



Maximising IT efficiency at maxon thanks to Connected Care



Case Study maxon

Initial situation

Who is maxon?

maxon is a global leader in the development, manufacture and distribution of high-precision drive systems. Founded in Switzerland in 1961, maxon specialises in small, powerful electronic drives for applications in medical technology, industrial automation, aerospace and mobility solutions. With over 3300 employees worldwide, maxon stands for innovation and offers drive systems that are used wherever extreme precision and the highest quality standards are required - whether on Earth or on Mars.

Challenges

The situation before baseVISION

maxon has an extensive IT infrastructure, including Microsoft Configuration Manager and Intune, to manage its many devices and systems worldwide. With around 3900 managed devices, the demands on IT management are enormous, especially when it comes to keeping the systems up to date and secure. Reliable and responsive IT support is crucial to ensure the smooth operation of business-critical processes.

Vision

Transformation thanks to specialised support

- Technical support from external experts
- Automated IT management processes
- Proactive monitoring and security management

maxon, a global leader in high-precision drive systems, faces the challenge of maintaining an efficient and secure IT infrastructure that supports its global operations. With over 3300 employees worldwide and a complex IT landscape, maxon chose to implement baseVISION's Connected Care Service to optimise its IT management requirements and improve the efficiency of its operations.

The solution

Overview of baseVISION's Connected Care

The Connected Care Service from baseVISION offers a customised solution that is tailored to the specific needs of maxon. This service provides ongoing maintenance and technical support for Microsoft Configuration Manager and Intune, which are key components of maxon's IT infrastructure.

The benefits of the Connected Care service



Security

In an emergency, you want an expert who knows your environment and can support you quickly and efficiently without having to clarify contractual and financial matters first.



Guaranteed response times

Our engineers respond immediately and provide you with immediate support. Without an SLA, we will schedule your requests for the next available date.



More for your money

You get an SLA and an hourly package/pool. Response levels can be tailored to your needs. We can take on any tasks that arise.



SOS Mail

If we discover common problems, such as Windows update failures, we immediately send an SOS email to all Connected Care customers.

Outtasking and technical support

Connected Care Service provides a single point of contact for all technical questions and issues related to various Microsoft technologies, such as Microsoft Configuration Manager and Intune. An SOS e-mail service ensures rapid communication in the event of important changes and problems. In this way, maxon can rely on fast and effective support whenever it is needed.

Continuous development

baseVISION regularly adapts and further develops the infrastructure in order to meet maxon's constantly changing needs and requirements. This includes:

- Support for Configuration Manager upgrades, including review of requirements and bi-annual updates.
- Ensure the efficiency of Windows Update deployments by verifying the distribution of updates and the validity of the WSUS certificate.
- Support for driver and firmware upgrades as well as updating existing models.
- Control and verification of PatchMyPC, including error monitoring and verification of version updates.

«By implementing the Connected Care Service, maxon was able to significantly improve the management and security of its IT infrastructure. The technical expertise of baseVISION has enabled maxon to effectively manage IT challenges and focus on its core competencies in the field of precision drive technology.»

Pascal Berger, Partner & Head of Services & Projects, baseVISION AG



Summary

Connected Care Service provides a single point of contact for all technical questions and issues related to various Microsoft technologies, such as Microsoft Configuration Manager and Intune. An SOS e-mail service ensures rapid communication in the event of important changes and problems.

However, the quickest way to fix a technical problem is to prevent it from happening in the first place. For this reason, baseVISION's Connected Care Service also provides proactive support to prevent errors. In this way, maxon can rely on fast and effective support whenever it is needed.



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Thanks to our focused business strategy, we combine expert knowledge with practical experience. You can rely on our expertise as consultants, integrators and coaches on the way to modern IT workplaces and the simple and secure operation of your end devices. As a young company, we are proud to have been honoured four times with the Microsoft Partner of the Year Award for our innovative and successful projects.