Case Study

Unified Endpoint Management
at Sprinkenhof

Our rapid growth and limited IT resources meant we urgently needed to standardize and automate our IT service processes and make them ISO/IEC 27001 compliant. Matrix42 has made the transformation process much easier than it would otherwise have been. We are delighted with the results."

Matthias Doll, Head of IT, Sprinkenhof

Sprinkenhof Brief Overview

Sprinkenhof is the central commercial real estate company of the Free and Hanseatic City of Hamburg and, as asset manager, ensures the sustainable and valuable development of its own and transferred properties.

Challenge

Sprinkenhof needed to establish standardization and transparency over its heterogeneous IT environment within the context of rapid organizational growth and limited IT resources. To do so, it needed a workspace and IT Services management solution that was simultaneously comprehensive, readily scalable, and easy to manage. It also wanted to ensure it could achieve ISO/IEC 27001 certification for its infrastructure.

Solution

Sprinkenhof selected Matrix42 for its functionality, automation, seamless integration, and ease of use. Over the last three years, it has consistently extended the system with additional modules — from patch and asset management to mobile device management. Not only that, the automation intrinsic to Matrix42's solution has enabled many ISO/IEC 27001 requirements to be met with zero effort. Matrix42 EgoSecure Data Protection is in the final phase before full rollout.

Sprinkenhof

Standardizing and integrating IT service processes for maximum transparency

Sprinkenhof GmbH is the asset- and project management firm responsible for the rental, letting, construction and redevelopment of municipal commercial property in the city of Hamburg. Its remit is to ensure the competent execution of related projects to the benefit of the city. Its professional teams service a broad portfolio of properties with a combined floorspace of 1.61 million square meters. Activities cover the complete spectrum of commercial, infrastructural, and technical building management. It is also responsible for the purchase and rental of office space covering an additional 2 million square meters. With just under 250 employees, the company generated annual sales of just over 119 million euros in fiscal year 2021.

Following the merger of Sprinkenhof with several other organizations to create a single-source municipal property management organization in 2016, Matthias Doll was recruited in early 2017 to standardize a heterogeneous and complex legacy IT landscape. Speaking about the situation he faced, Doll says; "We had a diverse mix of hardware and software in place, and it was difficult at that time to get an overall view of what we had in place. There was no standardization and too few formalized structures and processes within IT. At the same time, the number of employees and the volume of floorspace we were managing was also increasing, so the IT infrastructure was constantly expanding too."

As a result, it was necessary for Doll and his team to answer several important questions, such as:

> How could they manage this complex environment with limited internal resources?

> How could they reduce effort for employees in terms of requesting and consuming IT services?

> Which new tools could be introduced to support IT staff and improve IT processes?

> How could transparency over infrastructure, processes and devices be established with minimum effort?

Following a thorough analysis of the situation, Doll defined the requirements. These included: the establishment of hardware and software standardization; the rapid introduction of a tool that could accurately inventory existing and new IT assets; the hiring of a competent external partner to assist with the implementation; the definition of ITIL compliant processes; and all the preparation required for ISO/IEC 27001 certification.

Matrix42: The natural choice

Doll and his team reviewed several potential solutions, including Matrix42, which Doll was already familiar with through his role as an external IT consultant over the previous six years. "For me, Matrix42 was the standout solution, thanks to the breadth of its functionality and the ability to create a truly integrated IT service environment. Plus, many of the requirements for ISO/IEC 27001 certification could be fulfilled right out of the box through automation. This was hugely attractive to us."

The implementation began with the recruitment of an experience external partner, Imbit GmbH, based in Kiel. The next step was the roll out of Empirum to manage existing assets and to start the process of establishing transparency over Sprinkenhof's entire IT asset base. This also included the implementation of a ticketing system to identify and start addressing outstanding issues, and to establish a foundation for the integration of external partners into the system.

Explaining how the implementation evolved, Doll says, "Next we needed to establish our new hardware and software standards and the processes to manage all these assets centrally via Matrix42. This included the implementation of the Silverback Mobile Device Management module to manage our switch to Apple iPhones. It allows us to automatically link the serial number of each device and the SIM card to an individual employee. This makes employee onboarding and offboarding much simpler because we have immediate visibility over what devices need to be returned and which contracts altered or terminated. We also began a Windows 10 rollout, including the building of a workflow to automate software installation on all our end user devices. And to ensure efficient management of our software usage and costs, we introduced Matrix42 License- and Contract Management in 2018."

High process quality with seamless integration

More recently, Doll and his team have defined the complete workflows for Sprinkenhof's personnel process using Matrix42's intuitive workflow design interface. As more Matrix42 modules have been added, the integration of Sprinkenhof's IT services landscape has become more complete. As a result, IT staff and business decisionmakers such as financial controllers now have easy access to all the IT asset information they need. "We've already achieved so much in the last two to three years," says Doll. "That includes a consistent renewal of the IT service infrastructure, a Windows 10 rollout, a significant acceleration of our IT processes, standardization of employee equipment, and the fulfilment of many of our ISO/IEC 27001 requirements. Sprinkenhof was awarded the certificate in February 2020.

A process,
not a project

Nevertheless, as Doll points out, they aren't finished yet. "This is a process not a project, and we are continually working on improving and extending the Matrix42 environment with our partner, Imbit GmbH. For example, we have already extended access to our ticketing system to 3 customers. This enables us to track ticket progress transparently and immediately assess whether contract and service levels have been met, all with minimum effort. We are also planning to deploy Matrix42 Endpoint Security (EgoSecure) in 2020."

Concluding his thoughts about Sprinkenhof's experience with Matrix42, Doll says, "The standardization, automation, high process quality and straightforward integration between all the modules makes Matrix42 anindispensable solution for us. Everything runs smoothly, and the ransparency over our environment we now have is very powerful."

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Matthias Doll, Head of IT, Sprinkenhof

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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areas of IT infrastructure, management, security and information security.
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