

Embru-Werke AG

Keeping employee workstations running like clockwork

Overview

Embru-Werke AG is a leading supplier of furniture for schools, hospitals and offices in Switzerland. With a strong emphasis on functional design, form and safety, its high standards deliver long-lasting and high-quality products. Headquartered in Rüti, the company employs more than 210 people across the country and reports annual revenues of EUR 57 million.

Challenge

To react fast to changing business requirements, employees at Embru require rapid, reliable access to key applications and files. As such, keeping staff workstations up-to-date with the latest software and application upgrades is a top priority.

"End users often don't realize that keeping their workstations updated and running smoothly can be a big challenge. Luckily for us, ZENworks Configuration Management and ENGL Imaging Toolkit make the entire process quick and easy."

ROLF ZIEGLER

IT Manager
Embru-Werke AG

Rolf Ziegler, IT Manager at Embru, begins: "It's very important that we are able to replace damaged workstations as quickly as possible. The last thing we want is for an employee to be offline while they wait for their PC to be repaired."

Managing more than 180 employee workstations at several sites, Embru is always looking for ways to facilitate IT management and deliver efficient, effective user support. Operating sites across Switzerland, Embru must also ensure that IT systems and support are available in both German and French.

To take advantage of the latest functionalities and to stay on the vendor's support path, Embru planned to upgrade its workstations nationwide from Microsoft Windows 7 to Windows 10. To minimize disruption to users, Embru needed to make the migration as seamless as possible.

Solution

Embru has been using Micro Focus ZENworks Configuration Management to centrally manage employee workstations for many years.

Rolf Ziegler remarks: "We've been using ZENworks Configuration Management since the mid-90s, so we know from over two decades of experience what a fantastic tool it is. To make sure that we weren't missing out, we looked at



At a Glance

■ Industry

Manufacturing

■ Location

Rüti, Switzerland

■ Challenge

For employees to work efficiently, they need the right tools. That is why Embru places so much importance on keeping employee workstations up-to-date with the latest software and security upgrades. How could the company install the latest version of Microsoft Windows on all staff PCs with minimal disruption to end-users?

■ Products and Services

Micro Focus ZENworks Configuration Management
ENGL Imaging Toolkit

■ Success Highlights

- + Company-wide Windows 10 upgrade completed in just a few days
- + Simplifies software deployments with universal base operating system images
- + Automates software management, saving IT staff hundreds of hours per deployment
- + Ensures employee PCs are kept updated, allowing them to get on with their jobs

“Our most recent rollout was a huge success. Using ENGL Imaging Toolkit, it took just a few days to prepare and package a base image of Windows 10 including all standard applications. Then, thanks to ZENworks Configuration Management, the rollout was completely automated.”

ROLF ZIEGLER
IT Manager
Embru-Werke AG

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a few alternative offerings, but that exercise simply confirmed that ZENworks Configuration Management met all of our requirements and is the right fit for a company of our size.”

Working closely with its long-term technology partner NEXPERT, Embru created a universal dual-language base image of the Windows 10 installation using the ENGL Imaging Toolkit, an automated deployment tool optimized for ZENworks Configuration Management.

Rolf Ziegler comments: “Using the ENGL Imaging Toolkit, we were able to produce a comprehensive Windows 10 set-up, complete with all the applications that staff use on a day-to-day basis, which was then ready to roll out in almost no time.”

Next, Embru worked with NEXPERT to roll out the base image across its IT estate, including virtual desktops running on Windows-based devices, which operate in a virtualized environment. “With ZENworks Configuration Management, we were able to automate the entire migration to Windows 10,” recalls Rolf Ziegler. “It took just 30 minutes to install Windows 10 with all the standard applications on each workstation.

“Support from NEXPERT has been excellent. They were with us every step of the way during the rollout phase, helping us to complete the Windows 10 upgrade within our chosen timeframe.”

Results

With ZENworks Configuration Management and the ENGL Imaging Toolkit, Embru has streamlined software maintenance and end-point management. As a result, it is easier than ever to ensure that employee workstations are kept up-to-date with the latest features and vendor support.

“Our most recent rollout was a huge success,” notes Rolf Ziegler. “Using ENGL Imaging Toolkit, it took just a few days to prepare and package a base image of Windows 10 including all standard applications. Then, thanks to ZENworks Configuration Management, the rollout was completely automated.

“Had we installed the operating system on each PC manually, it would have taken hundreds of hours. And because we were able to roll out a dual-language base image to all workstations, we didn’t have to worry about deploying a French-language operating system for some users, and a German-language version for others.”

With faster deployment of new functionalities and security upgrades, employees benefit from a more reliable working environment—enabling them to get on with their day jobs.

Rolf Ziegler says: “End users often don’t realize that keeping their workstations updated and running smoothly can be a big challenge. Luckily for us, ZENworks Configuration Management and ENGL Imaging Toolkit make the entire process quick and easy.”