MATRIX42

VfL Wolfsburg-Fussball GmbH

Digital Workspace Management

Case Study

Brief Overview: VfL Wolfsburg-Fussball GmbH

Founded in 1945, VfL Wolfsburg football club has been ever present in the top tier of football in Germany – the Bundesliga – since 1997. A 13-strong IT team is responsible for managing up to 1,000 devices and the software running on them across 4 different locations – the stadium, the women's team training ground, the fan shop and the youth academy.

Challenge

Until 2017, VfL Wolfsburg had no centralized client management, software distribution automation or user self-service in place. Deployments and updates were all handled manually. A large number of disparate and outdated systems were being used in connection with these tasks. This situation was generating significant inefficiency, risk and cost.

Solution

With the help of Matrix42 partner DSP IT Service, the IT team at VfL Wolfsburg has implemented Matrix42 Digital Workspace Management with Patch Management, Remote Control, License Management and Package Cloud to automate all their manual client and software management processes within a single system. User support and documentation for development and change processes are handled via the Matrix42 Service Desk, and user self-service has been enabled via the Matrix42 Self-Service Portal. As a result, new clients can be set up within minutes instead of hours, software can be distributed and updated across all clients simultaneously, and security patches can be applied universally as soon as they become available. The IT team also now has more time to devote to other important projects.

No more on-foot IT management

Founded in 1945, VfL Wolfsburg football club has been ever present at the highest level of the sport in Germany since 1997, winning the Bundesliga championship in 2009. And of course, a top tier team needs a top tier IT infrastructure to support its business operations. Nevertheless, until recently, members of the 13-strong IT team employed by parent company VfL Wolfsburg-Fussball GmbH were still performing a lot of their daily tasks manually. In 2017, senior managers decided it was time to look into ways of automating important but time-consuming tasks such as client deployment and software distribution.

IT Project Leader Gunter Neumeister explains the situation that he and his colleagues were facing: "We have almost 400 permanent employees, which rises to around 1,200 on match days. When you include the cash registers in the stadium, that means we have up to 1,000 devices to manage and maintain. Until recently, we had no centralized client management, software distribution automation or user self-service in place, so we were performing all software deployments and updates manually. We also only had a free support ticketing tool in place with limited functionality, as well as a lot of other disparate and outdated systems. Not only was our security risk greater because of this, our workload was also unnecessarily high, and we were wasting a lot of time running around between various sites. A lack of proper documentation and reporting also made it difficult to get a clear status overview of our client and software infrastructure."

It was clear that modernization was urgently required, so in 2017, the IT team began defining what they would need from a solution. Their requirements included:

❯ An ITIL compliant solution.

❯ A single, centralized system that could be up and running quickly with minimal integration work.

❯ Client management and software distribution across multiple sites – the main football arena, the women's team training ground, the fan shop and the youth academy.

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The other products we looked at were not as complete, some requiring multiple systems to be integrated together to provide the same functionality. Matrix42 offered the most complete single solution at a competitive price. Also, the partner we selected to help us with the implementation, DSP IT Service, was familiar with our existing systems as well as Matrix42. We knew this would help ensure the project went smoothly.

Gunter Neumeister, IT Project Leader, VfL Wolfsburg-Fussball GmbH

Matrix42: The complete solution

Neumeister and his colleagues looked at a number of alternative solutions, but in the end, the decision to implement Matrix42 was a relatively easy one.

DSP IT Service helped the IT team at VfL Wolfsburg implement Matrix42 Digital Workspace Management with Patch Management, Remote Control, License Management and Package Cloud. User support and documentation for development and change processes are handled via the Service Desk, and user self-service has been enabled via the Self-Service Portal.

Highly automated, comprehensively documented

Speaking about the implementation itself, Neumeister says, "Everything ran very smoothly with our partner DSP IT Service. We split the project into phases: Foundation, Optimization and Extension. We started in June 2018, and the first version of the system was up and running within two weeks. We have been continuously evolving it since then, and we are now in the Extension phase. The whole project has been very successful."

Thanks to The Matrix42 solution, client deployment and software maintenance are now fully automated, and processes are properly documented. Commenting on the effect on the IT team's workload, Neumeister says, "It now takes twenty minutes to deploy a new client instead of three hours, and software distribution takes five minutes instead of thirty. Automated patch management has also helped us eliminate the security risks associated with unpatched or outdated software. Even more importantly, the team now has more time to invest in other important projects, and we have the peace of mind that comes with being ITIL compliant."

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> **We're very satisfied and we are considering how to extend the use of Matrix42 to cover security and new workflows**
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> Gunter Neumeister, IT Project Leader, VfL Wolfsburg-Fussball GmbH

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 cloud-based workspace environments seamlessly into existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main, Germany, and distributes and implements software solutions with regional and global partners.

Our partner DSP IT Service GmbH

Since the foundation of the DSP Group – more than twenty years ago – DSP has made it its business to accompany customers in a goal-oriented way on the way to certified "Value-IT" according to ISO 27001 and/or 20000-1. DSP sees itself as a specialist for Security & Service Management Systems with the corresponding organization, processes, systems and certifications. The ultimate goal is to automate recurring IT business transactions so that IT staff can focus on the important tasks.

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