

DAVASO harmonizes its endpoint landscape with IGEL, saving time and resources

Founded in 1990, DAVASO GmbH is a leading technology provider and service provider for statutory health insurance companies and other players in the healthcare market. The company offers a wide range of software and IT solutions as well as services for authorization, billing and data management. With more than 1,300 employees at its locations in Leipzig, Suhl and Taucha, DAVASO is one of the largest employers in Central Germany.



With IGEL, we have found a partner that optimally supports our endpoint strategy. Centralized management via the IGEL UMS saves us a lot of time, and the endpoints with IGEL OS deliver outstanding performance, scalability, security and flexibility.”

Paul Hahn,

IT System Administrator, DAVASO GmbH

The challenge: Existing system landscape causes high administration costs

DAVASO helps its customers in the healthcare sector, including health insurance companies, associations and medical facilities, to make the most of the opportunities offered by digitalization. The goal is to make their processes more efficient, transparent and secure. Data protection and data security are top priorities.

CASE STUDY

CHALLENGES

- Endpoints in offices and remote workplaces ran different configurations and software versions.
- The heterogeneous working environment made updates and support difficult.
- Setting up and managing endpoints and user profiles required significant administrative effort.
- Protecting sensitive personal data was also a major challenge with the existing endpoint infrastructure.

SOLUTION

- Citrix VDI environment.
- 1,200 endpoints with IGEL OS.
- IGEL Universal Management Suite (UMS).
- IGEL Cloud Gateway (ICG).
- Microsoft collaboration tools and softphone solution.
- FSLogix for centralized user profile management.

In order to be able to offer first-class solutions and services in the future, DAVASO relies on a future-proof IT strategy. This includes a modern endpoint infrastructure that meets the demands of the digital workspace.

However, the existing client environment of around 1,400 desktop PCs and notebooks was causing an immense amount of manual work. Updates had to be installed on each device individually, and because many clients were individually configured, the IT department could not simply replace them in the event of technical issues. Strict security requirements for handling sensitive personal data added to the endpoint management burden.

The users also suffered from the situation: user profiles and software versions were inconsistent and endpoints were configured differently in the office and at home. As a result, employees did not have access to a consistent work environment.

“

Managing the 1,400 endpoints was a challenge for us. We wanted to move away from time-consuming individual installations and patches to efficient, centralized management. At the same time, we needed to ensure maximum security for our customers when handling highly sensitive social data.”

Paul Hahn,
IT System Administrator, DAVASO GmbH

“We quickly realized that IGEL was a perfect fit for our endpoint strategy,” says Hahn. “It allowed us to move away from complex PC management and implement an easy-to-manage client architecture. We didn’t have to replace our existing hardware, we just had to deploy IGEL OS on the endpoints. This saved costs and increased employee acceptance because they could continue to use their familiar devices.”

In total, nearly 1,200 Lenovo, Dell and Bluechip devices were equipped with IGEL’s lean and secure operating system - 800 for internal workplaces and 400 for remote users working from home. With Citrix Workspace App, the endpoints connect to virtualized applications and desktops delivered from the company’s data center. DAVASO also uses Microsoft’s FSLogix solution to manage user profiles.

Local applications and browser access are blocked to ensure maximum security. In addition, no data is stored locally on the endpoints. The sensitive personal data that DAVASO works with on a daily basis never leaves the protected data center.

Thanks to the ease of use of the IGEL UMS, the changeover was implemented surprisingly quickly. The IT department now has the ability to create profiles in the UMS for different user and device groups. This ensures that all endpoints are automatically provisioned with the required configurations, applications and security policies.

“

The combination of Citrix and IGEL OS not only ensures greater security, but also provides an intuitive, high-performance user experience. Should an endpoint nevertheless cause problems, it can be quickly reinstalled using the IGEL UMS.”

Paul Hahn,
IT System Administrator, DAVASO GmbH

The solution: Centralized endpoint management with IGEL OS and UMS

To simplify endpoint management while increasing security, DAVASO set out to find a suitable solution. The company chose IGEL OS as its endpoint operating system in combination with IGEL’s Universal Management Suite (UMS). All endpoints can be centrally managed, configured and maintained through IGEL UMS.

The results: Connection and management problems solved

The intuitive and highly automated IGEL UMS has significantly reduced the administrative burden of endpoint management. The IT department saves valuable time every day, as new devices can be set up within minutes. Updates and configurations are automatically rolled out to the endpoints using centrally managed profiles and deployment rules.

With the IGEL Cloud Gateway, DAVASO has also implemented flexible and secure management for the 400 devices used by employees working from home. Profile configurations and updates can be distributed without the need for the remote devices to have a VPN connection to the company's headquarters.

Regardless of where users work, the IT department now has full control over the security of the endpoint infrastructure. The IGEL Preventative Security Model™ minimizes the potential attack surface for cyberattacks through the encrypted, read-only IGEL OS, the trusted boot process and the elimination of local data storage. In addition, security updates can be installed on all devices without users having to interrupt their work.

But that's not all: access to a standardized and powerful digital workspace has significantly improved the user experience. The declining number of support requests speaks for itself: the solution works in day-to-day operations. In short, the transition has optimally prepared DAVASO for the demands of hybrid work.

The future: ready for new requirements in the healthcare sector

By switching to IGEL, DAVASO has established a modern endpoint infrastructure that meets the most demanding requirements. With streamlined management, strong security, and seamless processes, the company can focus on what it does best: developing innovative services and driving the digital transformation of the healthcare sector.



With IGEL Cloud Gateway, we also have the remote devices completely under the UMS umbrella and benefit from standardized, time-saving administration. No matter where employees log in from - they always have an approved, highly available and secure working environment.”

Paul Hahn,

IT System Administrator, DAVASO GmbH