Case Study

Workspace Management at Olymp Bezner

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Olymp Bezner KG

Brief Overview: Olymp Bezner KG

Founded in 1951, Olymp Bezner KG is one of Germany's most respected and successful men's clothing brands. An IT team of 12 is responsible for managing around 450 client devices and the software running on them at the company's headquarters in Bietigheim-Bissingen, just north of Stuttgart.

Founded in 1951 by Eugen Bezner, Olymp Bezner KG is a very successful and well-respected men's clothing brand in Germany, known for its focus on style and quality. The family-owned business has over 900 employees and is based in Bietigheim-Bissingen, just north of Stuttgart in the south-west of the country. Moreover, it has more than doubled its revenues since 2009, a clear sign of the company's popularity among German customers. Nevertheless, after a decade of strong growth, it was clear in 2019 that the IT service management infrastructure within the organization was in need of modernization.

Challenge

Until 2019, Olymp was performing all of its client deployment, client management and software distribution and updates manually. The IT team had no clear overview of which software was installed on which devices, or which licenses were required and/or due for renewal. Moreover, they were only able to update laptop devices once every quarter, when retail store managers brought them to the head office.

Solution

Olymp deployed Matrix42 Digital Workspace Management featuring software distribution, operating system installation, asset management, service management, patch management and Package Cloud for software packaging. The implementation was carried out with the help of local German Matrix42 partner Cubefinity. As a result, Olymp now has a complete, unified and automated client installation, workspace management and software distribution solution in place. The time it takes to deploy new clients has been reduced from three hours to 30 minutes. Software updates and patches can be applied to all clients automatically almost as soon as they are released, and the IT team now has more time to devote to other important tasks.

Making manual updates history

Keven Kanet, Project Manager, IT Infrastructure at Olymp explains the challenges that he and his colleagues wanted to address: "The organization had grown so much, so it was a big headache for us that we were still installing clients manually. We also had the challenge of keeping the laptops provided to the retail shop managers up to date. We were only able to do that when they visited the head office once every quarter, and we would have to update them all manually during this period."
Software and license visibility was also an issue, as Kanet explains, saying, "We had no centralized overview of all the software installed on the 450 devices that we manage, and every piece of software had to be installed and updated manually on every device. All of this was really making our lives difficult. Ultimately, we needed a comprehensive system that would automate the installation, configuration and maintenance of all our computers and the associated software with the minimum of effort. We started looking for a solution and that's when we discovered Matrix42."

Implementation in 4 months

Of course, Kanet and his team looked at a number of possible alternatives but in the end, the right decision was clear, as Kanet explains: "We assessed a number of products and compared the different price-performance metrics. The completeness of the solution, the intuitive user interface and the value for money offered by Matrix42 were the factors that convinced us in the end." The implementation consisted of Matrix42 Workspace Management Standard featuring:

❯ **Unified Endpoint Management including**
 • Software distribution
 • Operating system installation

❯ **Software Asset Management**

❯ **IT Service Management**

❯ **Patch Management**

At Kanet's request, Matrix42 also suggested an implementation partner – Cubefinity, based near Straubing. Kanet and his colleagues were quickly convinced that this was the right partner to help them transform their IT service management environment. The project started in August 2019 and was completed in January 2020. Speaking about the deployment process, Kanet says, "The implementation was straightforward, all the relevant deadlines were met, and the cooperation with Cubefinity worked very well. Completing the implementation within four months was a very good result for us."

From three hours to 30 minutes

Speaking about the results of the Matrix42 deployment, Kanet comments, "The new client installation process enables a desktop or laptop PC to be set up with all the required software with just a few clicks. Software updates can also now be implemented automatically. Overall, this means that a client installation, which used to take us around three hours, can now be completed in 30 minutes or less. That's exactly the kind of improvement we were looking for."
Not only that, software updates and patches can be applied automatically to all clients almost as soon as they are released, including the laptops at the retail store locations. This saves the 12-strong IT team a lot of time that they can now devote to other projects. Concluding his thoughts about Olymp's experience with Matrix42, Kanet says, "We're very satisfied with the Matrix42 solution and the partnership with Cubefinity. I wouldn't hesitate to recommend this combination to other companies looking to modernize and automate their approach to digital workspace management."

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MATRIX42

Simplify and Secure Digital Work

About Matrix42

Matrix42 helps organizations digitize and secure the workspace environment of their employees. The software for digital workspace experience manages devices, applications, processes and services simple, secure and compliant. The innovative software supports the integration of physical, virtual, mobile and cloudbased workspace environments seamlessly into existing infrastructures.

Cubefinity

Cubefinity specializes in consulting, implementation, training and support as well as sales of Matrix42 and Microsoft Power BI solutions of all sizes.

Well-known companies from all industries at locations in Germany, Austria and Switzerland are advised and supported by our nationwide distributed consultants. Cubefinity has its headquarters in Lower Bavaria.

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