



**How Egyptian Liquefied  
Natural Gas (ELNG)  
effectively utilized  
ManageEngine ServiceDesk Plus  
during COVID-19.**

# About Egyptian Liquefied Natural Gas (ELNG)

Egyptian Liquefied Natural Gas (ELNG) is considered one of the most renowned companies specialized in liquefied natural gas on both the Egyptian and international levels. Located at Idku, 50km east of Alexandria, Egyptian LNG can accommodate an expansion of up to six trains in total with potentially different ownership and sources of the feed gas. Currently, two trains are up and running, each with a capacity of 3.6 million tonnes per annum. Egyptian LNG is Egypt's largest liquefied natural gas joint venture comprising of both local shareholders, such as ("EGPC"), ("EGAS") and foreign shareholders, such as Royal Dutch Shell, PETRONAS, and Engie, all of which are prominent international players in the industry.

## The Challenge and Utilization:

**The IT section of Egyptian Liquefied Natural Gas (ELNG) maintain the IT infrastructure of the organization and provide IT support to it's approximately 350 staff. Supporting a widevariety of staff proved challenging with support requests being received by different communication methods such as email, phone and in person.**

**"We chose ManageEngine ServiceDesk Plus as it allowed us to quickly set up an effective IT Service Desk that could be incorporated into our existing environment with little change required. Integration with Active Directory ensured that the Service Desk just worked for end users and IT staff."**

**"The additional reporting capabilities of ServiceDesk Plus ensures that the IT Service Desk can be appropriately resourced during times of high demand such as during our remote working deployment at the beginning of COVID-19 outbreak which saw IT support requests increase by almost 300%."**



**Khaled Abdeen**  
ICT Services Manager

## How Sana Technology Helped During COVID 19

At the beginning of the global pandemic the IT section of Egyptian Liquefied Natural Gas (ELNG) were tasked with the responsibility of setting up a call logging and tracking system for the company Call helpline over the course of a weekend. Our previous experience with ManageEngine ServiceDesk Plus gave us the confidence to set up this call logging system on a product we knew would meet the requirements.

Sana Technology assistance was key in ensuring we were able to build an operational system in a very short space of time which enabled the Egyptian Liquefied Natural Gas (ELNG) Call helpline to be one of the first fully operational helplines in the sector.



**Khaled Abdeen**  
ICT Services Manag

## Products Used

ManageEngine  
**ServiceDesk Plus**

Built to supercharge your IT help desk, ServiceDesk Plus is a game changer in teams from daily fire-fighting to delivering

awesome customer service. It provides great visibility and central control in dealing with IT issues to ensure that businesses suffer no

downtime. For 10 years and running, it has been delivering smiles to millions of IT folks, end users, and stakeholders alike.



SanaTechnology is a system integrator with activities all over US and Egypt. It was founded in 2002 and it is subjected to Investment.

SanaTechnology is an information technology company specialized in offering full spectrum of information technology solution that include consulting, design, implementation, deployment, and maintenance.

## About ManageEngine

ManageEngine crafts the industry's broadest suite of IT management software. We have everything you need more than 90 products and free tools — to manage all of your IT operations, from networks and servers to applications, service desk, Active Directory, security, desktops, and mobile devices.

Since 2001, IT teams like yours have turned to us for affordable, feature-rich software that's easy to use. You can find our on-premises and cloud solutions powering the IT of over 180,000 companies around the world, including nine of every ten Fortune 100 companies.

As you prepare for the IT management challenges ahead, we'll lead the way with new solutions, contextual integrations, and other advances that can only come from a company singularly dedicated to its customers.

And as a division of Zoho Corporation, we'll continue pushing for the tight business-IT alignment you'll need to seize opportunities in the future.



[www.manageengine.com](http://www.manageengine.com)