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Zweckverband Kommunale Datenverarbeitung Oldenburg

Automation in Digital Workspace Management

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We were able to automate nearly 75 percent of the tasks involved in managing digital workstations after transitioning to a new system using solutions by Matrix42. It gives our IT department much more freedom.

Michael Bukowski, Head of Staff Technical Development KDO Cloud Workspace

Company Profile: Zweckverband Kommunale Datenverarbeitung Oldenburg (KDO), Germany

Zweckverband Kommunale Datenverarbeitung Oldenburg (KDO) is an innovation and technology service provider for administrative processes and a point of contact for municipalities throughout Germany. With its portfolio, KDO covers the entire requirements profile of IT departments for the public sector: from the development and integration of customized software and solutions for administrative digitization to data protection and information security, right through to the transfer of the entire IT setup to a modern high-performance data center.

The Challenge

IT structures are now essential to the financial success of companies like KDO. At the same time they need to be very dynamic: The technological standard as well as the parameters and goals of the companies change constantly. In order to be well positioned for the future, KDO decided to completely revamp its digital workspace management.

Solution

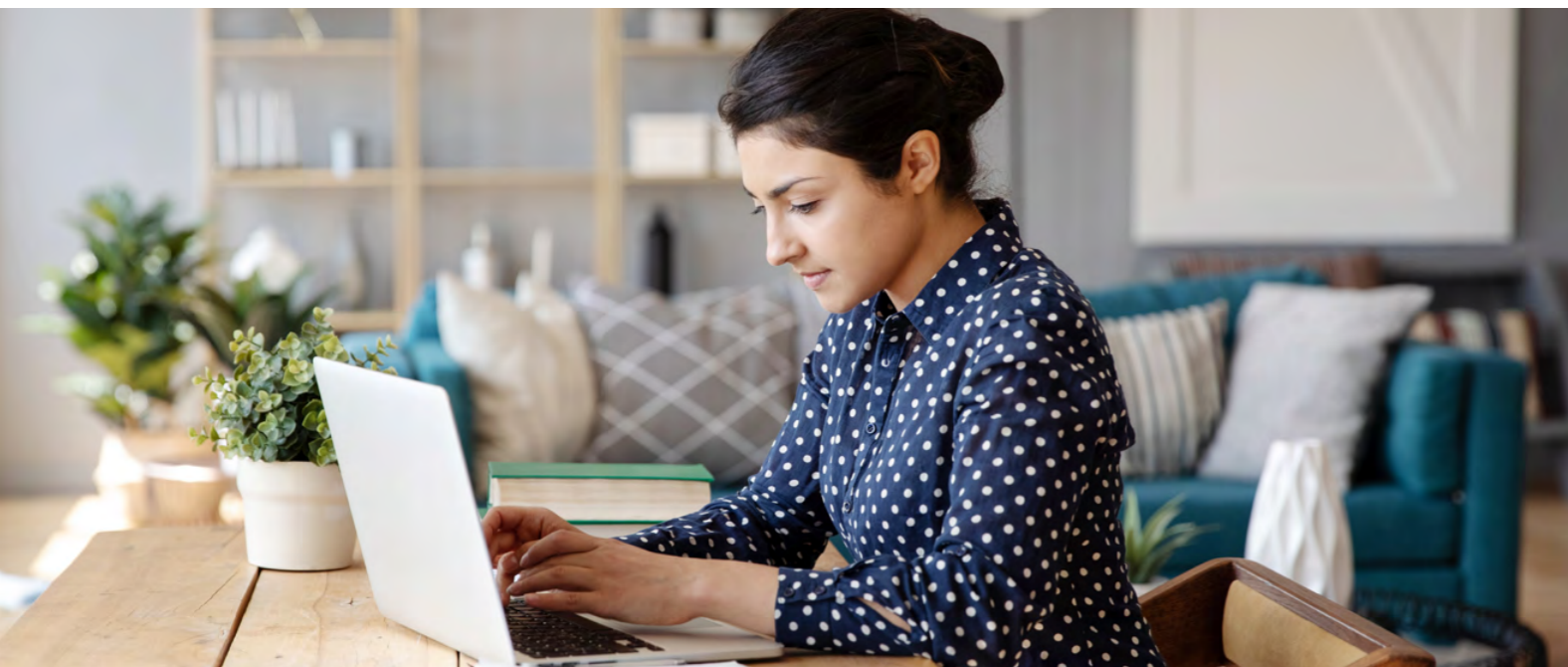
KDO established maximum transparency in device management and license management thanks to the help of Matrix42 automation tools, such as Asset Management.



