KWM WEISSHAAR

Endpoint Security

Case Study

> **"** The combination of Matrix42 Workspace Management, and the integration of EgoSecure and Avira within a centralized management environment, creates a solution that is significantly more effective than any other I have seen.
>
> Peter Henning, IT-Administrator, KWM WEISSHAAR

Brief Overview KWM WEISSHAAR

With almost 500 employees at its plant in Mosbach in South Western Germany, KWM WEISSHAAR is a leading provider of innovative metal and sheet-metal branch products to a wide variety of industries. These include printing press manufacturers, rail companies, automotive manufacturers, foodstuff producers and process machine construction firms, as well as clean room and medical technology companies. KWM WEISSHAAR with its five business segments engineering, sheet metal working, joining and welding, assembly and logistics covers the entire process chain of the sheet metal processing and supports its customers with a holistic approach to solving sheet metal problems.

Challenge

After several years of successfully managing hundreds of PCs centrally using Matrix42 Workspace Management, KWM WEISSHAAR decided to replace its existing anti-virus solution with a tool that could also be managed centrally – Avira Antivirus. However, in 2014, Avira stopped developing and supporting its central management console. And security issues, often caused unintentionally by KWM WEISSHAAR's own employees, were on the rise.

Solution

In 2016, KWM WEISSHAAR discovered that EgoSecure, now a Matrix42 company, could incorporate Avira into its centralized management console, and help the company proactively address many of the security challenges it was facing. Because they were already using EgoSecure with Access Control and Application Control, it was an easy decision to take advantage of the Avira management function within EgoSecure – using a separate anti-virus management console would have been overkill. Working closely with EgoSecure to optimize the installation and capabilities of the system, KWM WEISSHAAR is now able to manage the security of its IT environment efficiently and proactively within a single environment. This provides a perfect complement to the centralized software distribution capabilities of Matrix42 Workspace Management.

Company
KWM WEISSHAAR

No more "admin by sneaker"

From its base in Mosbach, just north of Stuttgart in south-western Germany, KWM WEISSHAAR's team of almost 500 people provide metal and sheet metal products to a wide range of industries. Peter Henning, IT administrator, works within a team of six people responsible for servers, PCs, VMWare, LAN/WLAN, Microsoft Office, printers, mail servers, storage, EDI, firewalls, backup, ERP and more. Until 2008, the company's single but large and diverse location made managing the IT infrastructure a labor-intensive process, as Henning explains: "The IT infrastructure here is spread out over a wide area. It could take 5 or 10 minutes to get from the IT department to the office where a specific PC needs to be updated, and the same again to get back. It is easy to see how inefficient PC management can be without centralized management."

At last: Centralized IT administration

In 2008, the decision was taken to eliminate multiple aspects of this manual approach to administration, and after evaluating a number of alternatives, KWM WEISSHAAR selected Matrix42 Workspace Management (Empirum). Speaking about the reasons behind that decision, Henning comments, "The alternative solutions had a lot of features we didn't need, and which we didn't want to pay for. Matrix42's streamlined approach and remote management capability were key for us. We operate a few hundred PCs, most of which are running Windows 7, with a classic range of applications including Microsoft Office, Adobe Flash, and the Adobe PDF reader.
A smaller number of devices also have specialist applications installed, such as CAD software. Using Matrix42 Workspace Management, I can deploy, update and patch every device automatically and remotely on approval.

When it comes to troubleshooting, all the devices are listed within my management console, and all I have to do is right click on the PC in question. Then I can work with the user on their screen in real time to solve the problem – all without leaving my desk."

What really stood out for Henning and his team about the Matrix42 solution was the ease of use, as he explains: "The Matrix42 system really is incredibly straightforward to use. Not only does this help us in our daily work, it also makes it fast and easy to onboard new colleagues. They typically have a lot of different tasks to perform, and they may only need to access Matrix42 Workspace Management every couple of weeks, or even less frequently. This means it's important that they can get up and running quickly each time they come back to it. The system's flexibility and cost-effectiveness make Matrix42 Workspace Management an excellent all-round solution."

Seeking user-friendly security

The centralized administration enabled by Matrix42 Workspace Management also proved to be the ideal model when Henning and his team decided to take a new approach to addressing their IT security challenges in 2012. Henning remembers, "The solution we had in place for protecting PCs from viruses was not user friendly. For example, planning when devices would be scanned by the software was a very labor-intensive command line-level task. We looked at a number of solutions and discovered Avira anti-virus software, which featured centralized management and was much easier to use." However, that wasn't the end of the story.

In 2014, Avira stopped developing and supporting its own management console. Gradually, this became more of an issue as the incidents of employees unintentionally bringing viruses into the system via USB sticks or other media started to increase. Then, in 2016, Henning discovered that Avira had entered into a partnership with EgoSecure, now a Matrix42 company, to incorporate centralized management of its antivirus software into the EgoSecure platform. "This was huge for us," explains Henning.

EgoSecure, Avira and Matrix42 –
the perfect combination

Henning and his team decided to deploy EgoSecure Access Control and Application Control to 235 devices, and EgoSecure Audit Control to 120 devices, as well as taking advantage of the ability to control 240 instances of Avira Anti-virus software via the EgoSecure management console. Speaking about the solution's capabilities, Henning says, "EgoSecure allows us to control which devices can be used, at what time and in which specific ways e.g., which devices can read which media, which applications can be used on each device, and what tasks PCs can perform and when. For example, we can now prevent people from installing unapproved applications or watching videos in the plant at night. We get email alerts automatically whenever anyone attempts to do something that is not permitted, or we can grant individual exceptions in device and software usage on request. We can even control all the USB cameras installed around the plant on an individual basis, right down to the serial number of the device. EgoSecure is a very powerful solution."

EgoSecure also enables Henning to decide when and how computers are scanned, whether or not the user should be aware that a scan is being performed, and whether a specific task has been performed successfully or not. And as Avira management is now integrated within the EgoSecure console, the same system also delivers automated alerts whenever a virus is discovered. "Not only that, all updates are now continuous and automatic, as a mirrored server checks for the latest versions and distributes them to every PC, even if they are not connected to the Internet, all from a central point," adds Henning.

Henning is also very happy with the close collaboration that has resulted in such a successful implementation, commenting, "We worked very closely with EgoSecure throughout 2016 to help them develop the console and give them insight into how it really works within a production environment. It's a very strong partnership."

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Summarizing his thoughts about combining solutions from Matrix42, EgoSecure and Avira, Henning concludes, "We always wanted to centralize the management of Avira, and I was delighted when I realized EgoSecure had made this possible. The additional functionality provided by Access Control, Application Control and Audit enables us to take a proactive approach to protecting our infrastructure. Now that EgoSecure is a Matrix42 company, I'm looking forward to even closer integration between all these solutions in the future."

Locations

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About Matrix42

Matrix42 helps organizations digitize and secure
the workspace environment of their employees.
The software for digital workspace experience manages
devices, applications, processes and services simple,
secure and compliant. The innovative software supports
the integration of physical, virtual, mobile and cloud-
based workspace environments seamlessly into
existing infrastructures.

Matrix42 AG is headquartered in Frankfurt am Main,
Germany, and distributes and implements software
solutions with regional and global partners.