

Client Management

DX-UNION ADMINISTERS COMPLEX IT SYSTEMS

Optimised administration workflows, cost-efficient services and a modern working environment are now making inroads into all parts of public administration. At the Federal Finance Administration (BFV) the management of information technology, which supports their range of services, has been carried out with a minimum of personnel for several years now.

A handful of central administrators make sure that the required resources and up-to-date programmes are available for all users on all computers at all times. The BFV administers more than 30,000 PCs and 800 servers throughout the country.

For many years the BFV has been using the workplace management solution DX-Union from MATERNA for their large-scale administrations (Federal Customs Administration and the Institute for Federal Real Estate).

Implementation

DX-Union automates the time-consuming manual administration processes and reduces decentralised activities to a minimum. DX-Union takes care of the initial installation and software distribution as well as crash recovery for over 30,000 PCs. Suitable server storage, printers etc. are available for all users. DX-Union also allocates any individually required software and resources to the appropriate PCs.

With DX-Union, BFV achieves operator-free initial installation for PCs including the operating system and individual application software. Every time a computer is switched on the latest software status is checked automatically. If this deviates from the centrally determined specification then the system automatically uploads software updates or installs new programmes.

During crash recovery the administrator initiates the re-installation of the PCs which have been affected in the central administration dashboard. As all the data is available in centrally secured server files there is no danger of them getting lost.

Universal PC interfaces such as USB are secured via DX-Union too. The central administration permits or forbids individual users or user groups to use various hardware components at these interfaces.

The administration tasks within a LAN environment are carried out via a central administration access. This centralises the user administration with individual PC equipment levels including the required licence checks, universal authorisations and single sign on. ■

ADVANTAGES

- Latest software version always on all client systems
- Individual allocation of resources and applications for each user
- PC interfaces safeguarded against unauthorised use
- Administration of the overall network using small groups of administrators

CUSTOMER PROFILE

The Federal Finance Administration is made up of, among others, the following organisational units: Federal Ministry of Finance, Centre for Data Processing and Information Technology (ZIVIT), Federal Central Tax Office (BZSt), Federal Office of Central Services and Unresolved Property Issues (BADV), Federal Spirits Monopoly Administration, Federal Securities Administration (BwpV) and the Federal Customs Administration. The core task of the Federal Ministry of Finance is to shape financial policy and the basic orientation of the federal government's economic policy. It takes care of the financial interests of the government in alignment with sustainable financial policy.