



Zühlke Improves Employee Experience and Embodies Innovative Culture with VMware

Zühlke is an innovative service provider, improving companies' strategies and systems to increase their future sustainability and competitive edge.

Industry

Healthcare

Headquarters

Schlieren / Zurich, Switzerland

JevoTrust Management AG

Headquartered in Switzerland, JevoTrust Management AG specializes in workspace management, embracing every topic of relevance from the provisioning of work environments to end users.

VMware Footprint

VMware Workspace ONE®
VMware vSphere®
VMware Horizon®

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Customer Case Study

Innovation consultancy, Zühlke, has an international employee reach – and team members can choose their own technology to fit the way they work. But while this helps individual productivity, it creates huge logistical complexities for Zühlke's IT department. To streamline the management of its diverse technology suite, Zühlke has invested in VMware Workspace ONE™ Unified Endpoint Management (UEM) to control all its devices on a central platform in the cloud. This investment is enabling Zühlke's IT personnel to preconfigure devices for rapid onboarding and increasing the flexibility regarding how and where employees work, without compromising on security.

Giving its clients a competitive edge

Zühlke is a global innovation service provider, developing services and products based on new technologies. Forward thinking is part of its DNA, as the company empowers businesses to achieve competitive success and build a sustainable future through strategic improvements, systems engineering, application services, and digital, data, and AI solutions.

A truly international company, Zühlke has more than 1,400 employees across countries including Austria, Germany, Hong Kong, Serbia, the UK, and Vietnam, and continues to grow.



Employee choice creates IT headaches

Zühlke's large geographical reach has created several technical challenges. The company operates a 'choose your own device' (CYOD) policy, so employees can select technology that works for their own environment and objectives. As a result, Zühlke's IT team is responsible for managing a wide variety of devices – from Windows 10 and macOS devices, to Apple iOS and Android mobile devices, and a selection of iPads – which has caused operating costs to spiral.

There is no unified management system for Zühlke's technology suite, and all the operating systems it uses are onsite. This makes it complex and expensive to add new devices in line with company growth and recruitment, and it is difficult to manage the endpoint security of the company's expanding technology footprint. "It costs our IT unit vast amounts of time and money to install the devices individually and then distribute them to the staff," admits Adrian Schwendener, IT Business Partner at Zühlke.

The fact that Zühlke operates across several countries and time zones also creates problems with solving IT problems quickly.

Streamlining set-up without compromising on security

To enhance IT operations, Zühlke has invested in VMware Workspace ONE to seamlessly control and manage all its devices on a single, central platform in the cloud. The company has been using VMware solutions for more than ten years, but decided to onboard Workspace ONE in April 2020, choosing Apple Device Enrolment Program, out-of-

the-box deployment with Dell Provisioning for VMware Workspace ONE and strategic implementation management by VMware partner Jevotrust Management AG. Jevotrust Management AG spearheaded the project in its capacity as the company's long-standing professional services and VMware partner. The company contributed greatly to the design of the modern management approach with VMware Workspace ONE, as well as for the integration of the various components. "In cooperation with VMware, we designed the entire environment, plotted the migration path to the cloud, migrated the data to the cloud and mapped out the corresponding knowledge transfer trajectory in the form of whiteboards and workshops," says Robert Jenni, Managing Director of Jevotrust Management AG.

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Adrian Schwendener,
IT Business Partner, Zühlke

Workspace ONE was a clear winner in terms of meeting Zühlke's deep integration needs. "We chose VMware Workspace ONE UEM because we want every employee to be able to work flexibly with the device of their choice from any location. Comparable solutions didn't cover the service we needed to manage smartphones, tablets, and notebooks with different operating systems through one platform," Schwendener explains. "VMware Workspace ONE UEM is a long-term solution that provides ideal support for modern device management."

Embracing Workspace ONE has given Zühlke's IT team new operational capabilities. For example, using its drop-ship capability to preconfigure every device and send it directly to employees, bypassing the need for local IT set-up. Zühlke staff can authenticate these devices to get up and running in just a few minutes.

Workspace ONE has also enhanced cyber safety without compromising productivity. Through the platform, secure access to internal applications can be granted to anyone inside or outside the organization, based on a zero trust IT policy. All cloud services used by the company connect to Azure Active Directory to authenticate their identity and ensure that appropriate countermeasures can be taken in the event of a cyberattack.



Looking ahead

Now that Zühlke can onboard new recruits quickly and enable staff to work productively and flexibly from the word go, its next objective is to optimize maintenance and support. Zühlke's IT team is keen to enhance the technology lifecycle – sanitizing devices when users leave the company to ensure no traces of data remain, before provisioning those devices to be used by new hires.

A full-cycle approach to device management fits perfectly with Zühlke's focus on sustainability and growth, laying secure, stable foundations for the company's continued expansion.

Making a difference from day one

Workspace ONE has improved the employee experience from day one, as staff can get up and running quickly, wherever they are based. Providing full, remote access to all enterprise resources supports Zühlke's growth objectives, as the company can recruit employees from anywhere in the world and empower them to work from any location.

Introducing VMware Workspace ONE UEM has also delivered a superior IT experience. With cloud-native Unified Endpoint Management now in place, Zühlke no longer depends on complex, on-premise solutions to keep its business running securely. "Our focus has shifted from local IT infrastructure to making IT work completely independent of location," says Schwendener. "VMware supports Zühlke's rapid growth and lets our people work from anywhere."

Plus, adopting a cloud-based approach to device management has reduced overheads, made it quicker and easier to troubleshoot problems, improved IT's motivation, and increased employee productivity.