

High-quality care – and IT – for the thurmed Group



Publisher baramundi software

Endpoint management and digital employee experience in practice

The thurmed Group is one of Switzerland's largest and most comprehensive healthcare organizations, providing a range of high-quality outpatient, inpatient, and primary care services in the Canton of Thurgau and neighboring regions of northeastern Switzerland. Its largest subsidiary, Spital Thurgau AG, operates 4 main facilities, including 300-bed hospitals in Frauenfeld and Münsterlingen, a psychiatric clinic in Münsterlingen, and a rehabilitation clinic with a 130-bed long-term care facility in Diessenhofen.

IT infrastructure with complex requirements

Because of the range of services and number of locations, Spital Thurgau's 5,500 employees require a highly reliable, secure, and flexible IT infrastructure to deliver integrated, interdisciplinary, and well-coordinated care. A 100-person IT team oversees a complex and diverse mix of PCs, mobile devices, and specialized medical systems. That includes about 4,600 clients, 500 servers, and more than 4,000 smartphones and tablets used at various locations in Thurgau and the neighboring cantons of St. Gallen, Schaffhausen, and Graubünden.



An urgent need for a modern endpoint management system

Karl Blickenstorfer's client engineering team is responsible for software packaging, client design, training, and support for the service desk and support team, as well as provisioning. Blickenstorfer says that the team began searching for a modern, more capable endpoint management solution when its previous system could no longer keep up with increasing demands.

„Due to steady growth, we now have over 5,000 end devices, including servers. We also have to manage and deploy around 600 applications, and hardly a day goes by without orders for new or updated software or apps. The Swiss tool we had been working with for the last seven years was completely maxed out – actually, it was far beyond that. I had to spend countless hours every day keeping the system alive just so my colleagues in the service desk and support could distribute software, let alone set up computers,” explains Blickenstorfer.

„As we prepared our migration to Windows 11 and Office 2024, we also had to comply with strict data protection regulations that required the use of on-premises solutions for core applications. It was clear that we urgently needed a new solution.“

baramundi – A familiar solution with new capabilities

„I was already familiar with the baramundi Management Suite from my previous employer, where I had worked with it for six years,” says Blickenstorfer. „It was clear to me that we should bring baramundi back into play and include it in the selection process. Even though a lot had changed in the product since I last used it, I immediately found my way around the console again. The numerous enhancements and the newly added DEX (Digital Employee Experience) capabilities were the icing on the cake for me.

„Once we decided to go with baramundi, we had to wait three months before we could start implementation to complete a data protection audit by the Canton of Thurgau. We had to clarify which data would be sent abroad, but in the end, we got the green light.“

Focus on flexibility and efficiency

„In addition to baramundi’s intuitive console and consistent interface, the decisive factor for us was the ability to configure it to suit our needs and processes, instead of us having to adapt to the software.

„Being able to define and implement specific admin, user, and device authorizations was particularly important to us. For example, we have a supplier who manages systems in one department. Accordingly, he is only allowed to see what is relevant to his work. The same goes for other IT departments working with the baramundi console. Those authorizations are relatively easy to implement with baramundi.

“Automated software distribution with baramundi was also a real game changer for the thurmed Group and for Spital Thurgau. With over 4,600 clients, you have to be very efficient. If a client has a problem that takes more than 10 minutes to solve, we don’t hesitate to set up and deliver a replacement client. Of course, if there is special software on it and the supplier charges X-100 francs for the installation or the time it takes to configure everything, we’re not so happy about that. That’s why baramundi is so great for us. It allows us to keep the right configurations on hand and distribute them automatically.”

UEM + DEX – From reactive to proactive action

„Initially, we just wanted to replace our UEM. But when we saw that baramundi offers additional functions, we checked what else it could offer us, not only for our service staff but also for our employees in the field. That’s when we saw DEX and thought: This could be something.

„We expect DEX to enable us to be truly proactive when notebook batteries need replacing or clients have other problems. For example, we frequently encounter problems with login times. It can take up to half an hour before some employees can work productively with their notebooks. Those are the kinds of issues where we want to add value to support by proactively analyzing the system and finding a solution as quickly as possible.

„We first tried the demo version for 50 licenses and found a lot of interesting information. For example, you can see how the



Webex tool tops the charts in terms of crashes. This gives us black-and-white evidence to tell the vendor that their tool has a problem. Having clear facts to present when submitting a ticket to the supplier puts us in a better position to find a solution.”

Significantly smoother workflows today - and for the future

„We have now distributed the baramundi Management Agent to about 4,000 clients. It is much more pleasant to work with than the previous tool. The user interface is well organized, the daily workflow is easier to manage, and switching between different tasks is much easier with a common interface. Every time I use it, I wonder why we didn’t do this sooner.

„The next milestone is to start introducing baramundi to the service desk and support so that they can set up devices reliably and efficiently. In addition, with the current version of DEX, we can create a dashboard showing the status of the entire client infrastructure and share it on a large screen in the office. The goal is to move away from reactive support and toward proactive action. We are also looking forward to packaging Windows 11 configurations and other software for automated rollouts.

„There is still – and always – a lot to do, but with baramundi we can handle it.”