



Reliable coverage – also in IT

CHALLENGE

- Approximately 1,100 Windows clients
- Growing security requirements
- Mobile work
- Endpoints across three locations

SOLUTION with baramundi

- One administrator can deploy updates to 1,000 clients in just a few hours.
- Windows 11 Migration: 1,100 clients successfully migrated in under 6 months without any major incidents.
- Proactive Hub enables proactive monitoring
- Intuitive interface simplifies staff training and maximizes IT autonomy
- Outstanding support and an active user community are a competitive advantage.

RESULT

- Increased efficiency with a clear ROI
- Drastically reduced manual effort
- Robust compliance documentation and a scalable platform



Süddeutsche Krankenversicherung a. G. (SDK), founded in 1926

- Headquarters in Fellbach near Stuttgart
- Approximately 683,000 policyholders
- Over 1 billion euros in annual premium volume.
- Over 800 employees
- IT platform team with 45 employees
- Approx. 200 VPN-only clients
- 20 RDSH servers

“Today, a single IT employee can deploy the latest updates to 1,000 clients in just a few hours [...]. baramundi also helps us not only meet our compliance requirements but also document that we have done so.”



Süddeutsche Krankenversicherung relies on IT management software made in Augsburg

Founded in 1926 and headquartered in Fellbach near Stuttgart, Süddeutsche Krankenversicherung a. G. (SDK) ranks among Germany's 13 largest private health insurers, with over €1 billion in annual gross premiums. More than 800 employees in office and field roles work at three locations - Fellbach, Augsburg, and Freiburg - to serve approximately 683,000 policyholders. SDK is renowned for its cross-generational and modular product offerings, which allow insurance coverage to be tailored to each customer's life situation. SDK merged with the Stuttgarter Insurance Group on July 1, 2025, as part of a group of equal partners. The combined group's portfolio includes life insurance, retirement planning, and accident insurance, enabling it to offer a comprehensive range of personal insurance products.

45 IT specialists across three locations and more than 1,100 clients

The importance of security is also reflected in the company's IT infrastructure. SDK's IT Platform team comprises 45 employees across four groups: Mainframe Services, IT Services, IT Security, and IT Platform Services. Steffen Scharer is the Service Owner of the Workplace Management Team and oversees tasks ranging from operating system customization and software distribution to update management and software packaging. "We manage around 1,100 Windows clients at three locations, as well as about 200 VPN-only laptops used almost exclusively as mobile devices. In addition, there are about 20 Remote Desktop Session Host (RDSH) servers. These diverse and mobile devices present unique challenges every day," says Scharer.

From "sneakernet" administration to a centralized platform

"Before baramundi, we relied solely on traditional 'sneakernet' administration. With about 200 clients at a single location, it was barely manageable: In the evenings, six to seven IT staff members from all departments would walk through the four-story building to install software updates. We used remote applications early on, but everything else had to be done manually."

"With growing security requirements, more workstations, and an increasingly mobile device fleet, it was clear we needed a centralized management



system. We purchased new hardware in 2013 and decided it was the right time to switch. We chose baramundi because it offered everything we wanted from the start. Other alternatives we considered were neither intuitive nor did they meet our requirements. baramundi also stood out because we felt we had a partner on equal footing."

baramundi in daily use: complete lifecycle management

Today, SDK uses the baramundi Management Suite to manage the entire lifecycle of its clients, with integrated solutions for:

- OS customization and installation
- Automated software packaging and distribution
- Update and patch management for clients and RDSH servers
- User self-service kiosks configured for every department
- Intune co-management

"What surprised me most during the rollout was how quickly and easily we could automate every click and setting that used to be done manually. There's a solution for almost every deployment challenge, and I've automated the installation of every application. The interface is extremely intuitive, making it very easy to train new colleagues."



Proactive Hub: Proactive monitoring instead of reactive tickets

“Since 2025, we have also been using the baramundi Proactive Hub DEX solution for client monitoring. For first-level support and ticket processing, the DEX tool provides valuable information that helps us understand user reports. At the second level, we monitor the entire environment and address problems before the user even opens a ticket – for example, by rolling out driver updates to fix performance issues or blue-screen crashes. Previously, we had to laboriously create scripts to extract performance data and log files for analysis.”

One person supports 1,000 clients - without nightly rounds

“Today, a single IT employee can deploy updates to 1,000 clients in just a few hours. In the past, six to seven employees had to visit each client to perform manual updates. That not only helps us meet our compliance requirements but also documents our work.”

Next steps: integration with ticket and license management systems

“The very powerful bConnect interface provides many automation options. We want to use it to connect baramundi to our IT ticketing and software license management systems. For example, we plan to directly assign pre-defined support and update jobs from within a ticket. We also want to retrieve license keys without requiring the license manager to maintain them separately.”

“In addition, we recently replaced our previous remote maintenance tool with baramundi RemoteDesk primarily for security and cost reasons.”




“Our users really appreciate being able to manage updates themselves. They can retrieve jobs from the kiosk or reschedule assigned jobs as needed. This takes pressure off us while increasing user satisfaction. In addition, our IT support team uses Proactive Hub to verify user reports, assign support scripts directly, and resolve issues more quickly.”

Service Owner Workplace-Management-Team Steffen Scharer at SDK

Conclusion

A partner on equal footing:

- One administrator can manage more than 1,000 clients
- 1,100 clients migrated to Windows 11 within 6 months, 3 weeks ahead of schedule, with no major incidents.
- Proactive client monitoring with Proactive Hub helps resolve issues before users can submit a ticket.
- Full traceability for compliance and software audits.
- Scalability to support the merger with the Stuttgart Insurance Group.
- Outstanding support and a helpful user community add lasting value.

 **“In my opinion, baramundi offers outstanding support that is second to none. Requests are heard, and there’s an extremely helpful forum where users help each other. The Management Suite itself is so intuitive that we rarely need external help. We’re very satisfied and highly recommend it.”**

Service Owner Workplace-Management-Team Steffen Scharer at SDK