



Case Study

Norddeutsche Gesellschaft für Diakonie (NGD-Group)

Software Asset Management
License management for complex
organizational structure



Gruppe Norddeutsche
Gesellschaft für Diakonie

“I can recommend getting software distribution to every company with a decentralized organizational structure.”

Henning Gollack, Head of IT Development and Data Management

Norddeutsche Gesellschaft für Diakonie

The Norddeutsche Gesellschaft für Diakonie Group (NGD Group) is a decentralized group that provides charitable services in northern Germany. The Group is led by the Diakonie-Hilfswerk Schleswig-Holstein (DHW) and Norddeutsche Gesellschaft für Diakonie e.V. (NGD e.V.) and also includes additional companies. The NGD Group facilities provide one-on-one support for individuals of all ages, focusing on helping them lead their lives in an independent, self-determined manner. The NGD Group provides vocational preparation and training as well as outpatient, day patient, and inpatient services in the fields of treatment and recovery, elder care, and assistance for people with disabilities, mental illnesses, and addiction, as well as assistance for children, teenagers, young adults, and families. The NGD Group includes vocational preparation and training centers and associations, elder care institutions, workshops and housing, living communities for children and teenagers, childcare centers, and integration companies.

The challenge

NGF Service GmbH, a wholly owned subsidiary, heads all IT projects and assists nearly 5,500 employees in the NGD Group working at more than 300 locations. The company's workspaces had been managed without desktop management processes for a long period of time, and license management was carried out using manual lists. The Group wanted to start by using professional software distribution to implement updates more quickly, improve the rollout process, and free up capacities in the IT department. As a next step, the Group would introduce comprehensive license and contract management to make the company fully compliant.

The solution

Commissioned by the NGD Group, the IT managers from NGF Service GmbH tested several desktop management tools in pilot projects and decided to implement a Matrix42 solution following an extensive cost-benefit assessment, due in part to its scope of services. The Group planned and implemented the software distribution together with the Matrix42 partner Imbit. Building on this, the Group began to roll out a new license management solution at the end of 2014. The Group successfully passed an audit in 2015/2016. The NGD Group currently manages around 4,000 computers/notebooks used by around 5,500 employees.



Norddeutsche Gesellschaft für Diakonie

License management for a social enterprise with a very complex organizational structure

The Norddeutsche Gesellschaft für Diakonie (NGD Group) has been using Matrix42 software distribution since 2013. The company, which has a very complex organizational structure, has also been using Matrix42 License Management since 2014. It has already passed a Microsoft audit. Relying on Matrix42 solutions has allowed the Group to save on time and cut costs while enjoying quicker updates and optimized processes.

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The NGD Group provides vocational preparation and training as well as outpatient, day patient, and inpatient services in the fields of treatment and recovery, elder care, and assistance for people with disabilities, mental illnesses, and addiction, as well as assistance for children, teenagers, young adults, and families. The Group numbers around 5,500 employees based at over 300 locations, arranged in a very complex, two-pronged organizational structure. For a long period of time, the Group's 25-strong IT department managed the workspaces for all of these employees without professional desktop management. Updates were carried out through Windows Server Update Services (WSUS), and installations were carried out using image technology. License management was carried out using lists in the spreadsheet program and an Access databank. "This work used up a lot of resources, updates were carried out too slowly, inventory checks were incomplete, and we had difficulties maintaining and revising an overview of ongoing changes in the assets," explains Henning Golldack, Head of IT Development and Data Management at the NGD Group.

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I have one main piece of advice for companies that are facing the challenge of introducing license management: Review the data quality in your systems in advance.

Henning Golldack, Head of IT
Development and Data Management



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We are very happy that we already had the Matrix42 infrastructure when we began with Matrix42 License Management, since without technology inventory checks, it wouldn't have been possible to implement the license management.

Henning Gollack, Head of IT Development and Data Management

A special Empirum installation

The NGD Group tested out various tools in pilot projects over the course of several years.

