baseVISION
Trusted Swiss Cybersecurity

Success Stories

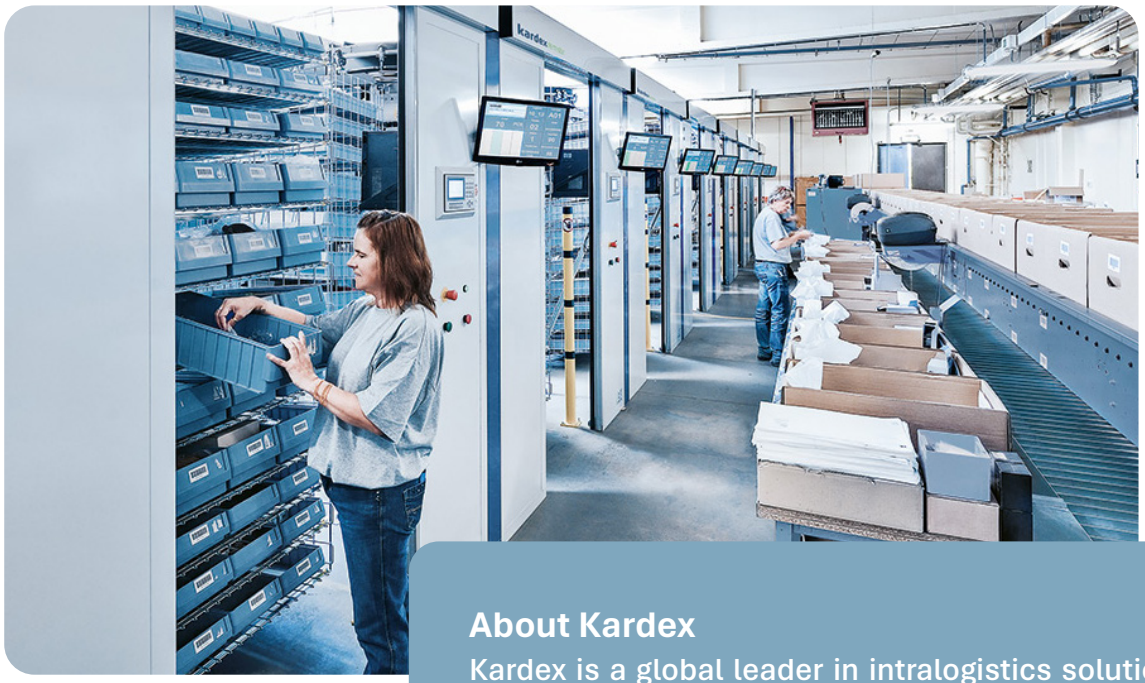
Kardex Holding AG

Kardex Enables Secure and Efficient Frontline Work with Microsoft Intune

Summary

A scalable shared-device solution with passwordless authentication and automated lifecycle management.

Kardex partnered with baseVISION to implement a secure and scalable shared-device platform for frontline workers. By combining Microsoft Intune, Microsoft Entra shared device mode, Managed Home Screen, and Zebra device management capabilities, Kardex created a modern mobile workplace experience that supports secure authentication, centralized management, and efficient device operations. The solution enables frontline employees to access the applications and information they need while providing IT with a standardized and scalable management framework.



About Kardex

Kardex is a global leader in intralogistics solutions in an attractive and growing market. The group offers automated premium products, standardized systems, and life-cycle services that guarantee high availability and low total cost of ownership. With dynamic storage and retrieval machines, Kardex enables a smart entry into automation, offers integrated material flow systems, small parts storage, and automated high-bay warehouses, and acts as a global AutoStore Partner™ with flexible and modular storage and fulfillment solutions. The group employs around 2’500 people in over 30 countries. Kardex Holding AG has been listed on the SIX Swiss Exchange since 1989.

The situation before baseVISION

Kardex was preparing to roll out a new ERP system while simultaneously modernizing processes carried out by its frontline workforce. Many of these activities depended on employees having fast and reliable access to digital workflows directly at the point of work. To support this transformation, Kardex needed a scalable mobile-device solution that could be shared securely across shifts and locations without adding complexity for users.

At the same time, Kardex had already introduced NFC-capable FIDO2 security keys across the organization as part of its broader identity and security strategy. This created additional opportunities for secure authentication scenarios on frontline devices.

The IT team required a standardized approach for provisioning, configuring, securing, updating, and supporting the devices throughout their lifecycle. The objective was to replace fragmented and manual processes with a consistent digital experience that would improve operational efficiency while aligning with Kardex's existing Microsoft management and security strategy.

About baseVISION

baseVISION AG is Switzerland's leading Microsoft partner for Modern Workplace and Cybersecurity, founded in 2016 with the vision to simplify and secure the digital working world. Headquartered in Olten, baseVISION supports organizations of all sizes from industry leaders to public sector entities in designing, securing, and operating modern IT infrastructures.

Our strength lies in combining deep technical expertise with a strong sense of partnership. We don't just deliver solutions. We guide, educate, and co-create. Through our baseVISION Academy, community involvement, and direct collaboration with Microsoft, we help organizations become not only secure, but resilient, future-ready, and confident in their digital transformation.

