

Europa Park: making IT support & Windows 10 migration easier than a walk in the park

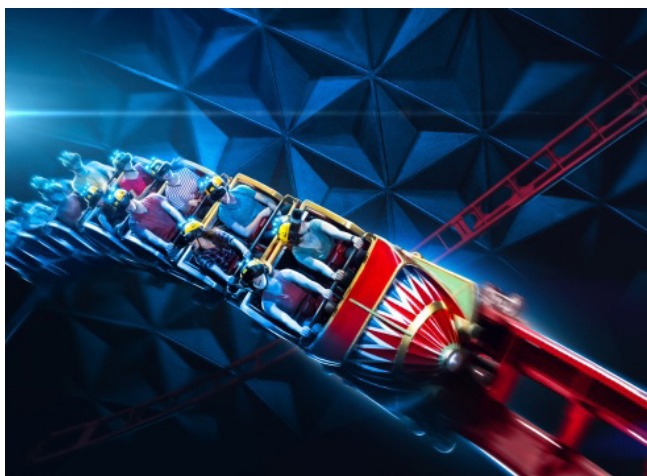


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Europa Park's bold vision and big success: Europa Park's success with big projects dates back to the summer 1975 when it opened and quickly became the largest seasonal theme park in the world, largest theme park in Germany and the second largest in Europe.

Driven by a 240-year family history in building roller coasters and carousels, as well as inspiring visits to US theme parks, father-and-son founders Franz and Roland Mack welcomed 250,000 guests during that first summer to a park with just 15 attractions on 16 hectares/40 acres.

Today, Europa Park in Rust in southwest Germany is a worldwide leader in amusement parks with six million guests annually enjoying more than 100 rides, 13 roller coasters, six resort hotels, continuous live shows, and a train and monorail system covering 95 hectares/235 acres. The number of employees serving guests and keeping the park running smoothly has grown from an initial team of 50 to more than 3,800, making Europa Park one of the most important employers in the region.



The challenge of diverse endpoints and round-the-clock operations

Operationally, the park relies on a large IT infrastructure overseen by 16 employees in the Support, Network and Application Development units. IT manager Andreas Keffer and his colleagues manage more than 1,300 diverse endpoints including HP and Dell computers, mobile devices and a networked cash register system. The uptime requirements of round-the-clock operations demand careful attention especially during system maintenance.

The roller coaster of "SneakerNet" support in a busy theme park

For a long time, the IT team depended on manual, time-consuming "SneakerNet" support for devices at every location across the park. However, Europa Park's continuing success and accompanying growth in network size and complexity made in-person support impractical and susceptible to errors and delays. That moved the IT team to look for a more effective and sustainable endpoint management solution.

A smooth ride with baramundi

The team selected baramundi Management Suite (bMS) because of its intuitive interface and consistent and comprehensive management capabilities. Instead of repeated long walks all over the park, the IT team started using bMS for fast patching and distribution of software updates. "It was a must for us to switch to the baramundi Management Suite. It completely convinced us with its comprehensive capabilities," says Tobias Stampf, IT support team manager at Europa Park. bMS also is used for automated hardware and software inventory and deployment of software applications using the baramundi Automation Studio.

With Windows 7 support ending in January 2020, bMS also proved essential for migrating Windows endpoints to Windows 10 quickly and efficiently. It also streamlined in-place upgrades of computers already running Windows 10.

bMS: Time, Quality, Cost, Efficiency and Security

For Europa Park, the baramundi Management Suite makes fast, effective and efficient endpoint management support literally easier than “a walk in in the park.”

“With the baramundi Management Suite, we have saved a tremendous amount of time”, says Stampf. “Security gaps can be identified and closed immediately to protect all of the vital systems in the park. And we’re able to offer highly responsive and high-quality support that would not be possible without baramundi.”

