Raising IT efficiency to an artform at Vienna's Albertina Museum

ALBERTINA

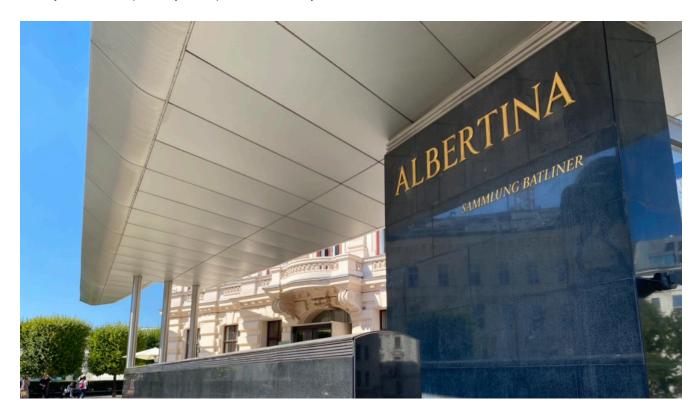A four-person IT team keeps systems running at facilities housing historic and modern masterworks

The historic Albertina Museum in the heart of Vienna, Austria, is home to one of the world's largest and most important collections of classic art and modern prints and photographs by artists ranging from Albrecht Dürer and Pablo Picasso to Gustav Klimt and Lisette Model. The Albertina's collection includes about 65,000 pieces of graphical art and one million masterpiece paintings and sculptures, as well as its two museum buildings -- the former 18th century Imperial Habsburg residential palace and a nearby and newly refurbished 19th century Neo-Gothic exhibition hall.

The IT landscape of an international art museum
The Albertina's 225 employees in the museum buildings and two art storage facilities use a mix of about 350 Windows desktops, laptops and servers and various smartphones and mobile devices. Managing those systems is the responsibility of four-person IT team led by Head of Internal Services Mario Ebner. Ebner said that the IT team had been managing both user endpoints and Microsoft Hyper-V virtual machine servers with SCCM. But its complexity and lack of flexibility made everyday IT tasks difficult for the small team and hindered the museum's growth.

Endpoint management simplified with baramundi's intuitive operation
Ebner said that the baramundi Management Suite's (bMS) user-friendliness and intuitive, automated operation made the selection process and the system rollout fast and easy. "With a small IT team, efficiency and productivity was our top priority," he said. "We were up and running after a short and smooth implementation." The Albertina has been using the bMS since early 2019, especially for OS installations, applications deployment and to monitor and maintain its inventory of hardware and software.

Automation makes a small IT team big on efficiency

Straightforward and highly customizable automation in the baramundi Management Suite enables the team to accelerate completion of routine tasks and free up time and resources for high-priority tasks including compliance monitoring and new projects. "Thanks to the bMS, we have an overview of which clients are in our IT network and what software they are equipped with," said Ebner. "This allows us to standardize and manage our software infrastructure consistently and maintain continuous awareness of software licensing status."

"The bMS makes it easier for us to manage all our end devices," Ebner said. "In fact, the level of high-quality support that our small IT team delivers would be impossible without the bMS."