

AGRAMKOW Fluid Systems

AGRAMKOW Fluid Systems is a leading provider of sustainable filling and testing solutions for manufacturers of refrigerators, air conditioners, and heat pumps.

Industry:
Industrial Technology

Number of Employees:
160

Operating System:
Windows (100%)

Endpoints on ABR:
245

AGRAMKOW

The Challenge

Roughly half of AGRAMKOW's PCs were running with permanent local admin rights. Production staff needed it to change IP addresses on network cards and run vendor software with elevated access. Colleagues in Brazil and Singapore needed it because there was no local IT support in their offices, and the Danish team wasn't reachable across the time zone gap.

The other half of users had no admin rights at all, which meant every install or configuration change came back to IT as a ticket. The two-person IT team was spending approximately three hours a week on this kind of work. Reviewing who had which permissions, and what they were doing with them, wasn't realistic at that team size. Access was managed largely on trust.

The Solution

The team evaluated a whitelisting alternative before settling on Admin By Request. For an environment with frequent vendor updates and a mix of industrial and office software, whitelisting was too high-maintenance, as every vendor change required reworking the approval policy, and one-off approvals needed full policy entries each time. With Admin By Request, the team could trust a vendor once and let things work from there. The license savings on the alternative would have been spent back on working hours.

Rollout took two weeks of part-time work for one person, handled department by department: install the client, build out whitelists, remove admin rights, address issues, move on. For

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production staff who previously needed admin rights just to change IP addresses on network cards, IT pre-configured Tray Tools so those tasks could be performed without elevation at all. The ability to create custom Tray Tools with their own scripts was a core requirement.Packaging the client took around 5 to 10 minutes, most machines had the agent installed within 30 minutes, and any offline device received the client automatically on its next network connection. New computers were added to the standard installation chain from the start, and from the moment the agent installed, users were automatically removed from the local admin group with no manual cleanup required.

Initial configuration took a few hours of rule creation over the first six months, mostly for legacy software requiring elevated rights. Since then, new rules have been rare, and client updates are managed through the portal with new versions tested on a smaller group before rolling out to everyone else.

The Impact

The three hours a week of ticket work is back on the IT team's calendar, and colleagues in Brazil and Singapore are no longer blocked while waiting for the Danish office to open. Approval requests can be handled remotely from a phone, and if AGRAMKOW ever wants to delegate approvals to someone on the ground in one of the international offices, that's straightforward to set up as well.

Policies are configured to fit different parts of the workforce. Developers can elevate anything they need with an auto-approved reason, while standard users go through the request workflow. User response has been positive on both sides of the change. Users who weren't admins before can now do more than they could previously, and those who lost their permanent rights had their needs mapped during rollout, so day-to-day work hasn't changed for them.

Moving Forward

With all 245 endpoints covered, servers are the next step. Consolidating server, remote, and SQL admin accounts into a single platform would simplify a setup currently spread across separate tools. ISO 27001 certification is also on the roadmap, and the audit log in Admin By Request's EPM solution will be part of meeting the logging requirements.

The team is also testing Secure Remote Access as a replacement for an existing browser-based VPN solution that worked but had ongoing issues with screen rendering and clipboard sync. Early impressions have been good enough that William Philipsen has stopped bringing his laptop home when working remotely, logging into the portal instead.

> I would clearly recommend Admin By Request. It's simply easy, not an extra burden to implement, and you can do a phased rollout entirely at your own pace. And the product just keeps getting better. When you give feedback, it actually gets implemented.

William Philipsen, IT System Administrator

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