The Group ultimately decided to implement a Matrix42 solution after carrying out a cost–benefit assessment and taking functional scope into account. The software distribution solution in question (Matrix42 Empirum) was implemented in 2013 with the help of experts from Matrix42 and the Matrix42 competence partner Imbit. It was first rolled out in the administrative department, and then in additional departments. “It's fair to say that we have a very exciting Matrix42 Empirum installation. It was a great challenge for us to map the vast number of distribution servers and our complex network structure in the system,” explains Matthias Timmermann, Head of the User Service team at the NGD Group. Jürgen Casties, Solution Architect at Imbit adds, “We needed to introduce a centralized database solution, connect over 300 locations, some of which had little bandwidth, and take the special requirements for the Group's training rooms into account – re-installations are carried out in these very often.

I found the employees of NGF Service GmbH to be very inspiring while working on this project. They didn't seem to be intimidated by the gargantuan task and they maintained the goal in sight at all times.

When they discovered Matrix42 Digital Workspace Management, they realized it was the right tool for successfully completing the project on schedule. The cooperation was extremely effective in connecting the variety of data sources. It was also easy to link the data coherently. Together with the customer, we had several excellent ideas that greatly reduced the amount of manual work involving in managing the licenses and contracts, which we implemented together. These solutions were also incorporated into the 'M42 WPM solution portfolio' for the Matrix42 consultants at Imbit. The task was gargantuan: The IT landscape was highly distributed and very complex. In addition, the Microsoft license policy heightened this complexity. On the other hand, the customer was ready and willing and we brought our expertise and enthusiasm to bear. The result: transparency, clarity, and ease of use for an operative license manager and a customer who is enthusiastic about using ITSM and can now implement license management as a service for their users, while maintaining a high level of quality."

System optimizations and expansions are carried out on an ongoing basis. For instance, patch management was recently integrated for the servers.



Software distribution as a basis for license management

The Group began to roll out Matrix42 License Management at the end of 2014.

It quickly became clear that all devices had to be incorporated into the license management system in order to enable full compliance. At that time, not all of the 4,000 devices had been inventoried. The goal from the outset was to record all devices, even those used at small locations and in residential groups, and then incorporate them. The inventory check of the computers was carried out online. Gradually, management of the centrally managed domain computers and the decentralized workgroup computers was established. Now, the NGD Group has completely automated location roaming, which means that it can deploy software on each computer at every location. The multilayered location synchronizations are mapped in the system using the structure and the 'decoupling.' The patch management service is used to patch all computers (including workgroups).

The inventory check was also used as the basis of a Microsoft audit in the winter of 2015/2016.

"Although the audit was very in-depth, we were able to quickly prepare for it and achieve a good result because of the available inventory check."

Clear structures, centralized license procurement, automated license billing

As part of the project, centralized license procurement was introduced and lifecycle management was restructured.

Now all clients are continuously covered. According to Henning Gollack, "At the beginning we underestimated how many man-hours and days are required for client installation and determining the number of licenses. Gathering the corresponding invoices alone – we have around 60 decentralized accountants – required a great deal of effort. We drew on those past experiences to significantly revise our processes." The managers in charge are currently working to fully automate internal license billing. They need to take into account a large number of cost centers as well as the fact that different cost centers have different procurement authorizations- Parts of the Group have education licenses, while other parts have government licenses. Preparing a historization of all licenses, which is determining who procured which licenses with which permissions and when, took a tremendous amount of time. The licenses now need to be maintained and billed in a clearly separated way.



Social enterprises represent special cases

For a social enterprise such as the NGD Group, license management is made even more complex by the special provisions to which these types of companies are bound.

With this in mind, Henning Gollmack advises all companies similar to his own to “look into the procurement authorizations for a social enterprise. Don’t underestimate the amount of effort that this kind of project requires.” He also finds it crucial to take a critical look at data quality. “We had to integrate a large volume of data from other systems. Ensuring high data quality can make the integration process a lot easier.”

The complex organizational structure in the NGD Group means that various authorizations need to be procured, which is why different functions were customized while the project was implemented. The system is also continuously optimized.

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We are so happy and impressed with the solution that we’ve already recommended it to some of our external customers and are helping them use it.

Henning Gollmack, Head of IT Development and Data Management



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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.



Authentic, down-to-earth, honest - in fact, genuinely North German - Imbit GmbH plans and implements optimal IT solutions for you! With around 50 employees at the company headquarters in Kiel and a branch office in Hamburg, the Imbit team supports its customers in the areas of IT infrastructure, management, security and information security. A helpdesk and remote support round out the profile of the owner-managed IT consulting firm.

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