Managed Service Provider badenIT GmbH Increases Efficiency

PERFECT INTERACTION WITH
IT SERVICE MANAGEMENT SYSTEM (HEAT/IVANTI)

SHORT INTRODUCTION COMPANY/CUSTOMER

As a subsidiary of the energy supplier badenova AG & Co. KG, badenIT GmbH offers a wide range of IT services. Its customers – mainly SMEs – can book flexible services tailored to their needs from bundled expertise in the fields of IT services, including data center services, telecommunications solutions and data lines. The IT service provider based in the South Baden region in Germany meets the highest technical standards.

INITIAL SITUATION

As a managed service provider, the company supports a large number of customers and their private cloud infrastructures. The badenIT teams are particularly challenged by different domains and multiple networks with firewalls as well as data transfers across several systems.

CHALLENGE

High requirements for IT security, traceability and versioning of changes as well as complete monitoring must be applied here. What's more, the integration of customer data with the IT Service Management System (ITSM) HEAT/Ivanti is crucial, as customers are offered a wide range of self-services.

In order to accelerate response times and increase efficiency, PowerShell scripts are to be used by the service desk to handle routine tasks, thus reducing the workload of the teams.

badenIT GmbH expects further efficiency gains through automated updates, automatic provisioning of systems, creation of reports and evaluations, etc.

Most of these services are to be standardized with the goal of faster availability and implementation with better documentation at the same time.

SOLUTION

„ScriptRunner is the frontend for the simple execution and delegation of PowerShell scripts," says Niklas Goebel (Systems Engineer IT Services at badenIT). A standard is defined for all services. These are made available and managed centrally by ScriptRunner using PowerShell scripts. By strictly separating roles and rights, the execution can be safely delegated via a graphical browser interface or run fully automatically. All processes can be traced at any time through complete reporting and monitoring.

The HEAT/Ivanti ITSM system is integrated via standardized Web Service Connectors, allowing the third-party system to call ScriptRunner PowerShell actions securely and in a controlled manner. For example, Active Directory users are created fully automatically directly from HEAT. As with the delegation process, the script does not include a reference in plain text to an administrative credential. This is managed by ScriptRunner during runtime.

Just six months after introduction, approximately 30 use cases could already be safely delegated to the service desk employees. Examples include creating a new demo environment, unlocking users in different domains, setting up PowerShellRemote SSL via PowerCLI, and much more.

AMONG OTHERS, THE FOLLOWING CASES ARE FULLY AUTOMATED:

- ⟩ automatic Active-Directory cleanup
- ⟩ automated Windows update process
- ⟩ generation of Active Directory or mailbox reports
- ⟩ etc.

The next logical step is to use own PowerShell modules within ScriptRunner. The ScriptRunner platform at badenIT is being consistently expanded with the modularization of the scripts used to date, which could then potentially be reused on all systems.

> „*ScriptRunner fills the gap between technology and user*"
> *Dietmar Otto (Head of Business & Cloud Services)*

BOOK YOUR FREE TEST

- ⟩ **1 hour preparation on your part**
- ⟩ **1 hour personal web session**
- ⟩ **Immediately use ScriptRunner productively**