

The ADN Group relies on IGEL for home office and hybrid work

IT distributor sells technology that  
he himself uses out of conviction

Partner



Case Study

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## IT distributor sells technology that he himself uses out of conviction

It almost seems as if the ADN Group, headquartered in Bochum, had anticipated the development towards remote work and home office. Even prior to the Corona pandemic, the value-added distributor from the Ruhr region decided to enable working at home in certain areas - and did so by relying on IGEL, Citrix and Microsoft. That's why the company had a sufficient amount of hardware available when the crisis hit. „In just a few days, we were able to ship the equipment within Germany and to the employees at our external locations," recalls Michael Bölk, Head of Professional Services at ADN. The Group employs more than 250 people. Those of them who did not already have home office hardware were given IGEL devices or UD Pockets for laptops and other BYOD. Both options included the latest IGEL management software in the Citrix infrastructure.

„If there were any difficulties, the support at ADN could easily access the clients from outside via the Universal Management Suite (UMS) and fix everything," explains Michael Bölk. The experiences that the ADN Group has had with IGEL as a home office solution inspire his positive mindset. „There were many test sessions, the updates of the remote clients worked well and the Secure-OS harmonised flawlessly with the devices." Another advantage of IGEL was the option to work via terminal services that can be managed well and thus ensure a higher level of data security including encryption. „This is very easy to do with IGEL," praises Michael Bölk. The set-up, configuration and roll-out of the devices were uncomplicated and quick because IGEL OS was already pre-installed as the operating system, he reports with satisfaction.





## The ADN Hybrid Work Success Story

### The distributor:

- The ADN Distribution GmbH is an IT distributor, technology provider and service provider with headquarters in Bochum, Germany.
- The owner-managed company, founded in 1994, combines a future-proof portfolio of modern IT solutions from the areas of cloud services, cyber security, data centre infrastructure, UCC and modern workplace.
- Over 6,000 specialist dealers, system houses and managed service providers in the DACH region work closely with the ADN Group.
- In 2021, the company's turnover rose to around 600 million euros.
- The company has more than 250 employees.
- ADN operates the only authorised IGEL training centre in Europe.

### The challenge:

- Mass roll-out of IGEL hardware and software to employees and partners
- Modernisation of the working environment
- Easy and uncomplicated home office access
- Reliable technical support

### The benefits:

- Efficient management of hardware and software
- Reduced administration workload
- High data security including encryption
- Full control over endpoint security

### The solution:

- Thin clients of the IGEL Universal Desktop series and UD Pocket
- IGEL OS
- IGEL Cloud Gateway
- Citrix infrastructure
- Technical support from ADN and IGEL
- IGEL-Ready-Hardware as a tailor-made alternative for customers

## Noticeable increase in demand for IGEL

Interest in IGEL hardware and software was not only high among ADN Group employees; partners also increasingly requested the all-rounders for their customers in the course of the crisis. „We have seen a noticeable increase in demand,“ says Michael Broos, Business Development Manager for Virtual Infrastructure at ADN. In a short period of time, ADN shipped thousands of devices to customers. In addition to the normal daily business, this was very easy to implement due to the uncomplicated handling.



*The UD Pockets offered an attractive option for customers who could not invest in new hardware but were looking for a sensible solution to use their private hardware in the home office. With the UD Pockets, practically any PC or laptop, even an older one, can be converted into a remote workstation powered by IGEL. Insert the stick and the secure, powerful and managed workstation is ready.«*

**Michael Broos**, Business Development Manager at ADN

## IGEL-Ready hardware provides more freedom of choice

ADN is also well prepared for the post-IGEL hardware era and can offer partners even more possibilities to provide their customers with customised solutions regarding IGEL-ready hardware. „We have already sold over ten thousand of our certified HP and LG clients with pre-installed IGEL OS and can use our know-how to create significant added value for interested parties,“ says Michael Broos with conviction. LG and HP, who have entered into a strategic partnership with IGEL, have been in ADN's portfolio for years - so partners have full freedom of choice. On top of that, customers can obtain high-quality, additional equipment such as headsets and VDI solutions with Citrix, Microsoft and Parallels directly from ADN, which thus becomes an all-round carefree provider.

„Our partners can always turn to us with questions and problems. We are and remain their first point of contact,“ emphasises Michael Broos. Especially in home office matters, partners can rely on ADN's wealth of experience with IGEL, HP, LG and other manufacturers. Another advantage is that the hardware can be rolled out quickly with the central management and operating system - the corresponding security concept is inherent.

## Become a certified IGEL partner in the authorised training centre at ADN

The ADN Group is a full professional in the field of IGEL. This is also supported by the fact that the Group operates the only authorised IGEL training centre in Europe, where trainers with practical experience conduct training courses and workshops at the highest level in close cooperation with IGEL. „We want to look further ahead in this area, offer more webinars and premium certifications, and intensify the cooperation with IGEL,“ Michael Broos looks to the near future.

Martin Kubitzka, Senior Consultant at ADN's Professional Services, emphasises the advantages for the course participants: „They learn and consolidate the technical and sales know-how around IGEL with highly qualified trainers at their side. Our training courses and workshops are at the top level throughout Europe.“ Another advantage is that the ADN trainers remain contact persons for their protégés and are happy to support them directly in upcoming projects.