

Thermoking stays cool, both during transport and mobile device management – thanks to baramundi



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The Transport-Kälte-Vertrieb GmbH (tkv), also known as Thermoking Süd, was founded in 1971 as a small distribution company for frozen food.

Over the past 50 years the company has become an expert in logistics and maintenance of refrigerated transport and equipment. Thanks to Thermoking, freight forwarders can bring not only frozen foods but also critical goods from the pharmaceutical and medical industries to their destination safely and with an uninterrupted cooling chain. In addition to the two main locations in Ulm and Nuremberg, tkv operates 20 mobile service units. These are distributed throughout southern Germany and are responsible for the maintenance and repair of refrigeration machines and systems. By now, tkv employs almost 140 people for this purpose.

The IT infrastructure of a refrigeration specialist

Uwe Müller is responsible for the IT of the refrigeration specialist as the operative head of IT with his two colleagues. Together they manage about 100 clients at the two locations. 40 of these are so-called mobile service units for maintenance at the customer's site. At the Ulm headquarters and the Nuremberg site, mainly HP servers and Dell notebooks are in use. Mobile employees have server access with their notebooks via Citrix. The complex IT landscape is supplemented by HyperV-based virtual environments.

Challenging everyday life for IT

Due to the high proportion of mobile service personnel, a major focus is on mobile device management. The working environment of many employees, especially of various part-time employees, is similar to a home office. This is currently accompanied by a shift from on-premises to cloud-based infrastructure. "It is very important for us to ensure that our employees have access to the required local resources on the network drives at all times," says Müller, explaining the particular challenges of this project.

"The large number of end devices, especially smartphones and tablets, presented us with the problem of always keeping them secure and up-to-date. We therefore urgently needed reliable mobile device management.

"That spoke for baramundi"

In the search for a suitable system, tkv's IT department put various MDM specialists under the microscope. "We first became aware of baramundi through a recommendation. The main reasons for choosing baramundi were the user-friendly user interface, the good accessibility, the outstanding price/performance ratio and the excellent service and sales.

Fast implementation and training

"When we introduced baramundi Mobile Device Management in mid-2019, the complete system was up and running within a week. One month later we were already familiarized and able to use the solution to its full extent," says Müller. "What we had to struggle with most was the Apple iOS devices in VPP or DEP mode. But thanks to the baramundi support, we were able to overcome all these hurdles quickly. Now we reliably inventory and manage our iOS devices with baramundi. This has saved us a considerable amount of time when rolling out and managing our iPads and iPhones. The distribution and updating of our apps used in everyday operations is now also transparent and much more reliable. For us, this means a significant increase in IT productivity and satisfaction - and our employees enjoy a smooth workflow.

Conclusion

"Overall, we are very satisfied with baramundi. The switch to the baramundi MDM gives us the necessary time to take care of important projects such as the migration to the Azure Cloud," says Müller, summarizing the introduction of baramundi.