



Digital Health Tourism – IT Management for 11 Locations at König GmbH

CHALLENGE

- KRITIS requirements as an operator of a healthcare-related business
- Strict restrictions on the use of cloud services under Austrian law
- 1,000 endpoints across 11 locations managed by a five-person IT team
- Needed a high-performance on-premises solution with remote endpoint management capabilities

SOLUTION with baramundi

- OS Deployment for automated OS migration and in-place upgrades
- Managed Software for prepackaged software and update distribution
- Remote management software for remote maintenance
- Enterprise Mobility Management

RESULT

- A small team efficiently manages IT across multiple locations
- Ensured Compliance
- Reduced downtime
- Reduced IT travel time and expenses

- König GmbH – Management company for one of Austria's leading hotel chains specializing in wellness and health tourism
- Founded 1989, now a second-generation family business
- 50 Employees
- 5 people in the IT team
- 550 Windows clients at 11 locations
- 500 smartphones & tablets

"The solution also needed to enable remote provisioning and support over the internet. [...] The team evaluated several alternatives but immediately ruled out most due to cumbersome operation, faulty localization, and a lack of scalability. Ultimately, baramundi proved to be the best solution for us."





Service, reliability, and experience

König GmbH serves as the management company for one of Austria's leading hotel chains in the health tourism sector, including the Vivea 4* Hotels and DAS SIEBEN ****Superior. Founded in 1989, this second-generation, family-owned business is led by Engelbert König and employs about 50 full- and part-time staff. Many employees have been with the company for decades – a key factor in its long-term success and its reputation for service, reliability, and customer experience excellence.

Small IT team manages over 1,000 devices subject to stringent KRITIS requirements

The management company's responsibilities range from project development and construction management to accounting and other areas. The four-person team led by IT Director Philipp Haidl manages approximately 550 Windows clients and associated servers across 11 locations, as well as about 500 mobile Android and iOS devices.

"As operators of wellness-focused hotels, we are not only subject to the EU's KRITIS requirements but must also comply with strict Austrian regulations governing the use of cloud services: Microsoft Azure may be used only in Hybrid Join mode. Cloud-based file storage and the use of Intune are completely prohibited," said Haidl.

Automated On-Premises Client Management

"Before implementing the Baramundi Management Suite, our team relied heavily on manual processes: PCs and laptops were installed via USB drives, and mobile devices were configured manually. However, our growing infrastructure made these manual processes unsustainable in the long term. When we considered alternatives, an on-premises endpoint management solution was the only viable option given the healthcare sector's compliance and security requirements. "The solution also needed to enable remote provisioning and support over the internet.

Furthermore, we needed the ability to automate software installations and updates. The team evaluated several alternatives but immediately ruled out most due to cumbersome operation, faulty localization, and a lack of scalability. Ultimately, baramundi proved to be the best solution for us."

Up and running quickly after implementation

"When I joined König, the baramundi Management Suite had not yet been fully implemented. Fortunately, I had solid baramundi expertise from my previous job, so we were able to get the entire system up and running within a week."

Conclusion

Since then, we've been able to streamline a significant portion of our daily work:

- Operating system installations and in-place upgrades for our clients
- Management of our Windows servers
- Automated distribution of third-party applications, and pre-packaged patches and updates via Managed Software
- Remote endpoint maintenance and software installation via the Internet
- Complete lifecycle management of our Android and iOS mobile devices



“Implementing baramundi has significantly improved our efficiency. For example, we can now remotely manage devices across numerous locations at any time by creating and executing automated maintenance jobs to target devices, or by remotely guiding a technician through an installation as needed. In particular, the time savings with baramundi are enormous because we no longer need to make long round trips to remote locations. Extended maintenance downtime is also a thing of the past because we can automate and complete endpoint tasks quickly and easily from a central location. Especially important is that baramundi is a secure on-premises solution without cloud dependencies. That not only makes endpoint management tasks much more efficient but also ensures that we maintain compliance with KRITIS requirements.”

IT Director, Philipp Haidl, König GmbH