KDO has grown continuously since it was founded in 1971, becoming the largest municipal IT service provider in the German state of Lower Saxony. From its headquarters in Oldenburg and service centers in Lower Saxony, 400 employees support nearly 700 contract customers nationwide. The customer base at KDO includes small municipalities as well as large cities and unassociated towns, counties, hospitals, associations, and municipal-owned businesses. You can find out further information here: www.kdo.de.

Automation in Workspace Management as a Basis for Efficient Processes

KDO provides a wide range of services for public authorities, including the comprehensive management of digital workplaces in these organizations, among other things. In this area, KDO has already been implementing products from Matrix42 for several years. KDO started around twelve years ago, initially with Unified Endpoint Management (UEM) and later adding Asset Management and patch management. License management was added in 2017. “We realized that Matrix42 products offer much more comprehensive services, and we were interested in leveraging that for us,” states Dennis Rüdiger, Purchasing Team Manager at KDO.



Scalability as a Challenge for the Future

Opportunity knocked when the company experienced a growth spurt, which also required further automation in IT. By 2020, KDO was already managing more than 3,000 workstations in municipalities that are located mostly in Lower Saxony. They could no longer be managed by traditional manual inventory checks due to the constantly growing numbers. Management wanted to expand this cooperation based on the good experience with Matrix42 and the company's products. "The longer we explored the topic and Matrix42 solutions, the better we understood what steps it would take to better support our own IT," says Michael Bukowski, Head of Staff Technical Development KDO Cloud Workplace. Project objective: The entire system was installed on new servers and reconfigured.

Maintenance of master data, such as the interfaces to personnel and customer data, could now be automated. It was also no longer a problem to make changes to the organizational chart. Interfaces to various management consoles were added afterward in order to allow a large number of the assets to automate the flow of data into asset inventory. The system automatically recognizes an asset's main users and enables the data or automatically adjusts the status of an asset to outgoing after 50 days of inactivity through further configurations or customizing.

The project concluded with the migration of data from the legacy system in order to reduce or even completely avoid media disruptions between different systems such as SAP, end device management consoles, and conventional spreadsheets. The Empirum solution and Asset Management from Matrix42 then ran on this setup across all systems. "Thanks to the great support provided by Matrix42, this process went surprisingly smoothly," comments Bukowski.

In the process it required patience. Individual process steps that were necessary often only became visible once the new system had been implemented. "We were able to identify additional process steps and missing process elements and make improvements, thanks to the help of our colleagues," says Rüdiger. Another challenging aspect was the fact that all changes were to be made in a live system that could not be shut down. In this manner, the special need of every process was examined and any inefficiencies were eliminated.

Employees Are Enthusiastic About Innovations

The innovations made in Workspace Management did more than just garner further enthusiasm. Nearly 75 percent of the work performed by commercial administrators' could be automated. "Today, we can see at a glance and without media disruptions which device is due next for maintenance and which licenses are due on what date, and we can manage our actions accordingly," says Rüdiger.

A lot has also changed in terms of support: Staff has been trained and responsibilities have been defined in a binding manner. For example, an asset lifecycle manager who will take care of device management in the future was hired – a decisive factor for the long-term success when it comes to transitioning to the new system. "Clearly defining the responsibility for the system, even after the project has been completed, is the only way that the system can grow together with the company and not fall by the wayside if major scaling events and newly emerging requirements occur," highlights Bukowski.

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We are very satisfied with the new solution from Matrix42 and feel that it puts us in a good position to provide our customers with optimal support in the future.

Dennis Rüdiger, Team Manager Purchasing

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.

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