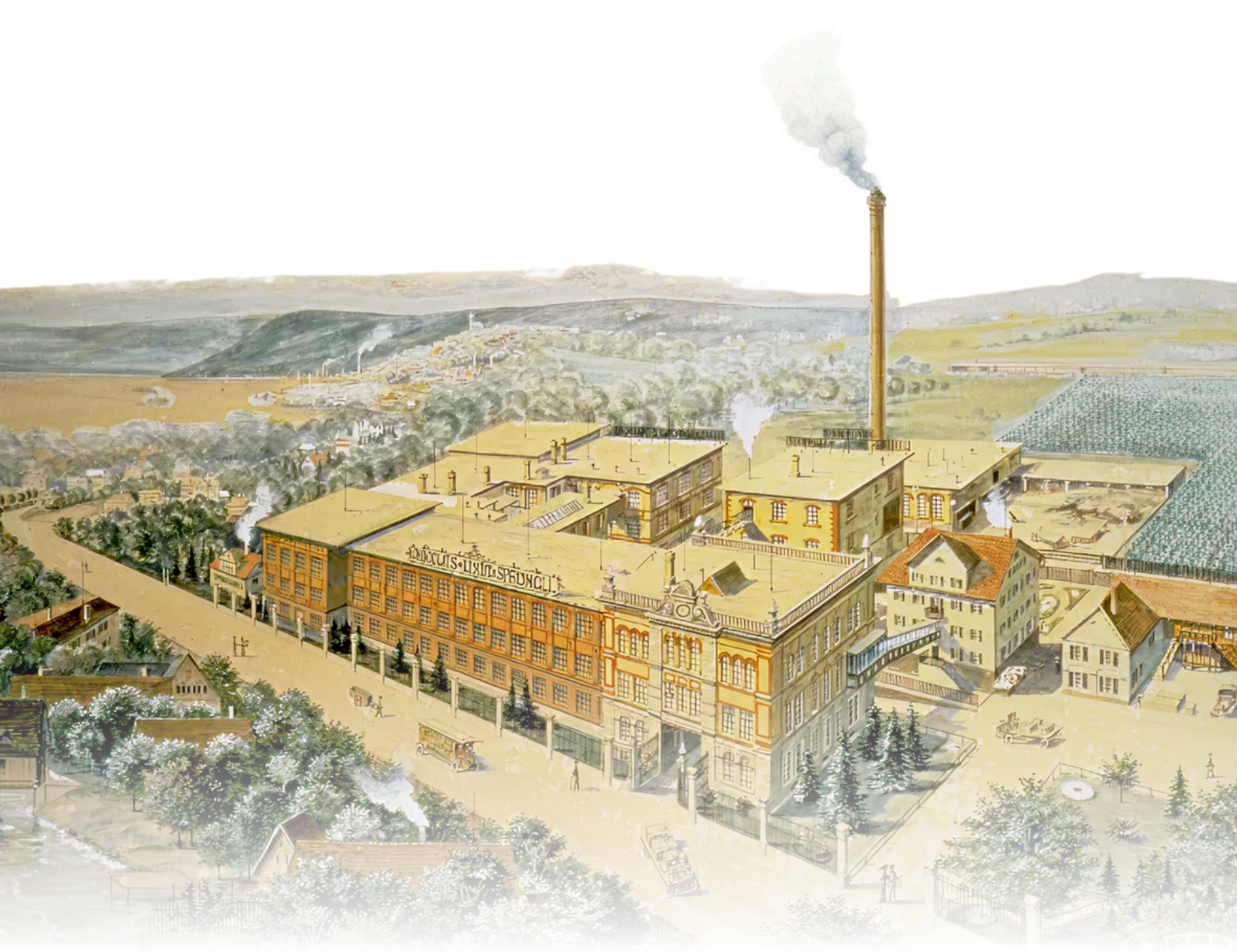


How **Lindt** streamlined **Endpoint management** and strengthened security with **Endpoint Central**



LINDT & SPRÜNGLI



About Chokoladefabriken Lindt & Sprüngli AG

Lindt & Sprüngli AG, based in Switzerland, is a renowned international chocolate manufacturer with a global presence. With approximately 13,500 employees worldwide, the company achieved a significant revenue of \$4.97 billion in 2022. The German subsidiary, Lindt & Sprüngli GmbH, has its headquarters in Aachen, Germany.

Business challenge

The IT department of Chocoladefabriken Lindt & Sprüngli GmbH used Microsoft System Center Configuration Manager (SCCM) for software distribution and patch management until 2022. However, because the tool was very complex and not user-friendly, the IT team started looking for a more flexible and intuitive alternative. They were looking for an alternative solution that could handle all their endpoint management needs within a single console, eliminating the need for multiple tools.

