

Energy for the region – Efficiency for the IT

CHALLENGE

- Unreliable MDM software
- Manual processes
(e.g., 1–1.5 days of effort per computer)
- Lack of hardware monitoring
- Operators of critical infrastructure

SOLUTION WITH baramundi

- OS and software installation
reduced from 1–1.5 days to 4 hours
- 25–30% less effort required
for routine tasks
- Quick implementation
via 2 day workshop

RESULT

- Up to 30% time savings in
IT processes
- Higher employee satisfaction
- Faster troubleshooting
- Scalable for KRITIS requirements

- KRITIS-Unternehmen
- 160 Mitarbeitende
(110 direkt bei den Stadtwerken)
- 220 Clients an 10 Standorten
- 90 % Laptops für mobiles Arbeiten

„To be honest, I was surprised by how much time we can save by automating OS and software installations. For example, it used to take us about one to one and a half workdays to set up a computer. **Now** it takes us just around **four hours.**“



Stadtwerke Böhmetal relies on baramundi IT management software made in Augsburg

For over 25 years, municipal utilities company Stadtwerke Böhmetal GmbH has provided secure and affordable electricity, natural gas, and water to homes, businesses, and industrial facilities in the Walsrode/Bad Fallingbommel and Bomlitz areas of the southern Heidekreis district. The company has steadily expanded its service portfolio to include broadband fiber-optic network construction, solar energy installations, and a charging station infrastructure for e-mobility. It also manages municipal wastewater treatment and stormwater drainage systems, as well as four public swimming pools. Stadtwerke Böhmetal employs about 160 people, including 110 who work directly at the municipal utilities.

Four IT professionals for 10 locations

As a KRITIS company, Stadtwerke Böhmetal must maintain high standards of IT security and reliability. The four-person IT team, led by Ian Baumann, manages approximately 220 clients across 10 locations, as well as servers at two locations.

IT administrator Lasse Böger, who oversaw the company's selection and deployment of the baramundi Management Suite endpoint management solution, describes the company's IT requirements:

„Our company is committed to ensuring that citizens across the region receive reliable services in all areas. Staff are always available to answer citizens' questions and assist with issues. We have multiple requirements due to the range of services we provide, so there is an extensive software catalog for each part of the company. About 90 percent of our client devices are laptops that employees use for mobile work. We also have a number of desktop workstations for our field staff, technicians, and other users. This is supplemented by smartphones and tablets,” says Böger.

Inadequate solutions reduce efficiency

„We previously used a commercial solution to manage mobile devices. However, it was unreliable and frequently displayed error messages. We also had a separate application for managing Windows clients, but we rarely used it because software installations were time-consuming and it couldn't monitor client hardware,” Böger continues.



„It became clear that we needed a better solution when 50 computers had to be replaced at once. Accordingly, we looked for a system that could reduce our workloads, simplify automated job assignments, and reliably manage mobile devices.“

IT administrator Lasse Böger, Stadtwerke Böhmetal

baramundi impresses in all areas - Implementation in two days

„That’s when we came across baramundi, which impressed us from the start as a real time-saver. The user kiosk provides self-service software installations, and OS installations are automated. We can also streamline many other routine tasks with the Automation Studio. The Vulnerability Scanner helps us meet KRITIS security requirements because we can find and fix vulnerabilities much faster. Last but not least, ...“

„Switching to the Management Suite was no problem. We implemented it within two days as part of a baramundi workshop and have been using it since to manage the entire lifecycle of our computers. That includes OS installations, in-place upgrades and Windows updates, automatic inventory, software distribution, regular patching, and mobile device management. We use perform2work to detect and fix problems with users’ devices and mobile apps.“



„...we really like the baramundi perform2work DEX solution for tracking device and app performance. My favorite perform2work feature is the network check, which makes it very easy to troubleshoot unstable connections.“

IT administrator Lasse Böger, Stadtwerke Böhmetal

Significant time savings for routine tasks

„To be honest, I was surprised at how much time can be saved by automating OS and software installations. In the past, for example, provisioning a computer would take us one to one-and-a-half working days. Now it takes about four hours. Overall, we have reduced the time spent on routine tasks by 25 to 30 percent, and we continue to expand automation. The time we save enables us to fix problems more quickly, optimize performance, and increase employee satisfaction. Above all, we no longer have to wait for users to be at their workstations to help them. We just initiate the job, and the solution is automatically deployed as soon as the computer is available on the network.“



4 hours
for OS and software
installation, instead
of one to one and a half
workdays as before



**25-30 % of working
time freed up from
routine tasks**

Looking ahead

- Up to 30% time savings in IT processes, Higher employee satisfaction
- Clear ROI: increased efficiency, faster troubleshooting, and scalability for KRITIS requirements.



„The switch has really paid off for us – and not just because of automation. The support at baramundi is truly outstanding. You always get help quickly instead of waiting weeks for a vendor to respond. Its online knowledge base and user forum are also very helpful. All in all, we are very satisfied with baramundi and definitely recommend it to others.“