

Ortner Ges.m.b.H.

Increasing IT staff and user productivity and streamlining business processes



Overview

Ortner Ges.m.b.H. is a market leader in building and industrial engineering services, specializing in heating, plumbing and air conditioning technology. Headquartered in Innsbruck, Austria, the family business has a long history and today employs around 800 people across three main and 15 branch offices in Austria, Germany and Switzerland.

Challenge

Over the years, Ortner has worked with many clients to make apartment blocks, hotels, schools and hospitals habitable. Ortner works to ensure that the plumbing is properly and safely fitted, and that there is adequate ventilation—amongst other things—so as to meet strict building regulations and safety standards.

To provide these services efficiently and reliably, employees need rapid access to the relevant information and tools.

“With Micro Focus (now part of OpenText) Open Workgroup Suite, employees have everything they need at their fingertips.”

CHRISTIAN KNOLL
IT Manager
Ortner Ges.m.b.H.

Christian Knoll, IT Manager at Ortner Ges.m.b.H., remarks: “About 400 of our employees rely on IT for their day-to-day jobs—be that engineering work, sales or customer service. Most of our staff work in offices, but others are often required to travel to building sites and work remotely. Regardless of location, employees need reliable desktop, laptop, tablet or smartphone devices with access to their emails, calendar and documents, as well as the ability to share files and work together on projects easily.”

Solution

Ortner has relied on OpenText™ Open Workgroup Suite to support communication and collaboration as well as to manage its IT environment for many years.

“We first started using Micro Focus (now part of OpenText) solutions when we established an internal network way back around 1990,” recalls Christian Knoll. “Since then, we have implemented almost the entire Micro Focus (now part of OpenText) Open Workgroup Suite, which now forms the foundation of our IT services. We’ve always been highly satisfied with the Micro Focus (now part of OpenText) solutions, which is why we have continued to expand our portfolio.”

Today, Ortner uses Open Enterprise Server to deliver file services, OpenText™ iPrint to



At a Glance

■ Industry

Construction

■ Location

Innsbruck, Austria

■ Challenge

To work productively—whether in the office or on a building site—employees need the right tools. How does Ortner ensure that staff get their job done efficiently and effectively?

■ Products and Services

Open Workgroup Suite, Desktop Containers, Filr, iPrint, GroupWise, Open Enterprise Server, ZENworks Configuration Management, and ZENworks Patch Management

■ Success Highlights

- + Boosts productivity of highly skilled engineers by up to 20 percent
- + Reduces support and maintenance workload for the IT team by 10-20 percent
- + Simplifies communication and facilitates collaboration on important business documents across mobile devices, desktops and laptops
- + Protects the business by seamlessly keeping workstations up to date with the latest software upgrades and security patches

“We’ve always been highly satisfied with the OpenText solutions, which is why we have continued to expand our portfolio. The cost-efficient solutions help us increase productivity and focus on our core business.”

CHRISTIAN KNOLL

IT Manager
Ortner Ges.m.b.H.

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manage printing across locations and devices, GroupWise for email and calendaring, and Filr for simple, secure file sharing.

The company also deployed OpenText™ ZENworks Configuration Management and OpenText™ ZENworks Patch Management to centrally manage all devices, keeping employee desktops, laptops, tablets and smartphones up to date with the latest applications and security patches.

Christian Knoll comments: “When we upgraded our workstations from XP to Windows 7, ZENworks Configuration Management helped us to migrate very quickly, minimizing business disruption. We are confident that the migration to Windows 10 will be just as smooth in a few months.

“We are now also using Micro Focus (now part of OpenText) Desktop Containers to virtualize and package up specialized Windows apps as self-contained executables that we distribute with ZENworks, ensuring that all employees have access to all relevant applications.”

Ortner continues to work closely with OpenText™ and its trusted, long-time implementation partner inno-COM. “Support from inno-COM and Micro Focus (now part of OpenText) has always been excellent,” says Christian Knoll. “We’ve been especially impressed with the commitment from inno-COM over the years. They have helped us with every implementation and upgrade, and keep us informed about new features and solutions that would benefit us.”

Results

With OpenText™ Open Workgroup Suite, Ortner can provide staff with all mission-critical tools and services.

“Quick, effortless access to emails and files is absolutely essential to the smooth running of our business,” says Christian Knoll. “With Micro Focus (now part of OpenText) Open Workgroup Suite, employees have everything they need at their fingertips.

“We have about 150 highly qualified engineers who develop complex heating and air conditioning solutions. Many component suppliers provide us with their specific tools to get the sizing and configuration right. In the past, some of our engineers installed these tools, and some didn’t. And because these little tools vary in quality, sometimes installing them would cause instabilities on the powerful workstations primarily used for Computer-Aided Design (CAD). Thanks to Micro Focus (now part of OpenText) Desktop Containers, we can package up these specialized tools from our suppliers and safely deploy them to all CAD workstations—for some staff, having now access to these tools boosted their productivity by 20 percent. At the same time, the standardized and risk-free deployment reduces the workload for the IT team by 10 to 20 percent.”

Christian Knoll concludes: “We’ve been using Micro Focus (now part of OpenText) Open Workgroup Suite for more than 25 years, and have never had any reason to look elsewhere. The cost-efficient solutions help us increase productivity and focus on our core business.”

Learn more at
www.microfocus.com/opentext