Given Lindt's positive experience with ManageEngine ServiceDesk Plus, which it had been using for its help desk operations since 2017, its IT team wanted to explore ManageEngine's unified endpoint management solution: Endpoint Central.



The solution: Endpoint Central

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"It quickly became clear to us that Endpoint Central is a great fit and should be implemented in our network,"

-Roland Rüssel, head of IT services at Lindt & Sprüngli AG.

Endpoint Central was quickly installed and rolled out. Since then, all endpoint management tasks have been handled through a centralized interface.

"We were used to Microsoft interfaces, so we had to get familiar with the Endpoint Central interface at first—but we quickly adapted," said Rüssel.

One of the first tasks Endpoint Central took over at Lindt was updating standard software on employees' PCs. Software updates, security patches, service packs, and operating system upgrades—whether from Microsoft or third-party vendors—are now all deployed using Endpoint Central.

Lindt also automates patch management for a set of products used in its organization for which Endpoint Central automatically downloads and deploys new patches. For example, updates and patches for browsers, Adobe products in use, or virtual clients or PCs launched via VMware Horizon are automatically kept up to date as soon as the patches are released using Endpoint Central.

Endpoint Central has been especially helpful in relieving the IT team's burden when it comes to patch management for third-party software. For instance, the company's VPN software, the file compression tool 7zip, and the Google Chrome browser were not supported by Microsoft SCCM and therefore had to be updated manually in the past.



*"Now we can keep them up to date automatically—
which saves us a significant amount of time,"*

-Roland Rüssel, head of IT services at Lindt & Sprüngli AG.

The IT team has also made extensive use of Endpoint Central's remote control feature, which enables them to remotely access and troubleshoot users' computers. Additionally, Lindt leverages Endpoint Central to standardize and deploy configurations using templates and automatically generate reports—for example, to identify outdated machines along with their memory and installed software details.

Endpoint Central provides enhanced security and significant efficiency gains

In Lindt's day-to-day work with Endpoint Central, the ease of use has proven to be a major advantage. Unlike Microsoft SCCM, it doesn't require specialized knowledge, allowing significantly more team members to take on endpoint management tasks.

With the help of role-based permissions, different roles with varying access rights can be easily defined. By leveraging this feature, the IT team was able to establish role-based access assignments that are aligned with each employee's expertise and job responsibilities. For instance, users can be granted limited access to remote control features while being restricted from full authorization, thereby enabling them to carry out specific tasks only.

Endpoint Central also eases the update process for laptops used by field staff, as devices outside the company network or without a VPN connection to headquarters can be promptly and efficiently updated through the Secure Gateway Server.



“This not only saves us considerable time but is also crucial for maintaining the security of our devices. We’ve seen a marked improvement here—a significant benefit,”

-Roland Rüssel, head of IT services at Lindt & Sprüngli AG.

Endpoint Central supports Lindt in more than just one area of security. For instance, the solution allows the security officer to quickly address vulnerabilities discovered during multiple daily inspections across different locations. Missing software patches, in particular, can be swiftly deployed to the numerous clients. Another key benefit for Lindt is that Endpoint Central regularly updates the endpoint security extension with new features. Recently, anti-ransomware and endpoint DLP functionalities were added.

Since its implementation, Endpoint Central has relieved Lindt’s IT team of numerous endpoint management tasks, such as patch management, software distribution, and remote maintenance. At the same time, the solution has significantly enhanced endpoint security. Since its implementation, Endpoint Central has relieved Lindt’s IT team of numerous endpoint management tasks, such as patch management, software distribution, and remote maintenance. At the same time, the solution has significantly enhanced endpoint security.

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“I don't think I can keep up with managing our endpoints without a tool like Endpoint Central. Every day, it helps us discover and fix so many security vulnerabilities and issues. I can't even imagine how we managed before without such software,”

*- summarized **Rüssel** about his experience so far.*

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“Cybercriminals don't sleep, and every organization must ensure that they maintain a high level of security as quickly as possible,”

- he added in conclusion.



About Endpoint Central

Endpoint Central is a UEM and EPP solution that manages and secures today's digital workplace across diverse device types and OSs.

Acclaimed by industry analysts like Gartner®, Forrester, and IDC, it employs a single, lightweight agent to offer end-to-end device life cycle management, consolidated with security capabilities like attack surface management, threat detection and response, and compliance management. Robust remote troubleshooting, self-service capabilities, and proactive analytics help reduce downtime and improve the overall end-user experience. Available both on-premises and as a SaaS solution, Endpoint Central is used by more than 25,000 enterprises globally, fitting perfectly into their existing IT infrastructures and enabling interoperability. For more information, visit manageengine.com/endpoint-central.

