

More Efficiency and a Better Overview – Endpoint Management from baramundi



Publisher baramundi software USA, Inc.

Following the takeover of baramundi software GmbH by WITTENSTEIN SE in 2017, the North American subsidiary WITTENSTEIN holding, Corp. decided to deploy the unified endpoint management solution from the Augsburg-based software publisher at its site in North America – and the results were impressive.

With 2,400 employees, WITTENSTEIN SE is one of the world's leading suppliers of mechatronic drive technology. The WITTENSTEIN Group is active in some 40 countries worldwide with around 60 subsidiaries in the fields of servo gears, servo drive systems, medical technology, miniature servo units and innovative gearing technology. The company is currently still using Microsoft's System Center Configuration Manager (SCCM) to manage its IT infrastructure. Holger Beuschlein, Information Management Manager at WITTENSTEIN holding, Corp. and his team currently look after two locations from their location in Bartlett: USA and Brazil, with approximately 125 employees, a total of 180 endpoints, and approximately 50 servers. The hardware landscape is dominated by Dell desktops, laptops and physical servers, while the network consists of Cisco components. In addition, Beuschlein and his team use Windows 10 for desktop and laptop clients, Microsoft Windows Server 2008 to 2016, plus about six Linux servers. The most frequently used software applications include MS Office 2016, MS CRM Dynamics 2016, Oracle, and Adobe.

Powerful endpoint management

Following the acquisition of baramundi software GmbH in 2017, the IT managers at WITTENSTEIN SE decided to deploy the Augsburg-based software solution in North America. Today, Beuschlein uses SCCM and bMS in parallel for different purposes. SCCM will continue to install operating systems and distribute software for the first time by means of the central packaging carried out by IT managers at WITTENSTEIN SE's headquarters in Germany. "Here we use the synergy effects of our cooperation with our German colleagues, as they also take over the packaging for a large number of software applications for us. If we were to take a different approach, we would have to take over the packaging ourselves, and this is very time-consuming with SCCM in contrast to the baramundi solution," Beuschlein explains.

Obsolete software applications are not only a major problem for IT managers due to instabilities in the systems, but critical security gaps also arise if third-party applications or the necessary Microsoft patches are not installed on the systems in time. In addition, update cycles are becoming ever shorter and present IT managers with a major time challenge. With the bMS from baramundi, Beuschlein and his colleagues quickly and easily distribute the latest updates for the relevant third-party applications such as Adobe Flash Player. "We found that distributing updates with baramundi is much faster than with SCCM," Beuschlein states. According to the Information Management Manager, this is mainly due to the different design methods of software distribution. "If you leave the jobs to run with baramundi, the updates are actively distributed to the relevant endpoints as soon as the endpoints are available," Beuschlein says, explaining the push method used by baramundi. All current software versions are checked and packaged in advance by baramundi experts and made available to IT managers at WITTENSTEIN holding, Corp. The company also relies on baramundi for the distribution of Microsoft patches. "With the SCCM solution, we found that not all Microsoft updates were available and therefore not installed on all endpoints. We only have this insight because we performed the bMS vulnerability scan. This has given us some insights into potential security gaps and outdated systems that we are gradually tackling," says Beuschlein. During patch management, all computers in the IT environment are checked for essential or missing patches. It is then up to IT managers to decide whether the patches should be applied automatically or whether manual approval is still required. On Microsoft Patchday, Beuschlein and his colleagues always receive an updated and already checked patch database from baramundi.

Significant time savings thanks to baramundi

As a result of the day-to-day use of bMS, Beuschlein and his team estimate that they will actively save 200 working hours per year with the baramundi solution. "This is especially because we no longer have to create update packages for third-party applications such as Adobe and Java," says Beuschlein. The integrated third-party update functionality enables the WITTENSTEIN holding, Corp. IM team to provide updates to third-party applications quickly and regularly, thereby effectively increasing security.

Conclusion

"The baramundi Management Suite wins us over all along the line. We are a small team and yet, with the help of the solution, we are as well positioned as a large team with lots of experts. Small and medium-sized companies with manageable IT teams in particular benefit massively from the performance, the functions offered, and the simple and intuitive operation of this solution," Beuschlein concludes. There is no telling what other use cases could be covered by the baramundi Management Suite at WITTENSTEIN holding, Corp. in the medium to long term. What is certain, however, is that Beuschlein and his team are already advocates of this solution.