sector.<sup>3</sup>
- **Optimise IT spending** and improve budget predictability.
- **Ultimately, deliver better, more reliable services to the public**, improving citizen satisfaction which has seen a decline.

XMA, in partnership with ManageEngine, is committed to helping public sector organisations harness these capabilities to achieve their digital transformation objectives and enhance their service to the community.

### Ready to transform your IT operations?

To learn more about how ManageEngine can help your public sector organisation achieve its IT goals, please contact your XMA account manager or start a conversation by emailing



[enquiries@xma.co.uk](mailto:enquiries@xma.co.uk)



#### Footnotes

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