Priority 1 at Schnaithmann: customers and colleagues

Machine builder Schnaithmann relies on baramundi with Argus Experience for reliable IT and satisfied end users

Schnaithmann Maschinenbau GmbH from Remshalden is one of the leading system suppliers in automation technology. In 2013, the company experienced a major growth spurt with an expansion of the administration and production area to 13,000 square meters. IT System & Network Administrator Matthias Nguyen explains: „Due to the company's growth, the increasing administrative workload and the support of our employees, we could no longer manage the IT workload with just ‚sneaker administration'."

The medium-sized company was founded in 1985 by Karl Schnaithmann with the core idea of developing a modular system with maximum compatibility through the standardization and unification of interlinkable components. In addition to assembly, material flow and handling technology, the engineers at Schnaithmann Maschinenbau GmbH also take on the entire planning and implementation of system construction for their customers worldwide.

Precision and availability
Schnaithmann has correspondingly high standards of precision and availability in production and logistics - both at its German headquarters in Remshalden and at its subsidiary in Hungary, which was founded in 2015. To make this possible, the company maintains an extensive IT network with over 300 Windows clients and 100 virtual servers - primarily in Remshalden. The company also employs Matthias Nguyen and his four team colleagues, who take care of all 1st and 2nd level support for the company's IT.

A sustainable solution
Nguyen: „When my predecessors were looking for an IT management system, one thing was particularly important: the solution had to be sustainable and future-proof. That's why they were not only looking for a good software platform, but also for a partner with experience and excellent support. In 2014, the team opted for the baramundi Management Suite."

The team has responded to the constant growth with measures to increase efficiency: „One of our strategies for making the best use of IT resources is the standardization of software and hardware within the company. This ensures that we are always equipped for every need. We rely heavily on baramundi, particularly when it comes to software standardization. In addition to the basic equipment that every client receives, we also have standardized jobs depending on the user's area of application, with which we distribute a coordinated software package for sales, for example."

Combating the shortage of skilled workers with automation
„With baramundi, we were able to achieve a great deal of relief in times of a shortage of skilled workers. Thanks to baramundi, the IT infrastructure department in particular can manage with just two people. Thanks to Deploy and Managed Software, software distribution and updates are virtually automatic. This gives us much more time to devote to other issues and tasks. The operating system is also installed with just a few clicks via PXE. As a rule, we can deploy a complete working client with domain connection within 30 minutes. Automation has also helped us with one of our larger projects: the renewal of our printer fleet. Here, we were able to use Automation Studio to remove all pre-installed printers on the client and replace them with the new ones by installing the drivers."

More insight and satisfaction with Argus Experience
„We were very curious when we first heard about the new End User Experience solution at the baramundi come2gether customer event. With Argus Experience, we saw a new way to quickly and easily identify problems at an early stage before the end user reports them. That's why we immediately signed up for a test and have been using baramundi Argus Experience since the beginning of the year.

We were then able to quickly gain some new insights with the application: Previously, we had to carry out time-consuming analyses and evaluations of logs to identify the causes of problems. Now we can use Argus Experience's clear dashboard to identify the first signs or anomalies before failures occur. This not only saves time, but also a lot of stress by fixing things internally before they disrupt other departments.

We definitely see great added value in Argus Experience and are firmly convinced that it has even greater potential."

Interaction of Management Suite and Argus Experience
„We are currently in the middle of preparing the migration to Windows 11 and want to roll this out in 2024. Technically, this is unproblematic with the baramundi Management Suite. But it is just as important to us that we get our users, i.e. our employees, on board. After all, satisfied colleagues ultimately contribute to the satisfaction of our customers with their knowledge, dedication and commitment.

We in IT can and want to contribute to this too. That is why we have focused on „employee satisfaction" this year. We are confident that we can achieve this together with the new tools that baramundi Argus Experience offers us.

Conclusion
„I can clearly say that the automation and service provided by baramundi tools have become indispensable for us. We really appreciate having baramundi as a partner at our side. We can no longer imagine IT administration without baramundi."