

“We are always looking for ways to provide our developers with the best working environment”



Computer game developer CD PROJEKT RED keeps track of the big picture and its end devices up to date with baramundi to secure and streamline its endpoint management system

Publisher baramundi software

Warsaw-based computer game developer and publisher CD PROJEKT RED, known for its world-renowned game series “The Witcher”, was looking for an automation solution to get a grip on their numerous update and upgrade processes. The company struck gold with German software manufacturer baramundi.

Founded in 2002, CD PROJEKT RED has made a name for itself worldwide with its computer games, which have captured the hearts of their fans not only with breathtaking graphics, but also with outstanding storytelling and great attention to detail. To enable their developers to concentrate fully on their work, they need an up-to-date and functioning IT environment. For this purpose, integrated administration of the IT infrastructure is indispensable. The IT administration comprises six, the helpdesk five employees. They are supported by a manager and two coordinators – one in Warsaw and one in Kraków. Mikail Gawryluk, helpdesk technician at CD PROJEKT RED, looks after 900 clients in Warsaw, 80 more in Kraków, 20 in Wrocław and several others in the company’s branches in the USA, Korea and China. The working environment is extremely heterogeneous: apart from the typical business laptops with Windows 10, there are also numerous workstations with Windows 7, 8.1 and 10. The company also uses typical gaming PCs. All these devices are equipped with a variety of different software – from basic office applications to self-programmed developer tools.



“Fire and Forget”

Mikail Gawryluk explains: “We work hard to produce our games with the best possible quality. That’s why we are always looking for new solutions to provide our developers with the best possible working environment. Consequently, we regularly have to upgrade large quantities of software and – most importantly – implement operating system migrations from Windows 7 to 10 quickly. With our large number of clients, this would not be possible if we did not have a tool that would help us plan these operations and carry out the installations unattended – including individual, position-specific software packages. The baramundi Management Suite (bMS) with the baramundi Automation Studio met our requirements perfectly in this respect. System migration was implemented according to the motto ‘Fire and forget’: we booted the computers via PXE, assigned the appropriate job to the client and then let it do the job by itself until everything was done.”

Quick installations in the background

“Many of our computers must have exactly the same software version installed at the same time so that the production process does not get interrupted. For example, we had to patch a 3D graphics software to a newer version simultaneously on all developer workstations. Of course, all this was meant to be running in the background, without the users having to intervene themselves. Sometimes we also have to implement measures that must not be interrupted by the users. It turns out that is very useful that we can block the user’s mouse and keyboard for a short time and display a message to the user directly about what we need to do and why. This is where baramundi came into play,” says Mikail Gawryluk.

Essential factors for our selection were: automation, transparency and safety

Mikail Gawryluk and his team learned about the various enterprise management solutions available, but found that they

did not support the software they needed for development. Mikail Gawryluk: "Third-party app support in particular was one of the features that made us choose baramundi. Our IT environment has become much more secure with the managed software from baramundi, especially in combination with the vulnerability scanner. Now we are able to quickly detect and globally correct security leaks affecting our system. In addition, we now have the possibility to carry out a complete inventory within a few seconds. Not only do we know more about our software and licensing situation, we also know exactly where and what is installed and whether there are any irregularities. Thanks to the remote access connection, we can also intervene immediately in case of problems. Another advantage is the ability to quickly create software packages according to the needs and standards of the individual users. With just a few clicks, the individual combinations can be installed. Previously, we had to run one installer after another manually or create a separate job for each item of software. The baramundi Automation Studio does all this work for us. It allows the creation of scripts - including PowerShell/Bash - and even modifications to the Windows registry. All this is exactly what we need - without us having to touch the individual computers or access them every time."

Smooth implementation

"The entire implementation of bMS took four days. The installation was finished on Valentine's Day, and since then the system has

been running without interruption or any noticeable downtime for the end user, as the reboots required for configuration are being executed outside their working hours. Since then, we have cataloged our hardware and software to optimize our license usage and thus reduce our costs. In addition, we can now immediately locate all computers with outdated software and carry out quick upgrades. Also, incompatible files aren't an issue anymore and developers no longer have to deal with technical problems that keep them from their work. Just one example: previously, we had to schedule at least three hours per month for the manual update of our ERP servers. With baramundi, we have automated this process, and now only need a few clicks and less than 20 minutes to complete the task," says Mikail Gawryluk.

Conclusion

"baramundi makes our work easier every day. Recently, we distributed Visual Studio to every developer on just one weekend - and also had enough time to patch the software that was already installed. The multitude and variety of tasks that we were able to automate and simplify with bMS enable us to focus on the important and complicated tasks. Once the software has been configured correctly, any technician in our team can use it without any problems. Our entire IT department has become much more efficient since then - our users are often amazed by how quickly and accurately we respond to their requests," sums up Mikail Gawryluk.