- Microsoft Solutions Partner for Security, Modern Work, Infrastructure, Azure, Data & AI
- ISO 27001:2022 certified
- Five-time Microsoft Partner of the Year winner
- Member of the Microsoft Intelligent Security Association (MISA)
- Finalist of the MISA Excellence Award in the category MSSP of the Year in 2025
- Ranked first in the certification Great place to Work
- Home to 6 Microsoft MVPs and 100+ certifications
- Operator of Switzerland's first Microsoft-native cloud only SOC

The Vision

Kardex envisioned a modern shared-device platform that would empower frontline workers with secure and seamless access to digital business processes. The solution needed to integrate with the company's existing Microsoft ecosystem while providing a scalable, easy-to-manage, and user-friendly foundation for future frontline initiatives and ongoing digital transformation.

The vision was built around the following key requirements:

Centralized Device Management
The mobile devices had to be fully integrated into Kardex's existing Microsoft Intune environment, enabling centralized enrollment, configuration, policy enforcement, application deployment, monitoring, and ongoing lifecycle management through the company's established device-management processes.

Passwordless Authentication
Kardex wanted to provide frontline workers with a secure and seamless authentication experience by leveraging NFC-based FIDO2 authentication on shared Android devices. The goal was to enable fast, passwordless access to business applications while maintaining a high level of security.

Secure Kiosk Experience
The devices needed to be securely locked down so that frontline workers could access only the business-critical applications and functions required for their daily tasks, while unnecessary settings, consumer features, and unauthorized applications remained unavailable.

Simple User Experience
The end-user experience had to remain simple and intuitive, allowing employees to authenticate quickly on a shared device and gain immediate access to the applications and data relevant to their role, with minimal interaction and without complex sign-in procedures.

Automated Provisioning
The device provisioning and configuration process had to be automated as extensively as possible, ensuring that newly onboarded devices and existing devices requiring re-staging could be prepared consistently, securely, and with minimal manual effort. This approach would reduce deployment time, prevent configuration errors, and restore full business functionality as quickly as possible.

Our Solution

After an initial assessment of the requirements from Kardex side, baseVISION was able to quickly identify what was required implemented a solution which Kardex was able to easily implement.

Enrollment

baseVISION configured an Android Enterprise enrollment profile for dedicated devices with Microsoft Entra shared device mode, providing the foundation for Kardex's secure shared-device scenario. By combining the profile with Microsoft Intune's enrollment-time grouping capabilities, policies and applications are assigned during provisioning, allowing newly enrolled devices to become business-ready within minutes.

Microsoft Managed Home Screen

Microsoft Managed Home Screen was used to place the devices in a controlled kiosk experience, ensuring that frontline workers can access only the applications required for their daily tasks. Kardex-specific branding creates a consistent corporate experience, while the integrated sign-in and sign-out functionality enables employees to move securely and efficiently between shared devices.

Zebra OEMConfig

Zebra OEMConfig was used to automate device-specific configuration and minimize the manual steps required during onboarding. This included granting the necessary Android runtime permissions without end-user interaction and preconfiguring Kardex's specialized barcode-scanning settings, resulting in a consistent and ready-to-use device experience.

Intune Android FOTA policies

With Microsoft Intune Suite capabilities available through its E5 licensing, Kardex was able to adopt Intune's firmware-over-the-air management functionality. The Zebra FOTA connector enables the IT team to deploy firmware updates centrally and at scale across the device fleet, helping devices remain current with the latest security updates and improvements.

Intune Remote Help

Intune Remote Help gives Kardex's support teams a secure way to remotely investigate and resolve device issues. Faster diagnosis and remediation reduce operational disruption and help frontline workers return to productive work as quickly as possible.

Key Microsoft Technologies

- Microsoft Intune
- Android devices enrolled with Entra shared device mode
- Microsoft Managed Home Screen
- Microsoft Intune FOTA
- Microsoft Remote Help
- Entra ID Passkeys

> *The Zebra shared-device solution has delivered substantial value for our IT organization. What was previously a device landscape with significant manual effort is now a centrally managed, secure, and highly scalable platform. Automated deployment and lifecycle management have reduced operational overhead, while passwordless authentication and centralized security controls have strengthened our security posture. The solution enables us to provide a reliable and user-friendly experience for frontline workers while giving IT the control, flexibility, and efficiency needed to support future business requirements.*
>
> Fabian Schelling
> Senior Director IT Operations, Kardex Holding AG

Results & Benefits

The new shared-device platform provides Kardex with a consistent and secure frontline workspace experience across its device fleet. Employees benefit from fast and intuitive access to business applications, while IT teams can manage devices centrally throughout their lifecycle.

Automated enrollment, application deployment, permission assignment, and device configuration reduce manual effort and help ensure that devices can be prepared consistently and efficiently. NFC-enabled FIDO2 authentication delivers a secure and passwordless sign-in experience, simplifying access to shared devices without compromising security.

Centralized firmware management and remote support capabilities further improve operational efficiency by helping IT teams keep devices up to date, resolve issues faster, and minimize disruption for frontline workers. The result is a scalable solution that improves user experience, strengthens security, and supports Kardex's ongoing digital transformation initiatives.

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baseVISION is a leading provider of cybersecurity services and a Microsoft Solutions Partner with designations in Security, Modern Work, Infrastructure, and Data & AI. These recognitions demonstrate baseVISION's proven success in delivering practical, real-world projects and services for organizations of all sizes and across a wide range of industries. baseVISION is also proud to be a member of the Microsoft Intelligent Security Association (MISA) and to be certified according to ISO/IEC 27001:2022, underscoring our commitment to the highest standards in information security and operational excellence.

Contact now

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